



**Georgia Department  
of Human Services**  
Office of Human Resources

# **DHS Board Meeting – OHR Updates**

*Ann Burris*

Assistant Deputy Commissioner for Human Resources

# Vision, Mission and Core Values

## Vision

***Stronger Families for a Stronger Georgia.***

## Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

## Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.

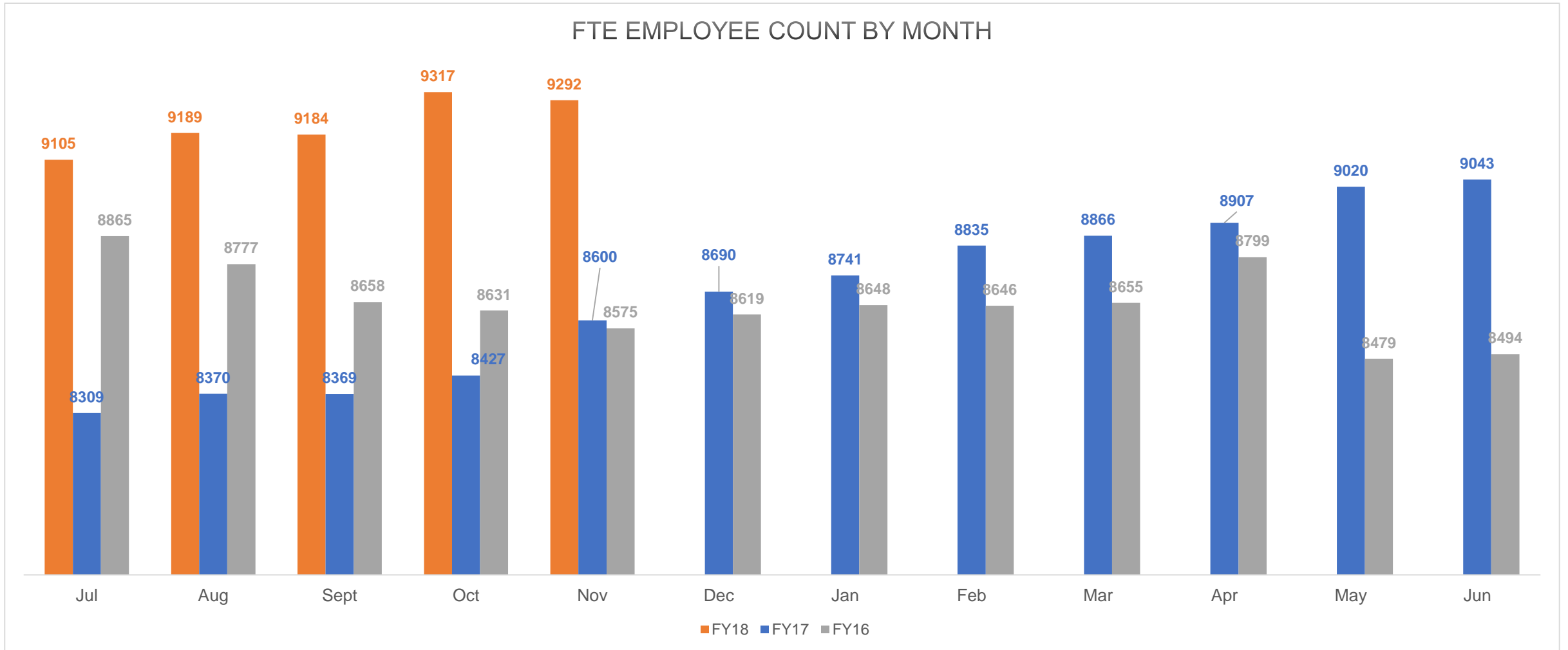


# Today's Agenda

1. DHS Employee Population
2. HR Staff Ratio
3. Agency New Hires
4. Agency Turnover
5. Strategic Plan
6. Contact Information

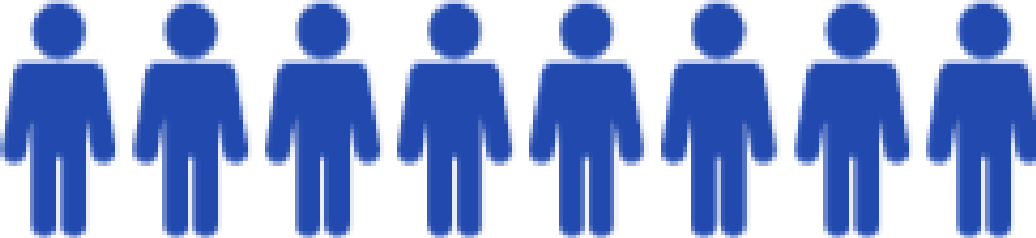


# Employee Population FY18, FY17, & FY16

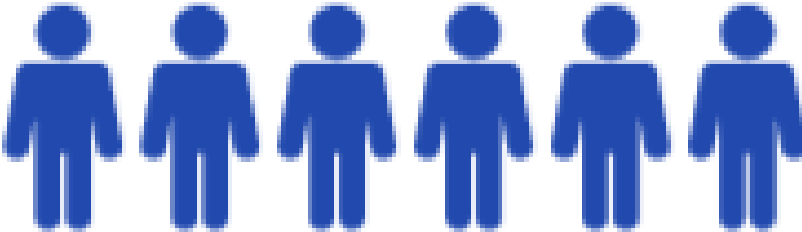


# HR Staff Ratio

HR Headcount – FY18 (Jul 1 – Oct 31, 2017)  
88 w/avg. population of 9292 = 1:106



HR Headcount – FY17 (Jul 1, 2016 – Jun 30, 2017)  
63 w/avg. population of 8369 = 1:133



*Note: average ratio for social services & size comparable agencies = 1:86.*



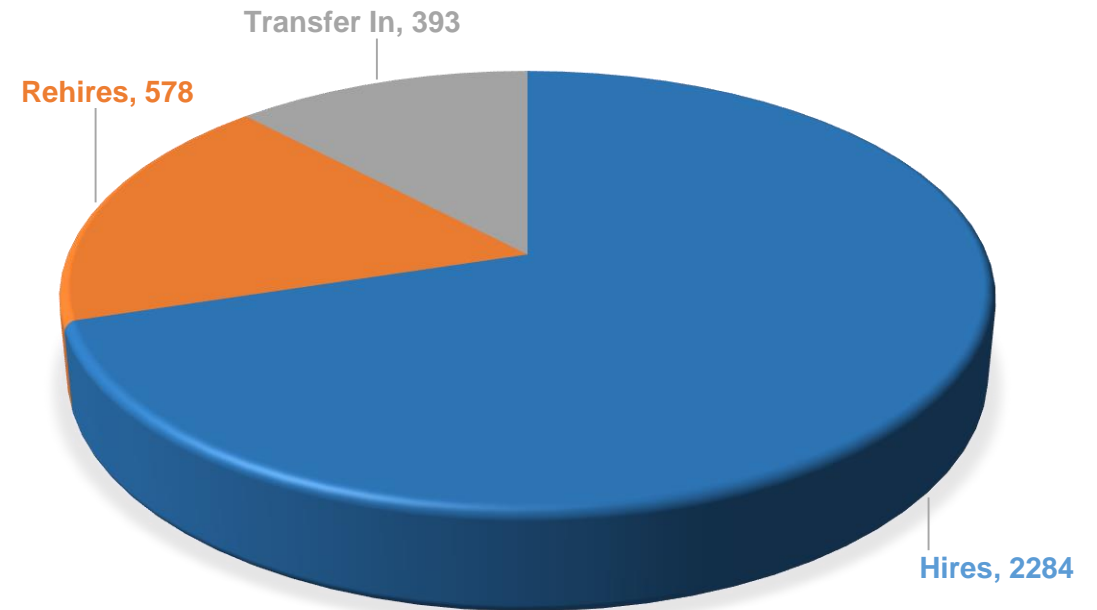
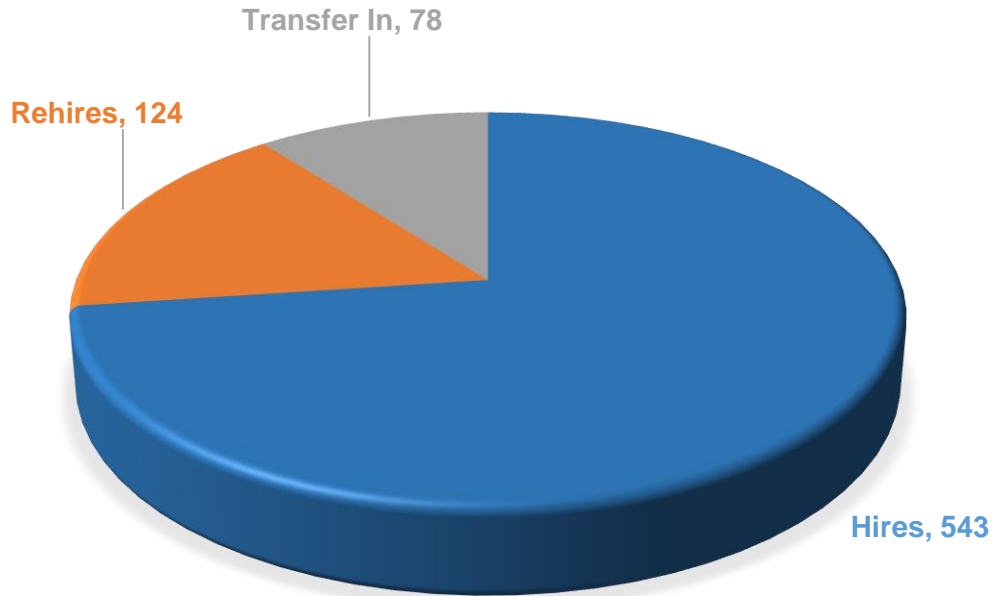
# New Hires FY18 & FY17

FY18 HIRES / REHIRES / TRANSFER INS

FY17 HIRES / REHIRES / TRANSFER INS

Total = 745

Total = 3255



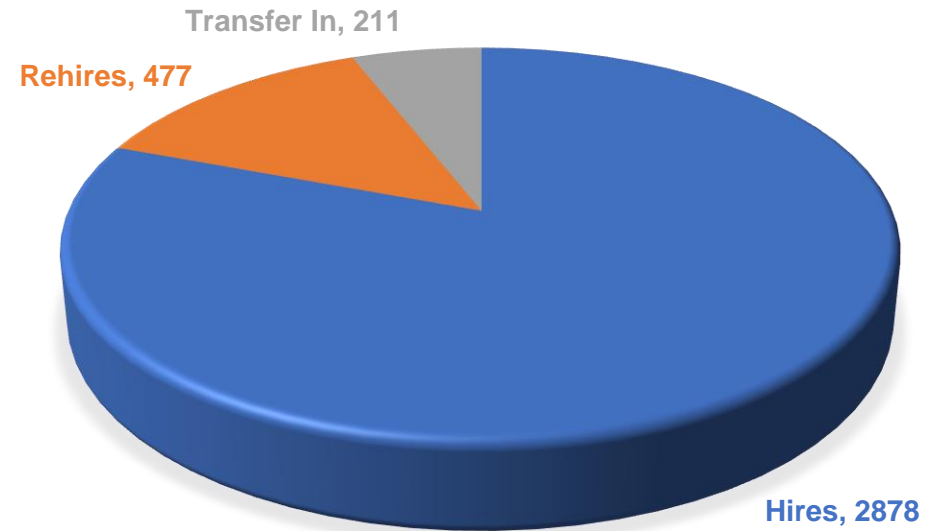
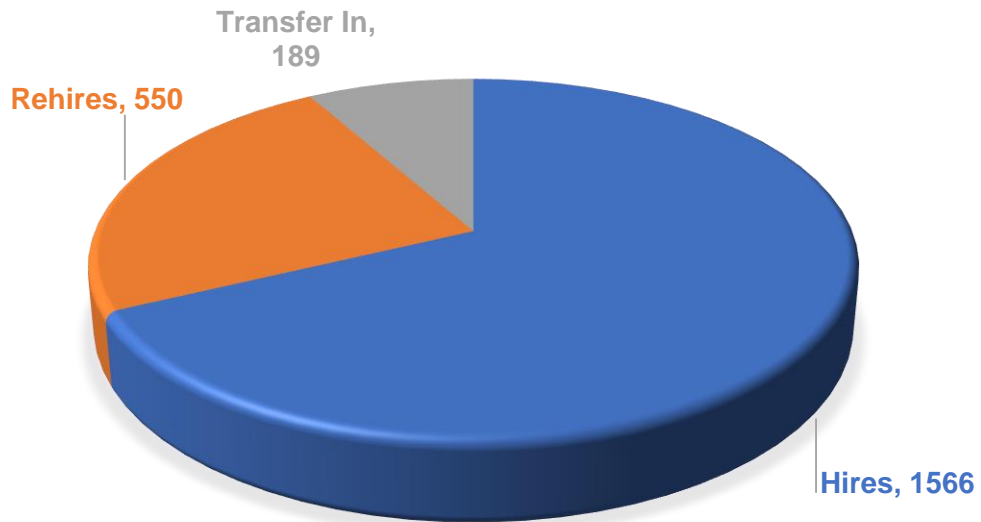
# New Hires FY16 & FY15

FY16 HIRES / REHIRES / TRANSFER INS

FY15 HIRES / REHIRES / TRANSFER INS

Total = 2305

Total = 3566



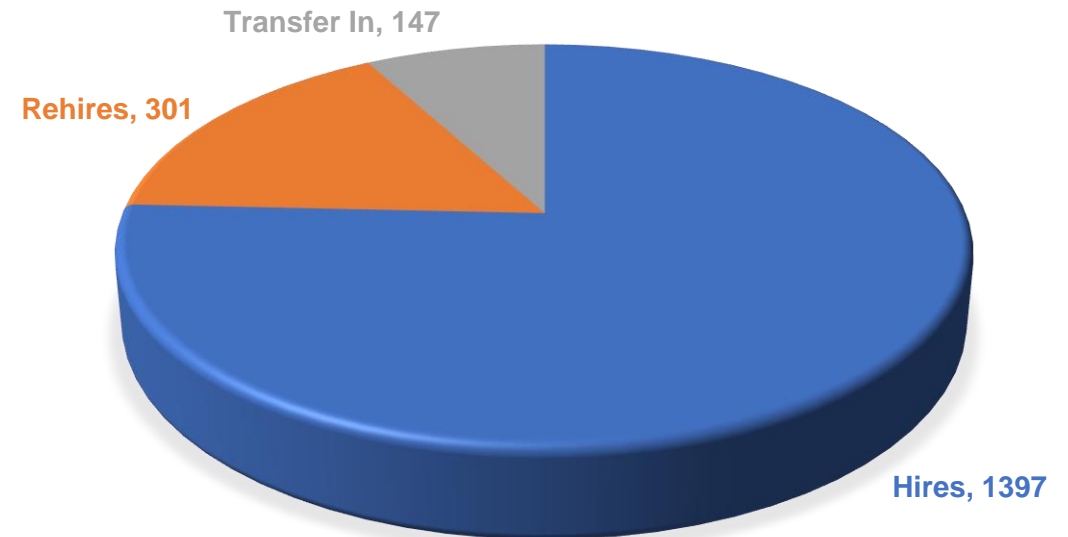
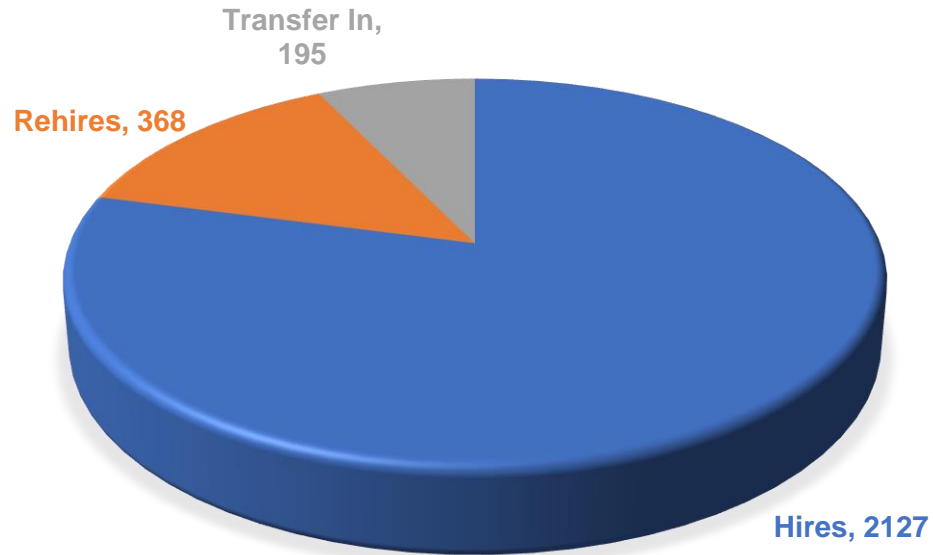
# New Hires FY14 & FY13

FY14 HIRES / REHIRES / TRANSFER INS

FY13 HIRES / REHIRES / TRANSFER INS

Total = 2690

Total = 1845



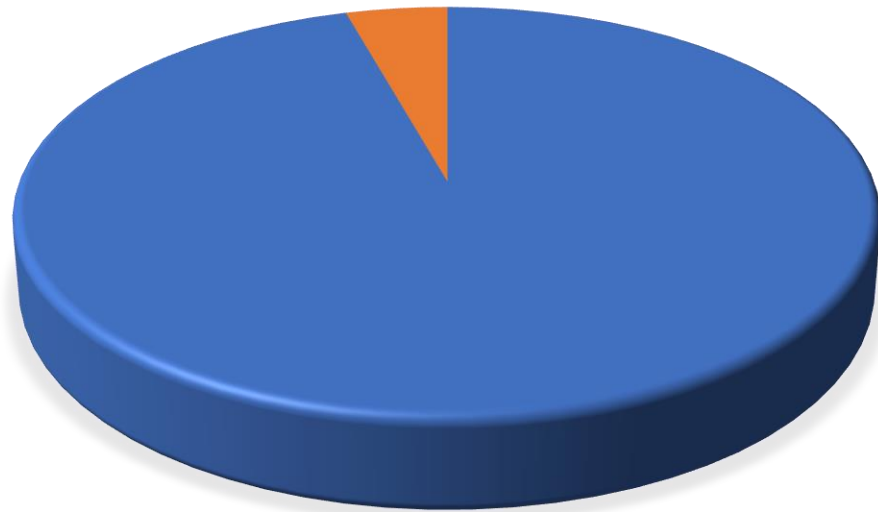


# Turnover FY18 & FY17

FY18

T/O rate = 4.59%

FY Turnover,  
420

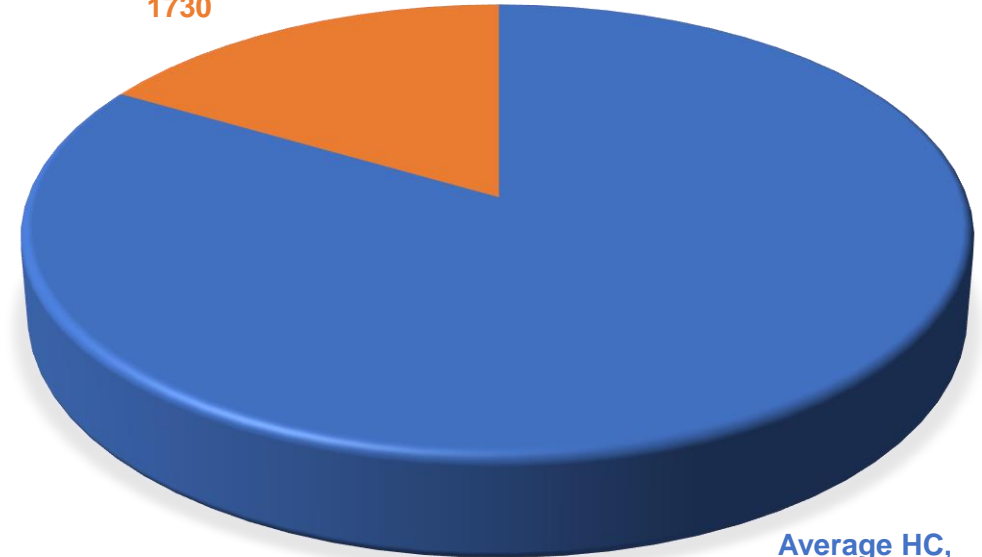


Average HC,  
9159

FY17

T/O rate = 19.93%

FY Turnover,  
1730



Average HC,  
8681

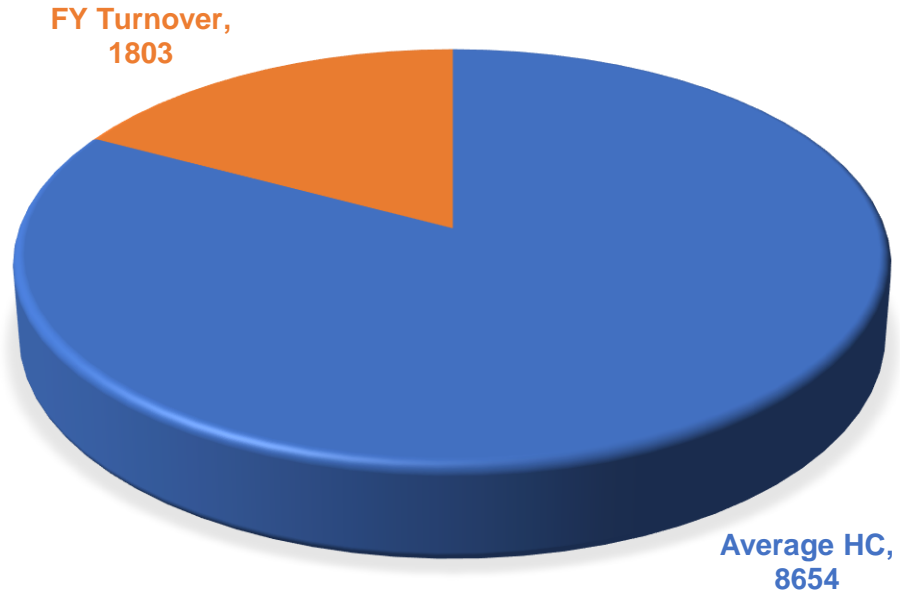
Note: Turnover data is pulled on the 10<sup>th</sup> of each month so data reflects through Sep 30, 2017.



# Turnover FY16 & FY15

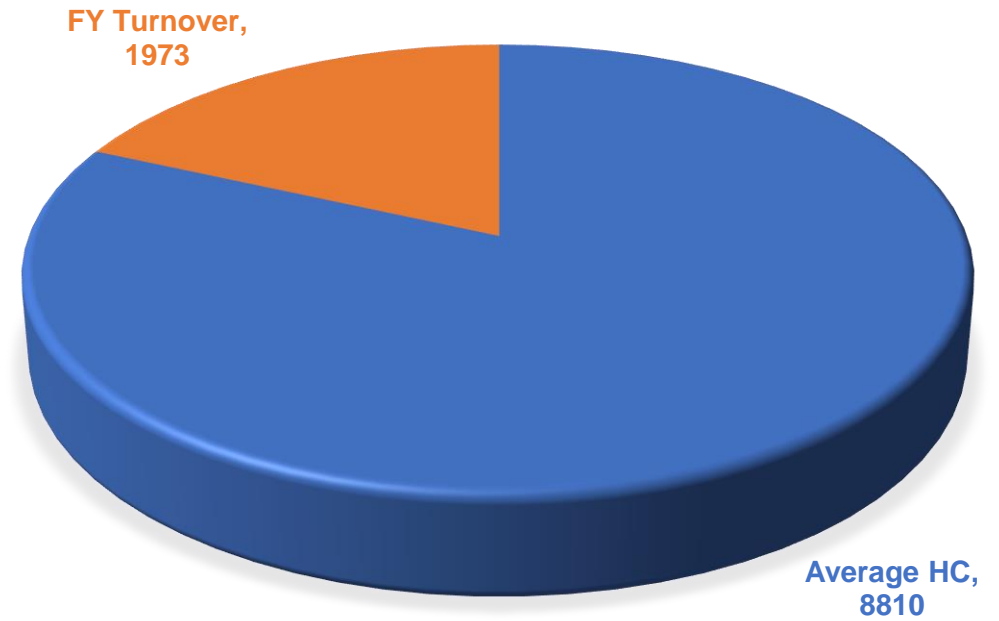
FY16

T/O rate = 20.83%



FY15

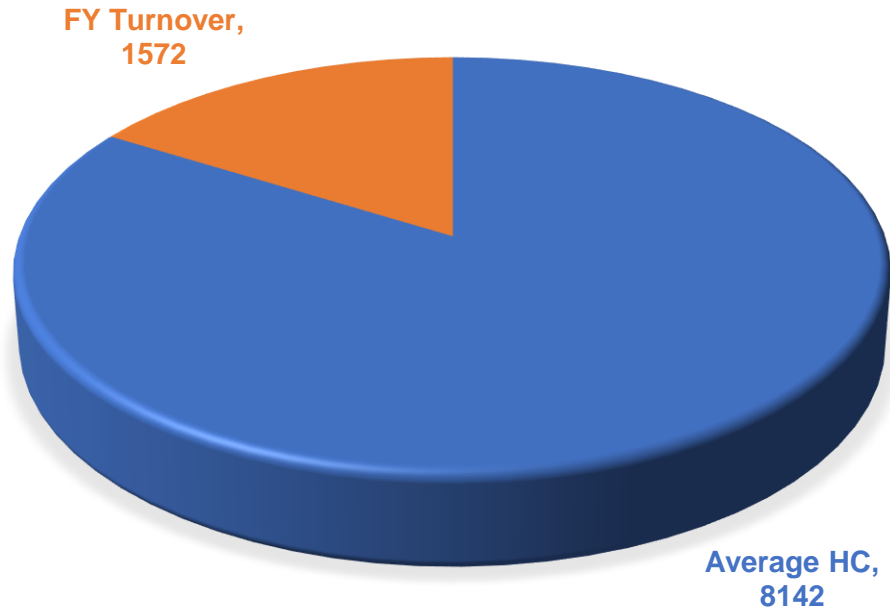
T/O Rate = 22.39%



# Turnover FY14 & FY13

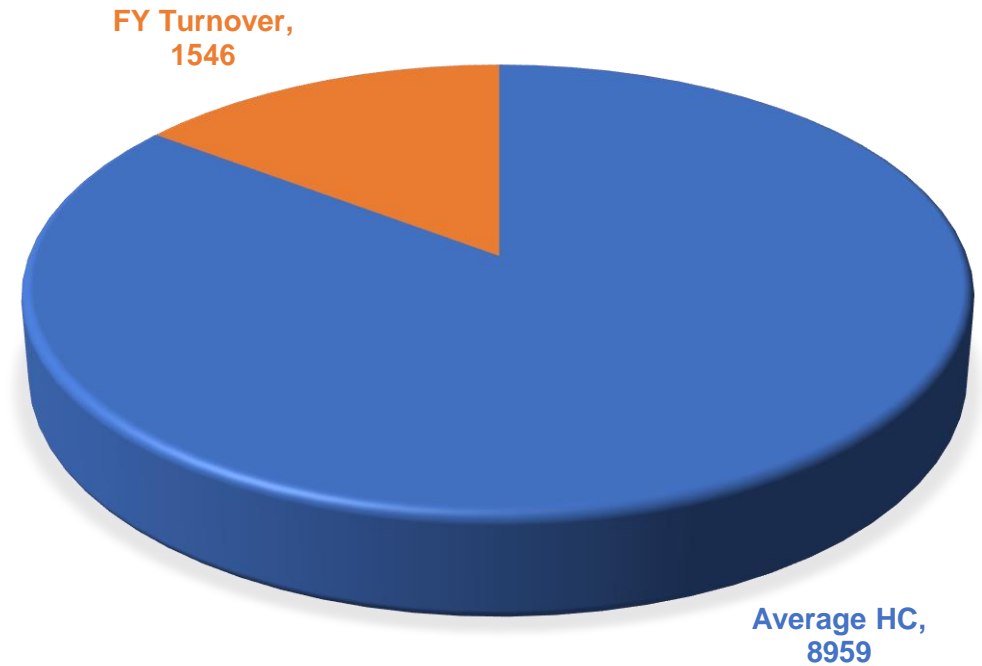
FY14

T/O rate = 19.31%



FY13

T/O rate = 17.26%



# OHR Strategic Plan 2017 - 2019

## STRATEGIES:

- Recruit and retain top talent with effective recruitment strategies, efficient recruitment processes and the creation of a learning environment.
  - Streamline recruitment documentation with Applicant Tracking System (ATS)
    - Powered by – NeoGov
    - Planning phase began: September 2017
    - Projected roll-out: February – May 2018



# OHR Strategic Plan 2017 - 2019

## STRATEGIES cont'd:

- Develop career path initiatives for staff
  - Career paths designed:
    - Child Welfare Services (CWS)
    - Division of Aging Services (DAS)
    - Division of Child Support Services (DCSS)
    - Office of Family Independence (OFI)
    - Office of Financial Services (OFS)
  - Job classification reviews:
    - Content: Job Code, Job titles, Pay Grades, Fair Labor Standards Act (FLSA) classifications
    - Timeline: August – December 2017



# OHR Strategic Plan 2017 - 2019

## STRATEGIES cont'd:

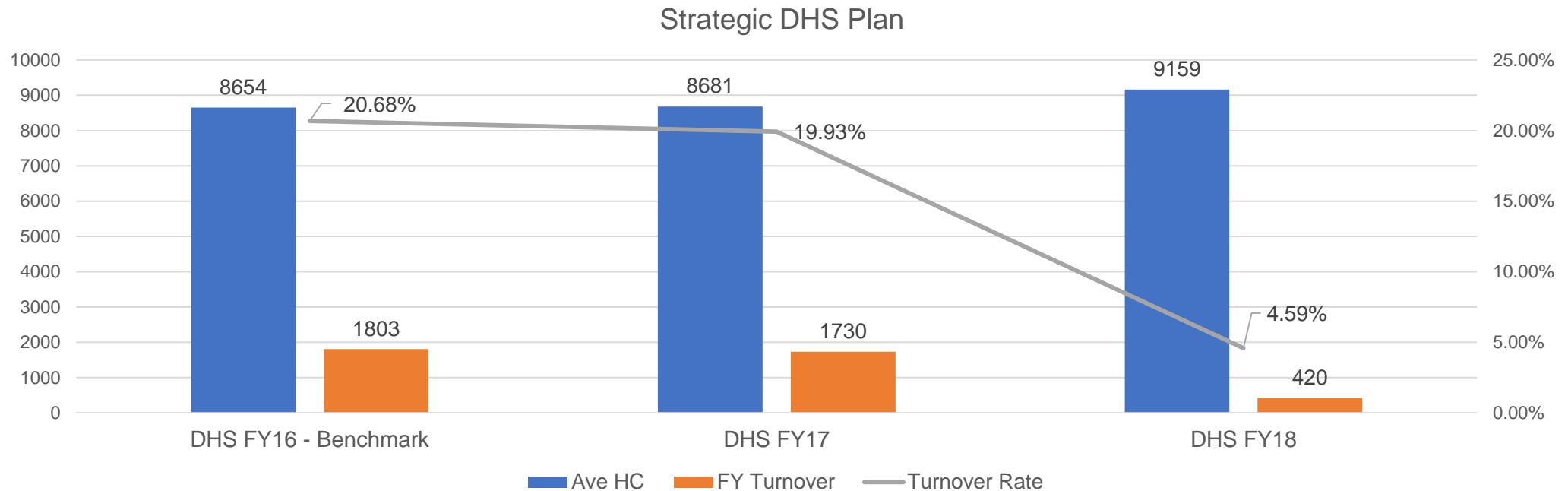
- Provide employees job relevant and continuous learning opportunities via Learning Management System (LMS)
  - Partnered with the Office of Enterprise Development (OED) to deliver:
    - Skills for Successful Supervision (SSS)
    - Supervisor Leadership, Education and Development Academy (LEAD)
    - Leadership Academy
    - Executive Leadership Training Program



# OHR Strategic Plan 2017 – 2019

## OUTCOMES:

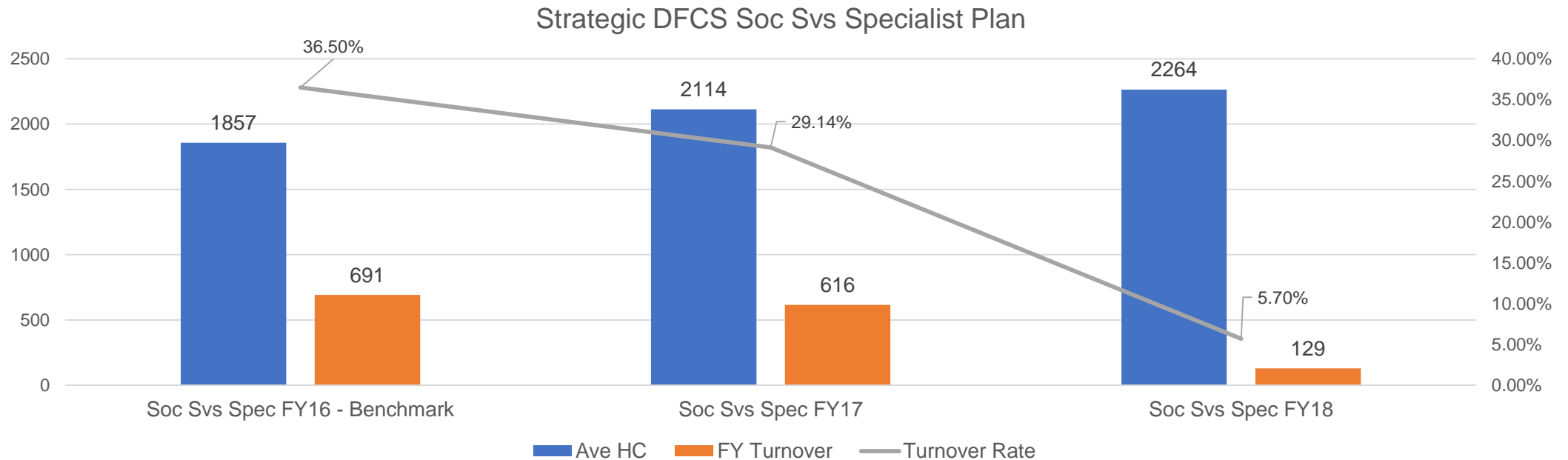
- Outcome 1: Maintain DHS Full-Time Staff annualized turnover rate of 20.68%
  - SFY2017 – 19.93% = *decrease of .75%*



# OHR Strategic Plan 2017 – 2019

## OUTCOMES cont'd:

- Outcome 2: Decrease the DFCS – Child Welfare Case Management Staff annualized turnover rates DFCS reported from 36% to 18% by 6/30/2019
  - SFY2017 – 29.14% = *decrease of 6.86%*



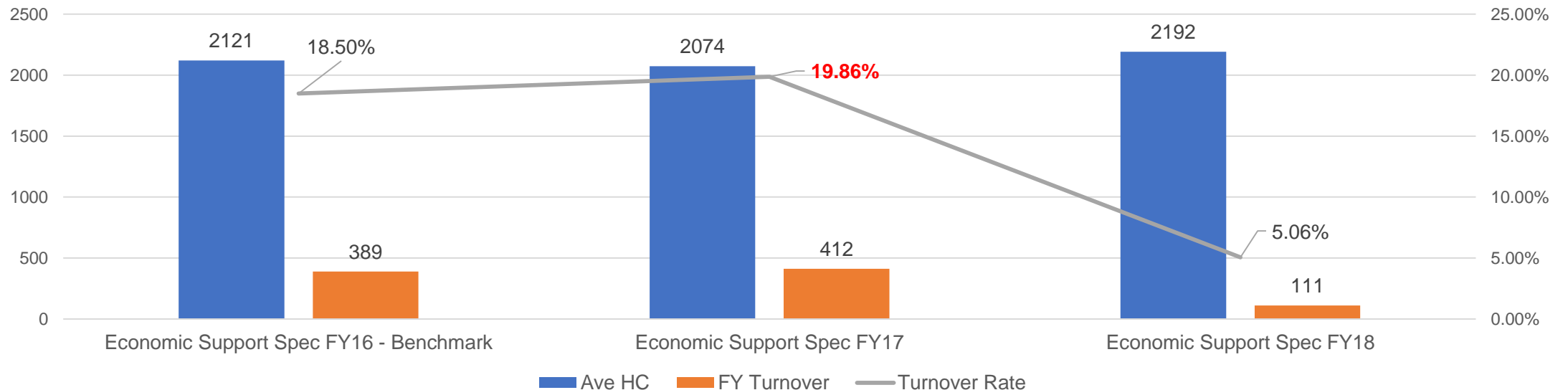


# OHR Strategic Plan 2017 – 2019

## OUTCOMES cont'd:

- Outcome 3: Decrease the DFCS – OFI Case Management Staff annualized turnover rates from DFCS reported 17% to 12% by 6/30/2019
  - SFY2017 – 19.86% = *increase of 2.86%* \*Right person – right job, competitive compensation, and job enrichment/promotion opportunities

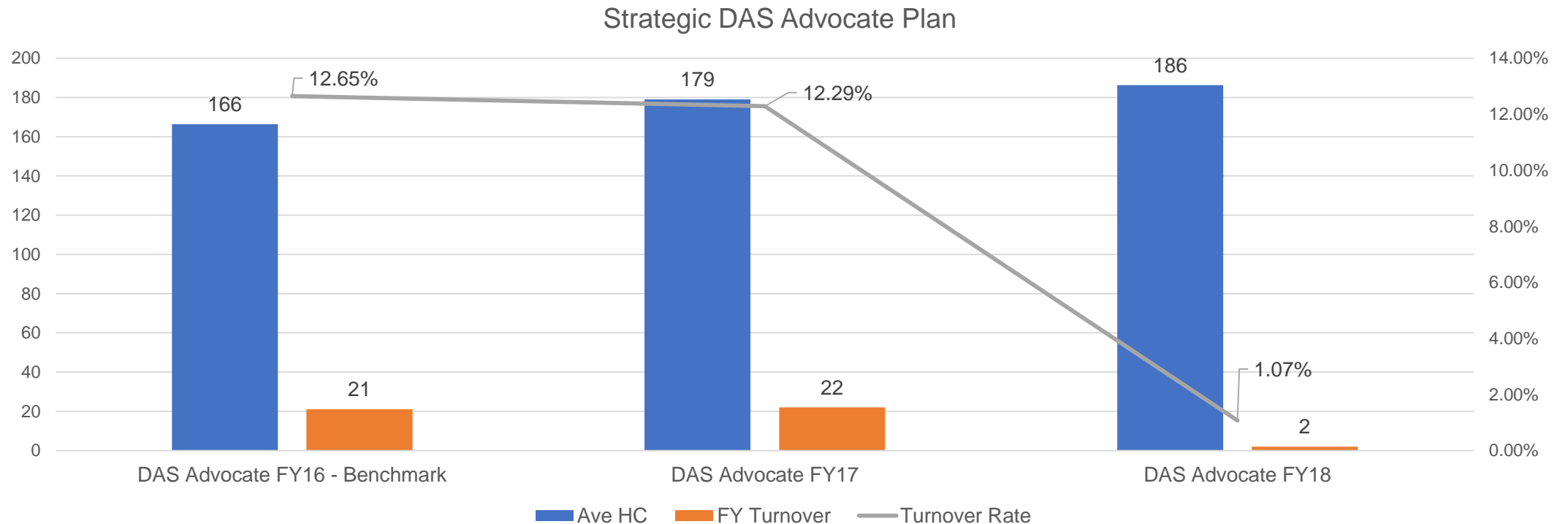
Strategic DFCS Econ Support Specialist Plan



# OHR Strategic Plan 2017 - 2019

## OUTCOMES cont'd:

- Outcome 4: Maintain the DAS Advocates annualized turnover rates of 12.65%
  - SFY2017 – 12.29% = *decrease of .36%*

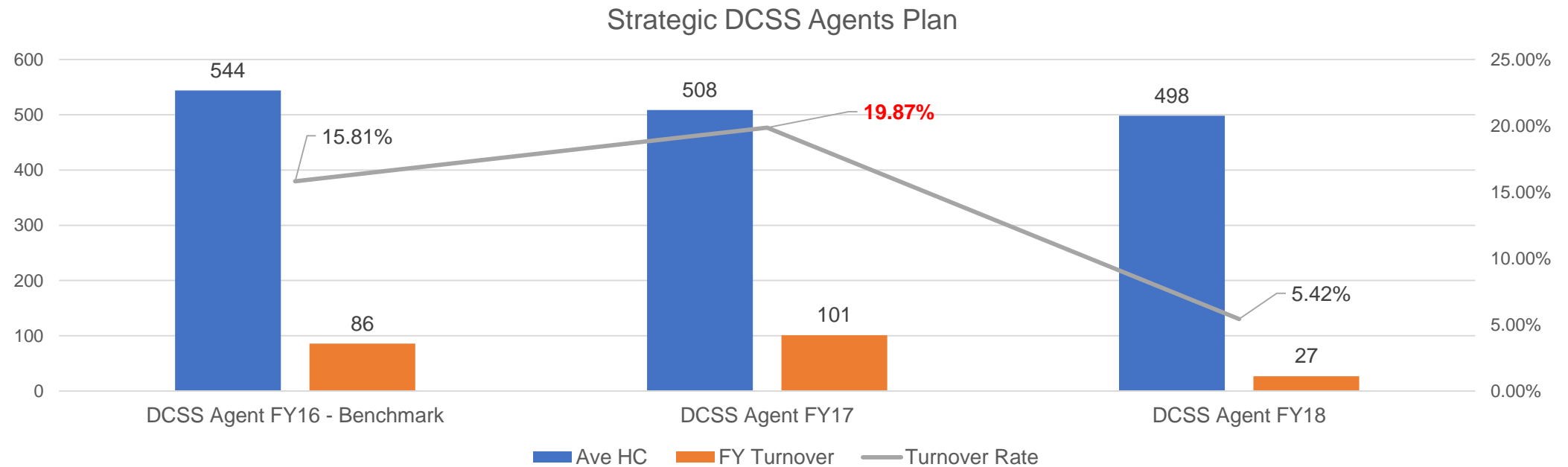


# OHR Strategic Plan 2017 - 2019

## OUTCOMES cont'd:

- Outcome 5: Decrease the DCSS Agents annualized turnover rates from 15.81 to 9% by 6/30/2019

- SFY2017 – 19.87% = *increase of 4.06%* \*Right person – right job, competitive compensation, and job enrichment/promotion opportunities



# OHR Strategic Plan 2017 - 2019

Priorities to support strategic plan:

- HR Training Academy
- Policy Reviews & Updates
- Customer Service Survey
  - Response rate = XX%
  - Analyzing results
  - Identifying top three areas for improvement
- HR Town Hall Meeting(s)
  - Improve communication (#2Way)
  - Provide updates



# Questions

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