

## 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 of employee relations 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).
- Conduct cybersecurity and phishing training for executive branch employees.

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 59, 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 2018	FY 2019	FY 2020	FY2021
Seminars and Publications	\$0	\$0	\$0	\$0
DHR Fund	<u>\$2,150,072</u>	<u>\$2,321,500</u>	<u>\$1,328,400</u>	<u>\$2,462,800</u>
<b>Total</b>	<b><u>\$2,150,072</u></b>	<b><u>\$2,321,500</u></b>	<b><u>\$1,328,400</u></b>	<b><u>\$2,462,800</u></b>

Expenditures	FY 2018	FY 2019	FY 2020	FY2021
Personnel Costs	\$1,233,762	\$1,293,700	\$1,525,800	\$1,560,400
Operating Expenditures	\$989,134	\$626,600	\$691,300	\$797,500
Capital Outlay	\$5,774	\$3,500	\$12,500	\$32,800
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$2,228,670</b>	<b>\$1,923,800</b>	<b>\$2,229,600</b>	<b>\$2,390,700</b>

**Profile of Cases Managed and/or Key Services Provided**

Cases Managed and/or Key Services Provided	FY 2018	FY 2019	FY 2020	FY2021
Supervisor Academy training hours*	9,120	8,840	8,232	7,080
Supervisor Academy participants	394	360	343	295
Crucial Conversations training hours*	5,376	3,104	4,448	2,032
Certified Public Manager students	95	84	71	60
Certified Public Manager training hours*	12,880	11,661	10,224	15,000
CPM Annual Alumni Conference attendees	245	245	121	0**
Respectful Workplace attendees	1,784	2,729	6,222	7,073
Respectful Workplace training hours*	3,568	5,458	12,444	14,146
Human Resource Officer Meetings**	12	12	26**	22**
Personnel Complaints Received***	N/A	N/A	N/A	182
Personnel Complaint Investigations Conducted	9	21	12	62

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

\*\*Impacted by COVID-19

\*\*\*As of July 1, 2021 – Implementation date of the state employee complaint line

**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	As of July 1, 2020	As of July 1, 2021
Number of Chapters	1	1	1
Number of Words	20,619	20,619	20,600
Number of Restrictions	289	289*	277*

\*Reflects the adoption of temporary rules from 2019

**Part II – Performance Measures**

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY2022
<b>Goal 1</b>						
<b>Support Human Resources and Related Business Processes to Ensure Integrity and Efficiency of the State’s Personnel System</b>						
1. Number of Director/ Agency Head Trainings	actual	New FY2019	2	18*	22*	-----
	target	N/A	2	2	2	2 times/year
2. Number of DHR Forums	actual	2	2	2*	1*	-----
	target	2 times/year	2 times/year	2 times/year	2 times/year	2times/year

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY2022
3. Percentage of Initial Complaints with Timely Responses	actual	N/A	N/A	N/A	100%	-----
	target	New FY2021	New FY2021	New FY2021	2 business days	2 business days
<b>Goal 2</b>						
<b>Develop a Highly Skilled Workforce Through Statewide Trainings Supporting a Desirable Workplace and Career Opportunities for Idaho's Children and Grandchildren.</b>						
4. Number of Certified Public Manager Program Tracks for Public Entities	actual	3 tracks (12,880 hours)	3 tracks (11,661 hours)	3 tracks (10,224 hours)	3 tracks (15,000 hours)	-----
	target	3 tracks bi-annually	3 tracks bi-annually	3 tracks bi-annually	3 tracks bi-annually	3 tracks bi-annually
5. Number of Supervisor Academy Cohorts for State Employees	actual	23 cohorts	24 cohorts	17 cohorts	17	-----
	target	6 cohorts	6 cohorts	6 cohorts	6 cohorts	6 cohorts
6. Number of Respectful Workplace Trainings for State Employees	actual	New FY2019	12	12*	12*	-----
	target	N/A	Monthly	Monthly	Monthly	Monthly
7. Percentage of State Employees Completing Online Cybersecurity and Phishing Training	actual	New FY 2020	New FY 2020	81%	98%	-----
	target	N/A	N/A	100%	100%	100%
<b>Goal 3</b>						
<b>Provide Accurate Analysis for Employee Compensation to Support a Competitive Compensation Strategy within State Government</b>						
8. Deadline to Publish CEC Report	actual	New FY 2017	Dec 1	Nov 26	Nov 30	-----
	target	Dec 1	Dec 1	Dec 1	Dec 1	Dec 1- Each Fiscal Year
<b>Goal 4</b>						
<b>Develop Recruitment and Retention Strategies within State Government which Support Workforce Planning Needs; Enhance HR Analytics and Reporting; and Build State Government's Brand as Being a Great Place to Work.</b>						
9. Develop an Annual Employee Engagement Survey	actual	New FY 2022	New FY 2022	New FY 2022	New FY 2022	-----
	target	N/A	N/A	N/A	N/A	October
<b>Goal 5</b>						
<b>Review and Modify DHR Statutes and Rules for Modernization in the Recruitment, Retention, and Management of State Employees</b>						
10. Deadline to Submit Rule Reduction Modifications	actual	New FY 2020	New FY 2020	DFM Established Deadline	DFM Established Deadline	-----
	target	N/A	N/A	August 7	August 12	August

\*Impacted by COVID-19

**For More Information Contact**

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