



State of Idaho

DIVISION OF HUMAN RESOURCES

Executive Office of the Governor

C.L. "BUTCH" OTTER
Governor
SUSAN E. BUXTON
Administrator

STRATEGIC PLAN

For the Fiscal Years Ending June 30, 2017 – June 30, 2021

Submitted July 1, 2016

Revised August 12, 2016

Signed: *Susan E. Buxton*

Mission:

To administer the state of Idaho Personnel System and provide Human Resources consultation, training, information and analysis to the Governor's office, legislative leaders, agency directors and staff.

Vision:

To create a desirable workplace for a skilled workforce serving the citizens of the state of Idaho.

Key External Factors:

Key external factors for the Division of Human Resources are similar to other agencies within the Executive Office of the Governor:

- Both State and Federal legislation affecting the state work force may alter or significantly impact the functions of the Division of Human Resources.
- The Division must be sensitive to changes in state and federal laws, the labor market, unemployment rates, market wage variations, and overall economic conditions as recommendations are made to the Governor and Legislative leaders.
- The Division is a customer-service based entity responsive and open to addressing issues raised by the Governor's office, the Legislature, and the agencies of State government.

GOAL #1: Support Human Resources and Related Business Processes to Ensure Integrity and Efficiency of the State's Merit System

OBJECTIVES:

1. Provide updated information on current State and Federal statutes, rules and policies to state agencies.
2. Provide guidance on implementing and interpreting State and Federal statutes, rules and policies to state agencies.
3. Collaborate with State agencies on identifying needed changes to State statutes, rules and policies.
4. Provide Administrative support to the Idaho Personnel Commission.

PERFORMANCE MEASURE:

1. Conduct regular training sessions
Benchmark: Quarterly.
2. Publish guidance memos
Benchmark: 6 times per year.
3. Number of business days for DHR to respond to requests for guidance.¹
Benchmark: <90 days
4. Log in appeal requests and forward to the IPC Chair within 24 hours of receipt.
Benchmark: 100%

¹ Call back: 1 business day

Responsive interpretation: depending on complexity of question, response can be expected from 1 to 90 days. Processing rule or statutory changes must follow time frames set forth by statute and rule.

GOAL #2: Utilize Technology to Provide Efficient and Cost-Effective Human Resources Services.

OBJECTIVES:

1. Provide a modern Applicant Tracking System (ATS) for state agencies and related training.
2. Transition and train state agencies statewide performance evaluation to the IPERFORM system.
3. Review and make decision to approve or deny IPOP's actions.

PERFORMANCE MEASURE:

1. Provide ATS training to state agencies.
Benchmark: Monthly
2. Provide IPERFORM training to state agencies.
Benchmark: 30 agencies/year
3. Review IPOP's actions for accuracy and process within 4 business days.
Benchmark: 100%

GOAL #3: Provide Analysis For Employee Compensation.

OBJECTIVES:

1. Study public employee compensation trends nationwide and participate in national and regional salary surveys.
2. Identify statewide internal and external equity issues and determine appropriate action.
3. Publish the Change in Employee Compensation (CEC) report for the Governor and the Legislature on an annual basis.

PERFORMANCE MEASURE:

1. Submit salary survey results before established deadlines.
Benchmark: 1 week before survey results are due
2. Annually review statewide equity issues.
Benchmark: September 15th
3. Publish CEC report on or before December 1st of each fiscal year.
Benchmark: November 30th

GOAL #4: Maximize Successful Employment Practices.

OBJECTIVES:

1. Provide statewide training to employees.

PERFORMANCE MEASURES:

1. Respectful Workplace
Benchmark: 6 cohorts per year
2. Supervisory Academy
Benchmark: regularly scheduled cohorts (at least 6 per year)
3. Crucial Conversations
Benchmark: 3 cohorts per year
4. Certified Public Manager Program (CPM)
Benchmark: 3 cohorts per year
5. Human Resource Professionals
Benchmark: quarterly meetings
6. Agency Directors and Board members onboarding.
Benchmark: As needed or upon request
7. Applicant Tracking System (ATS)
Benchmark: Monthly
8. IPERFORM
Benchmark: As needed or upon request