

Part I – Agency Profile

Agency Overview

The Division of Human Resources (DHR) is responsible for the administration of the State of Idaho personnel system. DHR provides a system for classified state employees to be examined, selected, retained, promoted, and compensated on the basis of merit and their performance of duties.

The Division Administrator advises the Governor on employee compensation changes and other human resource management issues. The Division provides administrative support to the Idaho Personnel Commission (IPC) which focuses on formal hearings to resolve employment related disputes.

DHR is a dedicated fund agency. Agencies pay a percentage of their classified employee payroll for DHR services. These services include:

- Review of Idaho Code on Human Resources and proposed legislative changes;
- Statewide human resource policy formulation and interpretation;
- Statewide compensation plan and evaluation of state job classifications;
- Facilitation of agency partnerships;
- Review audits of agency HR functions to ensure compliance with federal and state requirements;
- General HR consultation to assist with minimizing risk with employee relation issues;
- Development of annual Change in Employee Compensation (CEC) report;
- Employee, supervisor, and leadership training;
- Recruitment for non-delegated agencies and announcements for non-classified positions;
- Assist executive state agencies with employee relations, complaints, and related investigations;
- System administration for I-PERFORM (statewide performance evaluation system) and NeoGov (online job application system).

During FY 2007, Governor Otter issued Executive Order 2007-04. This Executive Order directs DHR to delegate certain HR functions through a Memorandum of Understanding (MOU). DHR currently has MOU's with 17 delegated executive branch agencies. DHR contracts with the State Controller's Office (SCO) to maintain the statewide performance evaluation system: I-PERFORM. DHR contracts with NeoGov for the online job application system.

Core Functions/Idaho Code

Idaho Code Title 67, Chapter 53, establishes the Division of Human Resources in the Office of the Governor. DHR is authorized and directed to administer a personnel system, including provision of personal and professional training, for classified Idaho state employees.

Idaho Code Title 53, Chapter 16, directs agencies in the executive department with non-classified positions, to the extent possible, to pay salary and wages similar to classified positions in consultation with DHR.

Revenue and Expenditures

Revenue	FY 2016	FY 2017	FY 2018	FY 2019
Seminars and Publications	\$0	\$0	\$0	\$0
DHR Fund	<u>\$1,869,635</u>	<u>\$1,984,107</u>	<u>\$2,150,072</u>	<u>\$2,321,500</u>
Total	<u>\$1,869,635</u>	<u>\$1,984,107</u>	<u>\$2,150,072</u>	<u>\$2,321,500</u>

Expenditures	FY 2016	FY 2017	FY2018	FY2019
Personnel Costs	\$882,432	\$948,703	\$1,233,762	\$1,293,700
Operating Expenditures	\$770,561	\$720,648	\$989,134	\$626,600
Capital Outlay	\$12,459	\$5,739	\$5,774	\$3,500
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
Total	\$1,665,452	\$1,675,090	\$2,228,670	\$1,923,800

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2016	FY 2017	FY 2018	FY 2019
DHR Forums conducted	N/A	3	2	2
Supervisor Academy training hours*	5,952	10,488	9,120	8,840
Supervisor Academy participants	183	403	394	360
Crucial Conversations training hours*	368	4,112	5,376	3,104
Certified Public Manager students	130	92	95	84
Certified Public Manager training hours*	7,715	9,062	12,880	11,661
CPM Annual Alumni Conference attendees	N/A	N/A	245	245
Respectful Workplace attendees	N/A	N/A	1,784	2,729
Respectful Workplace training hours*	N/A	N/A	3,568	5,458
Idaho Personnel Commission Appeals	15	14	9	12
Personnel Complaint Investigations Conducted	N/A	N/A	9	21
Agency HR Audits Conducted	N/A	N/A	1	1

*total hours calculated by total course hours per student (x) # of students

**CC began in June 2016

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019
Number of Chapters	1
Number of Words	20,619
Number of Restrictions	289

FY 2019 Performance Highlights:

Director/Agency Head Training

In March of 2019, DHR conducted the first semi-annual State Director / Agency Head training. This training provided the opportunity for Directors / Agency Heads to participate and learn on various topics: The State of Idaho Personnel System, Federal Employment Laws, DHR State Statutes / Rules, Agency budgeting processes, Travel and P-Card policies, Strategic Planning / Performance Management Reports, Public Communication, Public Record Requests, Media Requests, and Social Media. Over 40 were in attendance. Guest speakers included Governor Brad Little, former Governor Dirk Kempthorne, and the Governor's Chief of Staff, Zach Hauge.

Information Technology (IT) Modernization Initiative

IT Modernization is an initiative by Governor Little to increase efficiency in IT services across state agencies, enabling agencies to focus on being IT consumers rather than IT providers. DHR has supported ITS in their efforts by coordinating personnel planning information for the implementation of Phase 1 in FY2020. DHR continues to support ITS in the personnel planning for Phase 2, expected to be implement in FY2020.

Information Technology Classification Project

In December of 2018, DHR implemented the new Information Technology (“IT”) classification structure. This new structure was developed in partnership with a committee of agency IT Administrators, Human Resource Subject Matter Experts (SMEs) and information provided by Korn Ferry (“KF”). Classification framework and role summaries for each job family and level were developed. IT classification will now better reflect modern IT job functions, employees will have more appropriate job titles with career paths supporting professional growth and advanced technical levels. All employees were laterally transferred to their mapped position in December of 2018.

Cybersecurity Training

Executive Order No. 2017-02 directed DHR, in conjunction with all executive branch agencies, to compile and review cybersecurity curriculum for mandatory education and training of state employees. DHR implemented the training in 2017 and continues to provide state employee ongoing annual training and immediate new hire training. DHR is currently working with the KnowBe4 contractor to implement a phishing component to the cybersecurity training.

NeoGov

In December of 2018, DHR went live with a new recruitment system, NeoGov. Funding for this application was provided in the 2017 legislative session replacing the Applicant Tracking System (ATS). NeoGov is used by applicants and state agencies. Applicants use the system to create an account and apply for state job openings. Agencies use the system to announce, accept applications, test, and obtain hiring lists for position openings. Most importantly, applicants can now use their mobile devices to easily apply for state jobs.

Part II – Performance Measures

Performance Measure		FY 2016	FY 2017	FY 2018	FY2019	FY2020
Goal 1						
Support Human Resources and Related Business Processes to Minimize Risk and Ensure Integrity and Efficiency of the State’s Personnel System						
1. DHR Forums	actual	<i>New FY2016</i>	3	2	2	-----
	target	<i>N/A</i>	<i>2 times/year</i>	<i>2 times/year</i>	<i>2 times/year</i>	<i>2 times/year</i>
2. Log in Appeal Requests and Forward to IPC Chair	actual	<i>New FY2020</i>	<i>New FY2020</i>	<i>New FY2020</i>	<i>New FY2020</i>	-----
	target	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Within 5 days of receipt</i>
Goal 2						
Develop a highly skilled workforce through statewide trainings creating a desirable workplace and career opportunities for Idaho’s children and grandchildren.						
3. Certified Public Manager Program Training for Public Entities	actual	<i>New FY2017</i>	3 tracks (9,062 hours)	3 tracks (12,880 hours)	3 tracks (11,661 hours)	-----
	target	<i>N/A</i>	<i>3 tracks bi-annually</i>	<i>3 tracks bi-annually</i>	<i>3 tracks bi-annually</i>	<i>3 tracks bi-annually</i>
4. Supervisor Academy for State Employees	actual	<i>New FY2017</i>	21 cohorts	23 cohorts	24 cohorts	-----
	target	<i>N/A</i>	<i>6 cohorts</i>	<i>6 cohorts</i>	<i>6 cohorts</i>	<i>6 cohorts</i>

Performance Measure		FY 2016	FY 2017	FY 2018	FY2019	FY2020
5. Agency HRO Meetings	actual	New FY2020	New FY2020	New FY2020	New FY2020	-----
	target	N/A	N/A	N/A	N/A	Monthly
6. On Line Cybersecurity Training and Phishing	actual	New FY2020	New FY2020	New FY2020	New FY2020	-----
	target	N/A	N/A	N/A	N/A	Annual or as needed
Goal 3						
Provide Analysis For Employee Compensation						
7. Submit Salary Survey Results before Deadlines	actual	New FY 2017	New FY 2017	100%	100%	-----
	target	N/A	N/A	1 week prior to due date	1 week prior to due date	1 week prior to due date
8. Publish CEC Report on or before December 1 st of each Fiscal Year.	actual	New FY 2017	New FY 2017	Dec 1	Dec 1	-----
	target	N/A	N/A	Dec 1	Dec 1	Dec 1
Goal 4						
Maximize Successful Employment Practices						
9. Submit Rule Reduction Modifications before DFM Deadline	actual	New FY2020	New FY2020	New FY2020	New FY2020	-----
	target	N/A	N/A	N/A	N/A	May 1

For More Information Contact

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