



ANNUAL REPORT

2017-2018

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We



Serve



DC

Message from the Mayor

Dear Washingtonians:

As Mayor of Washington, DC, I am committed to building pathways to the middle class and making sure that every resident receives a fair shot. Washington, DC is a growing and prospering city—now more than 702,000 residents strong. To keep up with this growth, my Administration is focused on making our prosperity more inclusive, advancing our DC values, ensuring that families and workers across the income spectrum can afford to live and thrive in DC, and building and fostering safer, stronger, and healthier communities across all eight wards. As part of these efforts, I have charged the Department of Human Resources (DCHR) and partner agencies with engaging more District residents and attracting, developing, and retaining a talented and diverse government workforce that reflects our values and adheres to the principles of good governance and exceptional service delivery.

This first-time annual report highlights the progress that DCHR has made in becoming a first-class human capital organization that fosters excellence, promotes innovation, and that has the capability and capacity to deliver on its promise of "Making a District Difference." Thank you to everyone at DCHR for your contributions to our great city.

I encourage you to share this report with friends, family, neighbors, and anyone else interested in becoming a part of the District Government.

Sincerely,



Muriel Bowser
Mayor, Washington, DC



★ ★ ★
WE ARE
WASHINGTON
DC GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Message from the Director

The District of Columbia Department of Human Resources (DCHR) provides human resource management services that strengthen individual and organizational performance, and enables the District Government to attract, develop, and retain a well-qualified, diverse workforce. We strive to be the best-in-class human capital organization that fosters excellence, promotes innovation, and serves as a model for others.

This report highlights information on the policies, programs, and services we provide to nearly 36,000 talented and dedicated District Government employees who serve over 700,000 city residents.

The 21st-century human resources (HR) professional is a strategic HR business partner who is driven by expertise, customer care, mission sensitivity, agency priorities, goals, and performance. We must be both innovators and role models, as we are entrusted and mandated to oversee the laws, rules, and regulations that govern human resources management. DCHR and the District Government's HR community have the privilege and the pleasure to service employees from hire to retire, from entry level to executive.



In our report, we display our commitment to Mayor Muriel Bowser's goal to invest in education, infrastructure, public safety, and people, in order to create pathways to the middle class. As a strategic business partner, we align our organizational objectives to focus on initiatives such as hiring District residents; supporting legislation that supports our employees who are called to active duty in the military; managing enhanced suitability requirements; expanding employee benefits by increasing retirement participation and promoting employee wellness; developing and revising policy based on operational needs; performing legal sufficiency reviews; providing employee education, leadership development, mentoring, customer care, monitoring, and analytics; and so much more.

What a joy and honor it is to serve as the District of Columbia's Director of Human Resources. Thank you for the opportunity to highlight DCHR's accomplishments, and for your continued support that allows us to serve those who serve our great city.

Sincerely,

A handwritten signature in black ink that reads "Ventris C. Gibson". The signature is fluid and cursive, with the first name being the most prominent.

Ventris C. Gibson
Director, DCHR

Senior Leadership



Agnes Cholewa
Associate Director
Strategic Human Capital



Donnel Daniels
Associate Director
Human Resources Solutions



Justin Zimmerman
Associate Director
Policy & Compliance



Paul Shaw
Associate Director
Benefits & Retirement



Kristina Savoy
Associate Director
Learning & Development



Kathleen Liu
General Counsel

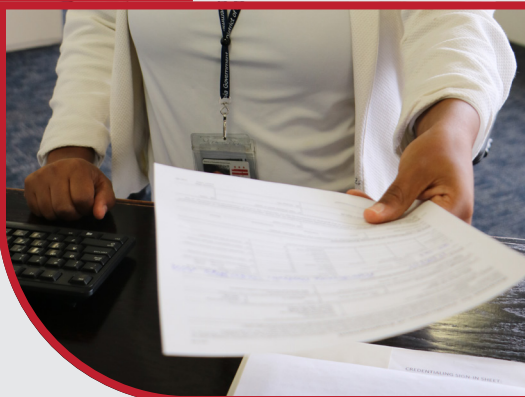
The Employee Lifecycle

The mission of DCHR is to provide human resource management services that enable the District Government to attract, develop, and retain a well-qualified, diverse workforce. DCHR's vision is to be the best-in-class human capital organization that fosters excellence, promotes innovation, and serves as a model for others. In Fiscal Years 2017 and 2018, DCHR worked

across various campaigns to improve service delivery to our customers; past, present, and potential District employees. DCHR is committed to effectively managing the employee experience throughout the employee lifecycle—from hire to retire.



We serve employees for their entire career.







Attract

The lifecycle of an employee begins before hiring. The messaging and employment branding of the District government captures the attention of prospective employees and brings awareness to the value of a District career. We continue to employ this strategy as a means to attract qualified and diverse candidates who are committed to ensuring District residents receive the best possible services.

DCHR's Communications team works diligently to manage the District's employment brand and increase the visibility of opportunities the District provides as an employer by engaging

other District agencies, the general public, the media, and various other constituencies.

In the last two fiscal years, the Communications team leveraged social media to increase the public's understanding and awareness of District-wide programs, jobs, mayoral initiatives, and services. Since taking this approach, DCHR's Twitter followers nearly doubled to more than 2,900 and our Facebook and Instagram accounts have more than 3,700 combined followers. 64% of our audience are District residents.

**Rachelle N.**

I am very happy these events are being advertised & I hope the events will be consistent.

**Noel K.**

Thank you for serving African communities in Washington DC. It was great having you at the CAC Language Access Fair

**April D.**

So excited for the upcoming opportunities!

**Alloyusis C.**

DC is really expanding its opportunities for employment through the DCHR. Now this is what makes this city 1 of the Elites! #JOBS JOBS JOBS!

**Costello F.**

I like the many ways that the Department of Human Resources are allowing people to Find a Job.

**Constance B.**

Really excited about all of the opportunities made available. The city needs this.



Our Audience: 64%
District Residents



Recruit

Successfully piquing the interest of prospective employees allows DCHR to reach out and recruit talent for the District Government. DCHR organizes targeted hiring events throughout the year to provide the best possible career opportunities for candidates.

Hiring Events

Our recruiters developed direct hiring events with three District agencies in response to specific hiring needs. DCHR hosted two hiring events with the District Department of Transportation

(DDOT) to fill specialized career service positions. During the first hiring event on November 2017, we attracted 375 attendees, 51 of whom received job offers. Of those 51 offers, 90% of which went to District residents. The second hiring event in May 2018 attracted 183 attendees and resulted in 47 offers of employment, 94% of which went to District residents. At the second hiring event, we also interviewed and successfully identified an additional qualified pool of 42 candidates who would eventually transition into career positions.

In December 2017, DCHR held a hiring event with the DC





Department of Motor Vehicles (DMV). We attracted 187 attendees, which led to 10 offers of employment, 9 of which went to District residents.

In April 2018, DCHR hosted a hiring event for the Department of Health Care Finance (DHCF) aimed to fill specialized openings for the District of Columbia Access System (DCAS) Administration. More than 500 prospective employees attended the event. 15 of these attendees received offers of employment, and about half are District residents.

Strengthening University Partnerships

DCHR strengthened the District Government's partnerships with local colleges and universities. We participated in career fairs at Georgetown University and the University of the District of Columbia, and met with university officials at American University and Catholic University to discuss recruitment strategies and District Government opportunities for students and recent graduates. In partnership with the Office of Chief Technology Officer (OCTO), DCHR also served as a competition judge in Howard University's 2018 Hackathon, which hosts students from colleges and universities around the DC area.

DC Hires Vets

DCHR provides job opportunities for those who serve our country. In April 2018, DCHR's Human Resource Solutions Administration hosted its second "DC Hires Vets" event in partnership with the D.C National Guard and Mayor's Office of Veterans Affairs. DC Hires Vets offers veterans the opportunity



to connect with District agencies, private sector companies, and service organizations. Since its inception in 2017, DC Hires Vets has attracted more than 150 employers and service organizations, which resulted in the hiring of over 30 veterans with various District agencies, private sector companies, and service organizations.



Developing a Talent Pipeline

Effective recruiting relies on having access to a large pool of qualified individuals. DCHR takes initiative by identifying talent who, with additional training and mentorship, can meet the District's human capital needs, and goals to hire residents.

District Leadership Program

DCHR continues to develop and administer the District Leadership Program (DLP). The DLP provides college interns with unique opportunities to work alongside leading District Government professionals on a variety of practical, developmental, and relevant projects. Agency program assignments provide interns with opportunities to gain an understanding of the work performed at each agency. The DLP exposes interns to real work challenges so that they are better equipped to apply their experience to future professional, or personal pursuits.

Capital City Fellows Program

The Capital City Fellows Program (CCFP) is a mayoral initiative designed to attract recent graduates of master's degree programs in public administration, public policy, urban planning, and related fields to work for the District of Columbia Government. Candidates compete for 18-month fellowship appointments during which they complete three six-month rotations at city agencies. In FY18, DCHR's Center for Learning and Development (CLD) received 56 applications, and 20 fellows accepted offers.

In addition to on-the-job training at their host agencies, fellows are given unique opportunities to meet with high-level city officials, participate in educational and professional development training and seminars, and complete the Individual Development Plan Self-Assessment. The CCFP

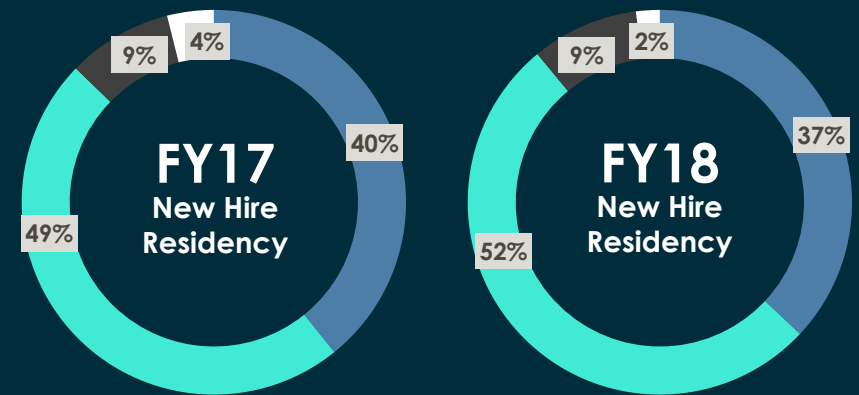


prepares fellows to meet the challenges of local government public service and develops management talent for the city.

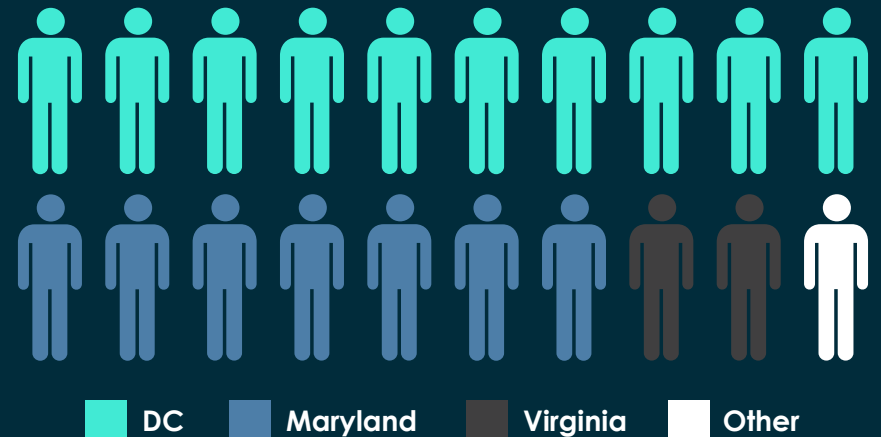
Job Circle

DCHR provides free job-readiness classes through our “Job Circle” program. Job Circle offers a supportive environment that allows job seekers the opportunity to reflect on their search for employment, receive guidance on methods and techniques to make their search more productive, and improve their resume writing, interviewing, and networking skills. Job Circle sessions provide participants with mock interviews, panel discussions with recruiters and hiring managers, and professional development classes.

On average, **50%** of new District Government hires are also residents of the city.



That's **10** for every **20** candidates.



Onboard

DCHR guides employees through the onboarding process, which involves verifying the required credentials and suitability of potential candidates, and integrating them into the District Government. The onboarding process also provides new hires with the first impression of employment with the District Government. The onboarding experience paths not only prepares employees for their first day on the job, but is also designed to excite and motivate them as they begin their careers. In FY17 and FY18, DCHR made substantial improvements to the employee onboarding process.

New Employee Orientation

Based on feedback from new employees, DCHR changed orientation into a full day that imparts the District's culture, ethics, benefits, and more. With this change, employees no longer feel rushed during the onboarding process, and have more time to ask questions during DCHR's partner-enhanced presentations on retirement, college savings, employee relations, learning and development, and supplemental insurance. In addition, managers attend a specific managerial self-service session that includes instruction on performance



Banning “the question”

To help **close** the gender **pay gap**, we prohibit agencies from asking applicants about their prior salary.

Everyone deserves a fair shot.



management, PeopleSoft time entry and approval, and collective bargaining.

Suitability

DCHR's Policy and Compliance Administration (PCA) partners with Fieldprint to improve the process for employment checks. By working with Fieldprint, DCHR provides convenient on-site fingerprinting at multiple locations throughout the greater metro area. In addition, the partnership enables DCHR to generate these background checks electronically, which allows for faster processing, more accurate results, and an increased number of suitability checks performed.

Ongoing Verifications

DCHR PCA verifies that District Government lawyers have valid legal licenses. In FY17 and FY18, DCHR completed more than 1,300 attorney license verifications.

DCHR also verifies the residency status of Executive Service, and Excepted Services, and residency-preference employees to maintain the integrity of positions that require residency, and the integrity of residency preferences given to District applicants. In FY17 and FY18, we performed more than 900 residency verifications.



Develop

DCHR recognizes that employees are the District Government's most valuable resource. By helping District Government employees advance their skills and careers, we improve the lives of our employees and the quality of services that we provide to city residents. DCHR partners with multiple learning institutions, and continues to launch learning and development initiatives in order to provide continuing education for District employees.

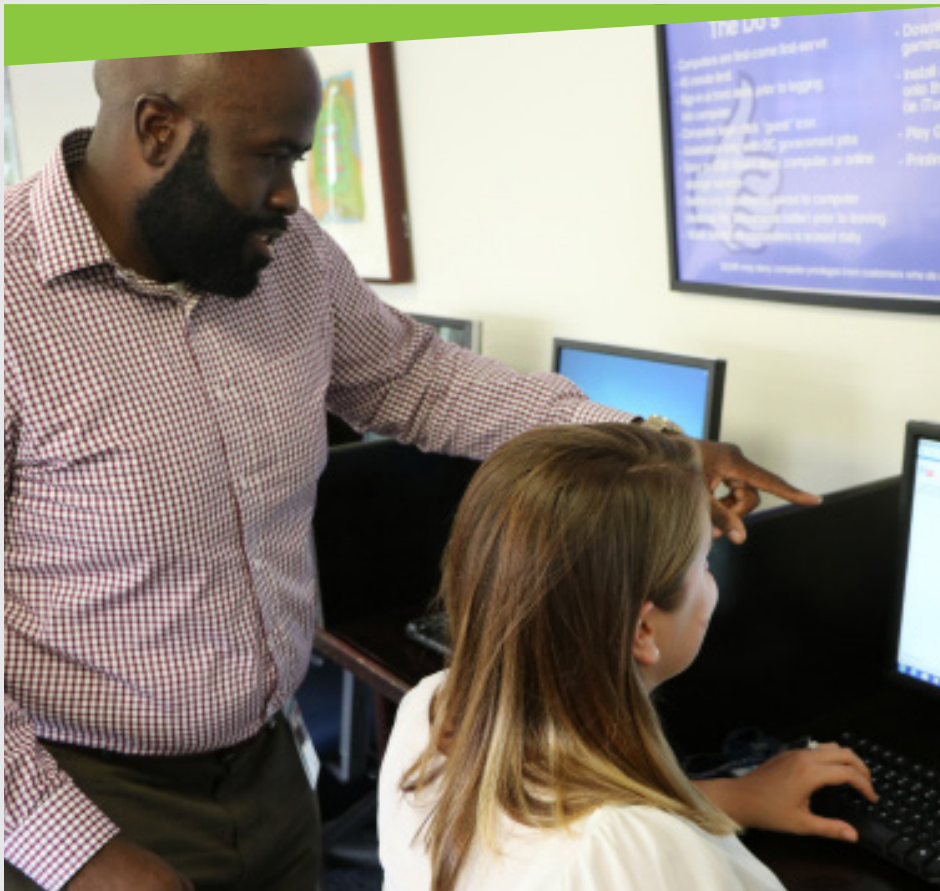
University Partnerships

DCHR's Center for Learning and Development (CLD) and Benefits and Retirement Administration (BRA) worked together to negotiate tuition discounts for 11 colleges and universities.

Career Pathing

The career path initiative for the District of Columbia is in full swing. At the beginning of the project, the team used the information from the compensation and classification

reform to populate our career path website with new job specifications and position titles. After a change in direction with the compensation and classification efforts, we modified our strategy and began using occupational series to illustrate various paths. The team validated the proposed career paths with classification experts, and populated information for the career path website. This internal collaborative effort will allow DCHR to finalize and publish the website with completed career paths by the end of the fiscal year. We will also be able to include additional career development resources to the site as needs grow and change. DCHR also developed a communications plan designed to educate residents,



businesses, District agencies, current employees, prospective and passive candidates, and key stakeholders about how they can chart their course to further develop their career.

Training Programs

DCHR continues to offer free training programs for District employees in the form of formal classroom instruction and eLearning provided through Skillport. In FY18, the District government offered 64 unique, instructor-led courses conducted by DCHR's CLD. Employees across the District participated in nearly 28,077 hours of eLearning. DCHR also

conducted 40 agency specific trainings in FY18, and continues to expand its offerings to employees, including management. In FY18, DCHR piloted four agency-specific Management Supervisory Service workshops which were designed to build upon the participants' knowledge of best practices for building and maintaining a performance management culture.

LEAP Academy

The Learn-Earn-Advance-Prosper (LEAP) Academy is a multi-partner mayoral initiative that provides unemployed residents with employment, education, and training opportunities. LEAP uses an apprenticeship model that allows participants to earn a wage while participating in on-the-job training and being enrolled in technical or adult education courses. As a partner in this initiative, DCHR works with the DC Department



of Employment Services (DOES) to provide job-skills training and HR services to participants. In FY17, LEAP received 213 applications, of whom 58 interns were accepted into the program across six agencies. In FY18, LEAP received applications from 328 persons, 155 of which resulted in acceptance.

Certified Public Manager Program

DCHR administers the nationally accredited "Certified Public Manager" (CPM) Program, which provides District Government managers with additional skills and leadership tools. By partnering with George Washington University, and other renowned government, nonprofit, and private-sector institutions, DCHR provides the best in leadership and

management theory and practices to the classroom. The program provides approximately 300 hours of graduate-level instruction. DCHR continues to enhance the program to provide additional leadership and strategic project management training.

Lean Six Sigma

DCHR partners with Calibre Systems, Inc. to offer Champion, Green Belt, and Black Belt Lean Six Sigma methodology training and certification. The program helps the District reduce cycle time, lower costs, eliminate waste, improve performance, enhance service, and sustain long term improvements through the development of personnel in industry-leading process methodologies.

Executive Leadership Program

DCHR's Executive Leadership Program (ELP) enhances the supply of executive-level talent across the District Government. The ELP establishes a cadre of high-performing leaders selected by the Mayor. ELP participants are nominated by, and serve their respective agency heads. In FY17, DCHR received 46 nominations, and 26 participants were selected across 15 agencies for the ELP. In FY18, DCHR received 41 applications, and 27 applicants were selected across 14 agencies.

HR Certification

In FY18, DCHR launched the Human Resources Certification Program, which includes a three-tiered, track-specific training program administered by Graduate School USA. The program focuses on building a core body of HR knowledge for the District's community of HR practitioners. Tier I features an Introduction to Human Resources Fundamentals (Foundations Track), Tier II features Human Resources specializations

(Specialist Track), and Tier III covers Strategic Human Resources Business Partners and Human Resources Officers (Leadership Track). Each tier aligns directly with fundamental HR core competencies outlined by industry-applied and researched best practices.

We successfully launched the Tier I track at the end of September 2018, and will continue until April 2019.



Retain

Employee retention is critical to ensuring that talented and well-qualified personnel continue to work for the District Government. The District Government's long-term health and success rests in its ability to provide effective and satisfying services to its employees. DCHR provides customer care, wellness programs, and creates partnerships that District employees can enjoy. We also work to improve our infrastructure to support a more modern, efficient, and manageable work environment.

Customer Service

DCHR manages customer care and employee benefits services. DCHR's Benefits and Retirement Administration serves as the front line of support for any new, active, or separated employees regarding their health, life insurance and/or retirement benefits. In FY18, DCHR fielded more than 45,000 calls and 12,000 walk-ins. To make further improvements to our customer service, DCHR created 19 additional employee benefit resources to provide District employees with an increased awareness and understanding of their benefits.



5 Minute Facts

In FY17, DCHR released a series of videos entitled “5 Minute Facts.” These videos provide general guidance on common employee issues. In these videos, DCHR shares tips and advice on best practice topics such as, “Understanding your DC Government Paycheck,” which has accumulated over 17,000 views.

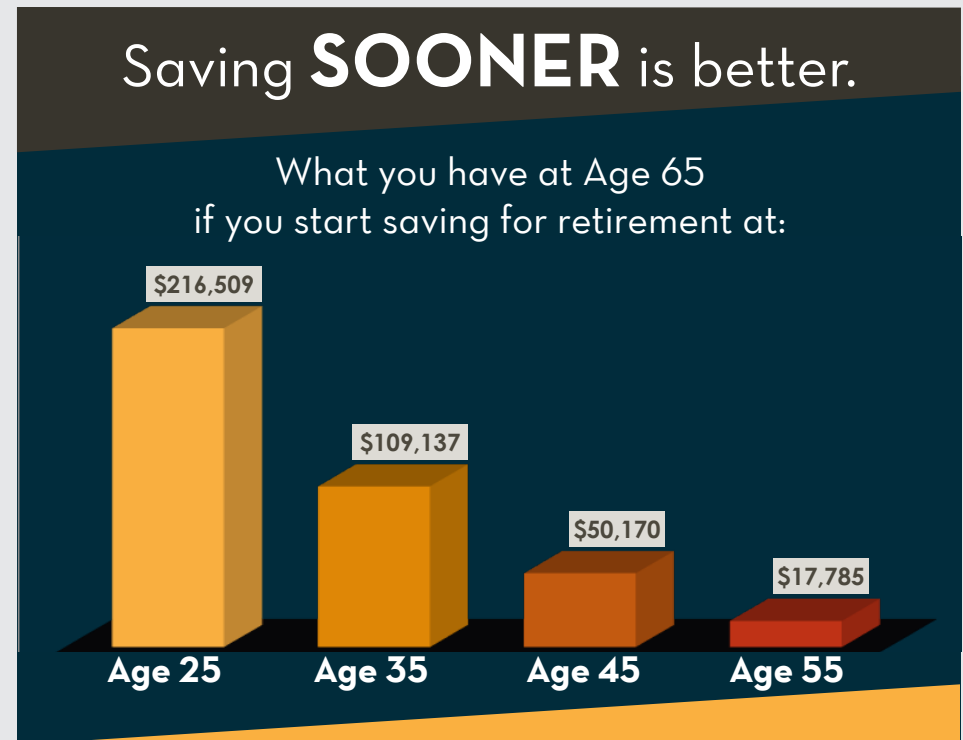
2% Pay Raises

To maintain competitive salaries necessary to attract and retain the best possible talent, DCHR’s Policy, Compensation, and IT teams coordinated with the Office of the Chief Technology Officer (OCTO) and the Office of Pay and Retirement Services (OPRS) to implement a two percent salary increase for Fiscal Year 2018. More than 25,000 employees received pay increases as a result of this initiative.

457 Auto-Enrollment

During the fiscal year, and with the Mayor’s approval, DCHR coordinated the passing and implementation of B22-68, the Deferred Compensation Program Enrollment Amendment Act of 2018. This legislation establishes automatic enrollment of eligible new employees in the voluntary 457b Deferred Compensation Plan. Newly-hired employees will have five percent (5%) of their base salary automatically contributed to the 457b retirement plan. In keeping with Mayor Bowser’s efforts to ensure that every resident has a pathway to the middle class, we believe that this legislation provides District Government employees much-needed financial security for their retirement.

Currently only 45% of eligible employees are contributing to the 457b. Research supports that automatic enrollment in a



retirement savings plan yields a 90% participation rate and substantial savings for individual employees. If an employee starts saving at the age of 25, with a \$50 contribution per paycheck, assuming a 6% return on their chosen investments, the employee would accumulate \$216,509 by the age of 65. On the other hand, if employees who wait to participate until the age of 55 would only accumulate \$17,785 in savings by the age of 65.

Automatic enrollment will push more employees to begin saving earlier. DCHR is coordinating with ICMA-RA (our retirement plan recordkeeper), as well as Office of Pay and Retirement Services, Office of the Chief Technology Officer, and Office of the Chief Financial Officer to implement auto-enrollment by Q2 of FY19.

Open Enrollment

Each year DCHR facilitates open benefits enrollment for eligible District Government employees. In FY18, DCHR processed over 12,000 employee benefit changes. We also hosted 8 open enrollment fairs with approximately 30 vendors, where over 2,500 District employees attended to learn more about the benefits options that are open to them.

Wellness Initiatives

To promote a healthier workforce DCHR launched a city-wide Workplace Wellness Program. In FY18 we worked with agencies to designate 39 wellness leaders and establish 131 wellness committee members to help design and implement workplace wellness initiatives. From FY17 to FY18, DCHR coordinated 114 wellness events across 25 agencies, which include services such as flu shots. DCHR also partnered with Capital Bikeshare to provide \$25 annual memberships.

Public Health Initiatives

The supply of safe blood can save the lives of those in need of blood transfusions. Donations of blood can improve the health of those who are battling chronic diseases, those who experience surgical complications, or those who are severely affected by natural disasters and accidents. To support this effort, DCHR works with the Office of the Attorney General, AFGE Local 1403, and the American Red Cross to host an annual blood drive.

Medicare Advantage

In FY18, DCHR implemented the addition of Medicare (Part C) Advantage plan offerings for District retirees, which keeps the District aligned with other employer offerings, and closes

the coverage gap experienced by many seniors. Medicare Advantage plans combine original Medicare with additional benefits typically provided by employee healthcare programs and/or medigap insurance so that retirees have more comprehensive coverage. Retirees also have lower premiums through Advantage plans than they would if they secure equivalent levels of coverage independently.

The plans selected by DCHR exceed the value of the existing benefits offered, and are more cost effective for the District and the retirees. These cost savings average roughly \$2,000 per year per enrolled retiree for both the retiree and the District. The offerings were made available to a limited number of retirees for a July 1st, 2018 enrollment. We have continued to increase awareness of plans and eligibility requirements and anticipate increased enrollment.

Automated Dashboards

In FY18, DCHR collaborated with the Office of the Chief Technology Officer to create the automated DCHR Monthly Executive Dashboard with the business intelligence tool, Microstrategy. The dashboard displays HR metrics such as time-to-fill, District residency, and number of new hires. The interactive dashboard updates daily, and allows us to filter data by timeframe. We have also created a demographic dashboard, and a personnel processing dashboard. With these new tools, we can make data-driven decisions and process improvements to provide the best possible service to District residents and employees.

Grievances

In FY17, DCHR's Employee Relations team modified the grievance process to provide education to agency HR staff on its use. The new process allows for improved tracking

and processing times so that District employees have their grievances resolved more efficiently. DCHR provides direct service to individuals with complex human resources-related questions, and successfully transferred or resolved over 75 employee grievances.

Official Personnel Folder Scanning

In FY18, DCHR developed and implemented a new process to scan all inactive Official Personnel Folders (OPFs) before sending them to the National Archives Center for archiving. Our HR Specialists can now review OPFs digitally without having to request to review the file from the National Archives Center. This improvement allows our team to access vital records more efficiently. Not only does it save the District Government money, but it also allows us to dedicate more time to providing direct services to employees.

Sexual Harassment Prevention Training

In FY17 and FY18, DCHR rolled out a new policy for Sexual Harassment Training and Investigations based on the requirements of Mayor's Order 2017-313. In FY17, we implemented a mandatory online Sexual Harassment Prevention training module for all District Government employees. We also implemented a new process for Sexual Harassment Investigations. Agencies are now required to designate a Sexual Harassment Officer (SHO) to handle reports of Sexual Harassment. In FY17 and FY18, DCHR delivered formal training to SHOs across the District so that all reports of Sexual Harassment are taken seriously and handled appropriately.

Classification Reform

DCHR is enhancing the District's current classification system by working with agencies to determine all outstanding desk

audits, process outstanding classification reviews, and job classification requests from the 2017 classification moratorium. We are also working to standardize positions descriptions across agencies, and process all outstanding career ladders. In February and April 2018, DCHR processed career ladder promotions for approximately 289 union employees. As a result of numerous discussions between management and union officials, we also processed additional career ladder promotions in September for employees at the Department of Forensic Sciences.

As of September 30, 2018 we have completed approximately 139 desk audits that resulted in over 300 processed classification actions such as promotions and re-classifications.

Leave for Citizenship Workshops

In partnership with the Executive Office of the Mayor, DCHR marketed District employee citizenship workshops, seminars, and legal consults provided by the National Immigration Forum's New American Workforce. At these monthly workshops, experienced immigration professionals provide an introduction to the citizenship process, explain eligibility requirements, and discuss the benefits of citizenship.





Offboard

To complete the employee experience, DCHR prepares employees for their lives after their service to the District, and gathers valuable feedback from separating employees in order to improve all aspects of the employee lifecycle.

Retirement Processing

Retirement may be a daunting period for some District employees. To help employees transition out from employment with the District Government, DCHR's Benefits and Retirement Administration provides education for both upcoming retirees,

and District HR personnel. In FY18 we worked in partnership with ICMA-RC to coordinate 508 retirement education events for employees across the District. To educate HR professionals so that they can provide the best possible service to District employees, DCHR also hosts the Retirement Training Academy. The Retirement Training Academy is a series of one-day dynamic seminars that equips District HR personnel with the latest knowledge, most effective resources, and best-practices to effectively advise employees on how to prepare for retirement, and how to accurately process retirement applications.

Police, Firefighter Retirement & Relief Board

Congress created the Police and Firefighter Retirement and Relief Board (PFRRB) and entrusted the program to DCHR to provide specialized retirement and benefits services to DC Police Officers, DC Firefighters, and members of the U.S. Secret Service, U.S. Secret Service/Uniformed Division, and U.S. Park Police. In FY18 the PFRRB processed 12 disability cases, 11 disability requests for withdrawal, 301 optional retirements, 140 survivor applications, and 111 Annual Medical Reviews.

In FY18, the PFRRB uploaded all case files and other PFRRB matters to a dedicated, secure SharePoint subpage to allow PFRRB members to access related case review information and documents more efficiently. By improving access to information, we provide faster processing, and better service for those who keep the District safe.

Unemployment Insurance Claims

In FY18, DCHR in partnership with the DC Department of Employment Services, deployed the U.S. Department of Labor's State Information Data Exchange System (SIDES), an electronic tool used to help employers quickly, easily, and accurately respond to state unemployment insurance requests. This automation increased reporting accuracy and reduced response times which, in turn, reduced payment of ineligible unemployment insurance claims by approximately 50 percent, providing a significant cost savings to the District and its taxpayers.



Our Administrations

Meet the teams responsible for the operations of DCHR. We work together through every step of the employee lifecycle.

Office of the Director

The Office of the Director (OOD) provides executive direction over recruitment; policy; strategic planning; public relations; and resource management to the Mayor and members of the Cabinet on human capital issues. Under the Office of the Director, DCHR's administrations work to ensure timely and effective delivery of human resources services.



Office of the General Counsel

The Office of the General Counsel (OGC) furthers DCHR's mission and vision by providing legal support and advice to DCHR and District Government leadership and management. OGC also advises the Executive Office of the Mayor, the Office of the City Administrator, and more than 40 District agencies on various human resources matters related to the Comprehensive Merit Personnel Act (CMPA), District Personnel Manual (DPM), and other federal and District personnel and employment laws. The team also provides litigation support to the Office of the Attorney General and Police and Firefighters' Retirement and Relief Board (PFRRB) regarding pending legal matters.

Policy and Compliance Administration

The Policy and Compliance Administration (PCA) is responsible for DCHR policies, employee relations, and compliance across the District Government. PCA designs, implements and oversees unified personnel standards to support a safe, effective, and world-class work environment.



Benefits and Retirement Administration

The Benefits and Retirement Administration (BRA) is responsible for the service delivery of the District's benefits program and policies for 32,000 benefit-eligible employees and retirees (pre and post-October 1, 1987). This includes plan management, contracting, and communication for all health, voluntary, and retirement programs. In addition, BRA oversees the Police and Firefighters' Retirement and Relief Board (PFRRB), which makes determinations and decisions on all retirement and survivor benefit claims and cases. BRA works to ensure that all eligible District employees have access to quality healthcare services, and provides support for employees for staying healthy.

Human Resources Solutions Administration

The Human Resources Solutions Administration (HRSA) provides a talent acquisition strategy aimed at attracting, developing, and retaining a well-qualified and diverse workforce. HRSA serves as DCHR's front line in its mission to support the agencies we service. HRSA is composed of our staffing and recruitment team, and the classification team. HRSA is responsible for position and classification management; pay schedule design and implementation; and implementation of related management and recruitment policies, procedures, and regulations.



Strategic Human Capital Administration

The Strategic Human Capital Administration (SHCA) provides comprehensive oversight and management of the human-capital planning process. SHCA consists of four teams: Customer Care; Measurement, Analysis and Planning (MAP); Performance Management; and Records Management. The SHCA teams collaborate with other DCHR administrations and provide essential agency services including customer care, employee performance management, organizational strategies, and more.

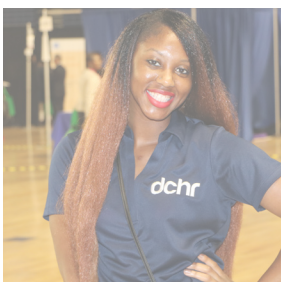
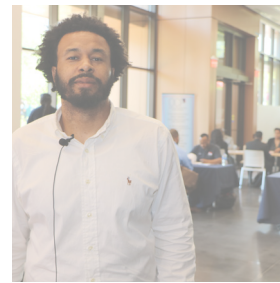
Center for Learning and Development

The Center for Learning and Development (CLD) provides training to employees across the District Government. CLD conducts and maintains the District-wide new employee orientation, Mayor's Mentoring Circle, L.E.A.P. Academy, Executive Leadership Program, District Leadership Program, Certified Public Manager® Program, Capital City Fellows, and the eLearning platform, Skillport.



Information Technology (IT)

DCHR IT supports the agency by providing infrastructure for automation, implementing governance for the use of DCHR networks and operating systems, and assisting the operational units by providing needed functionality. The team is instrumental in determining the functionality of the District's Human Resources Information System, manning two help desks and providing technical support, processing District-wide increases, maintaining human capital technology software, implementing and maintaining DCHR telecommunications, applications, desktop, and server infrastructures.



WE ARE WASHINGTON
DC GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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