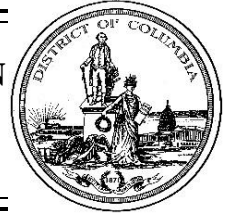

OFFICE OF AT-LARGE COUNCILMEMBER ANITA BON
CHAIRPERSON, COMMITTEE ON EXECUTIVE
ADMINISTRATION & LABOR



February 10, 2025

Charles Hall Jr.
Department of Human Resources
1015 Half St SE #9
Washington, DC 20003

Dear Director Hall:

The annual performance hearing for the Department of Human Resources is scheduled for **Thursday, March 6, 2025, beginning at 1:30 PM** in person in the John A. Wilson Building and on the Zoom virtual platform. The government witness for the Department of Human Resources will testify following public testimony. Please plan to arrive in time to listen to the entirety of the public testimony presented with respect to the Department of Human Resources. Pursuant to Council Rule 522(a), we ask all executive witness(es) to submit their hearing testimony 48 hours in advance of their performance oversight hearing.

Written pre-hearing questions are attached. Please provide **five hard copies** of the responses and attachments in addition to electronic copies of both the responses and attachments **by 5:00 PM on February 27, 2025**.

If you feel that I could use additional information outside the scope of the attached questions, please feel free to include an additional written statement. If your office requires clarification of any of the attached questions, please contact Emilie Delanois, Deputy Committee Director, at edelanois@dccouncil.gov. Thank you in advance for your timely and comprehensive response.

Sincerely,

A handwritten signature in black ink, appearing to read "Anita Bonds".

Anita Bonds
At-Large Councilmember
Chairperson, Committee on Executive Administration and Labor

DC DEPARTMENT OF HUMAN RESOURCES

FY2025 Performance Oversight Pre-Hearing Questions – Department of Human Resources

STANDARD QUESTIONS

1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.

Answer: Please see attachment 01-DCHR Org Chart.

- a) Please provide the number of divisions or bureaus within your agency, the number of staff in each division, the lead personnel of each division and their contact information, and the lead personnel's tenure in that division.

Answer: Please see the response for 1b below.

- b) Please provide an explanation of the roles and responsibilities of each division and subdivision.

Answer: Please see below for details.

Office of the Director - The Office of the Director (OOD) provides executive management and recruitment; policy direction; strategic and financial planning; public relations; resource management; support for DCHR and consultation to the Mayor and members of the Cabinet on human resource issues. The OOD controls and disseminates work assignments and coordinates agency operations to ensure the attainment of the agency's goals and objectives.

Lead Personnel: Charles Hall Jr., Director; Tenure – 1 year and 8 months; Charles.hall@dc.gov

Office of the General Counsel - The Office of the General Counsel (OGC) provides legal support and advice to DCHR and District agencies on a wide variety of personnel matters related to the Comprehensive Merit Personnel Act (CMPA), District Personnel Manual (DPM), and other federal and District personnel and employment laws. Additionally, OGC provides litigation support to the Office of the Attorney General and Police and Firefighters' Retirement and Relief Board (PFRRB) regarding pending legal matters.

Lead Personnel: Gregory Evans, General Counsel; Tenure – 5 years and 5 months;
Gregory.evans@dc.gov

Policy and Compliance Administration - Policy and Compliance Administration (PCA) designs, implements, and oversees unified personnel standards to support a safe, and effective work environment. The Administration carries out its mission by collaborating with District agencies to develop modern and useful personnel practices, developing, and supporting government-wide compensation strategies, assisting agencies and employees to achieve success

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through amicable conflict resolution, and auditing and monitoring personnel standards and practices to achieve strategic personnel goals.

Lead Personnel: Amir Farhangi, Associate Director; Tenure – 2 years; amir.farhangi2@dc.gov

Human Resources Solutions Administration - The Human Resources Solutions Administration (HRSA) is responsible for providing a talent acquisition strategy that aids in the department's mission to attract, develop, and retain a well-qualified and diverse workforce. HRSA is also responsible for providing IT direction for the agency and supports the human resources information system (HRIS).

The Administration carries out its mission through its talent acquisition and information technology teams. Through these teams, the Administration performs functions such as position management; classification; recruitment/retention advisement; implementing, maintaining, and providing help desk support for human capital technology software; continuous development, implementation, and maintenance of DCHR telecommunications desktop and server infrastructure; and related policies and procedures.

Lead Personnel: Keisha Hawkins, Associate Director; Tenure – 5 years and 6 months; Keisha.hawkins@dc.gov

Benefits & 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, which makes determinations and decisions on all retirement and survivor benefit claims and cases.

Lead Personnel: Paul Shaw, Associate Director; Tenure – 7 years and 10 months; paul.shaw@dc.gov

Strategic Human Capital Administration - Strategic Human Capital provides oversight and full cycle management of the human capital planning process. This includes promoting and managing employee performance management, developing organizational strategies based on internal and external workforce data, and translating strategy into effective and actionable initiatives. Work includes establishing appropriate metrics, providing solutions based on results, and monitoring outcomes to ensure objectives are achieved. The division's activities include benchmarking, researching best practices, executing business process improvement initiatives, and recommending changes to enhance targeted human capital goals in support of District priorities.

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Lead Personnel: Agnes Cholewa, Deputy Director; Tenure – 9 years and 4 months;
agnes.cholewa@dc.gov

Center for Learning & Development - Learning and Development provides training, workforce planning, organizational development programs, and activities that increase the knowledge, skills, and competencies of District government employees to enable them to provide the highest quality and most cost-effective services to the District of Columbia.

Lead Personnel: Rodney Jennings, Chief Learning Officer; Tenure – 9 months;
rodney.jennings@dc.gov

- c) Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Answer: There have been no changes to the organizational chart from the previous year.

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, residency status, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

Answer: Please see attachment 02-DCHR Schedule A.

3. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.

Answer: See list below:

- Jacqueline Wilson – detailed to DCHR from DPW beginning May 7, 2023, to September 30, 2025, to assist the Records Management team with scanning Official Personnel Files into our new electronic system.
- Tammie Sommons – detailed to DCHR from DHS beginning December 1, 2024, to February 28, 2025 to support with HR functions that help expedite hiring at DHS.
- Joi Hogue – detailed from DCHR to DPR beginning September 2, 2024, to March 3, 2025 to gain valuable experience in a different role, supporting her career development, while supporting DPR community outreach.

4. Please provide the Committee with:

DC DEPARTMENT OF HUMAN RESOURCES

- a) A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY24 and Q1 of FY25;

Answer: Please see attachment 04a-DCHR Cell Phone Log.

- b) A list of monthly costs for cell phones, tablets, and laptops;

Answer: In FY24 and Q1 of FY25, DCHR spent a total of \$239,964.14 on cell phones, tablets, and laptops. The average monthly expense was \$5,453.73. Also, please see attachment 04b – DCHR Cell Phone Expenses

- c) A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned in FY24 and Q1 of FY25;

Answer: DCHR owns and operates a 2017 Toyota Sienna. The vehicle is assigned to the Office of the Director.

- d) A list of travel expenses, arranged by employees for FY24 and Q1 of FY25, including the justification for travel

Answer: Please see attachment 04d-DCHR Travel Expenses. Employees who are selected to travel are given the opportunity to attend the SHRM Annual Conference and other HR Conferences and travel to maintain the Certified Program Manager (CPM) program accreditation. These conferences are specifically designed for HR professionals and serve as key opportunities for education, networking, and professional development. Conference attendance has also been critical to bringing new ideas and approaches to our organization and to expanding the professional development of DCHR staff.

- e) A list of the total workers' compensation payments paid in FY24 and Q1 of FY25, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

Answer: DCHR has not made any workers' compensation payments in FY24 or in Q1 of FY25.

5. For FY24 and Q1 of FY25, please list all intra-District transfers to or from the agency.

Answer: Please see attachment 05-DCHR Interagency Transfers.

6. For FY24 and Q1 of FY25, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- The revenue source name and code;
- The source of funding;
- A description of the program that generates the funds;
- The amount of funds generated by each source or program;
- Expenditures of funds, including the purpose of each expenditure; and
- The current fund balance.

Answer: Please see attachment 06-DCHR SPR Funding.

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7. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY24 and Q1 of FY25, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

Answer: Please see attachment 07-DCHR MOUs.

8. Please provide a table showing your agency’s Council-approved original budget, revised budget (after reprogramming, etc.), and actual spending, by program and activity, for FY22, FY23, FY24 and Q1 of FY25:
- For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).
 - Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY24 and Q1 of FY25 for each program and activity code.
 - Attach the cost allocation plans for FY24 and FY25.
 - In FY24 and Q1 of FY25, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

Answer: Please see attachment 08-DCHR Budget FY22-FY25.

9. Please provide as an attachment a chart showing the agency’s overall Grants, Contracts, and Reprogramming received during FY24 and Q1 of FY25. Please break down into the following:
- Name and amount of federal source of funding agency and program, broken down in percentage (%) and dollar amount (\$);
 - Name and amount of local source of funding agency and program, broken down in percentage (%) and dollar amount (\$);
 - Identify whether each funding source is recurring or one-time;
 - Identify whether the contract was competitively bid or sole-source; and
 - Indicate the receiving agency and amount of funding for funds moved out of the agency.

Answer: During FY24 and in Q1 of F25, DCHR did not receive any grants, and did not conduct any reprogramming. For contracts, please see attachment 09-DCHR Contracts.

10. Please provide a copy of the required Small Business Enterprise (SBE) Report for FY25.

Answer: The report for FY25 is not available yet; however, in FY24, DCHR's total SBE Spend was \$6.3M.

11. Please provide the following information regarding capital projects:

- A list of all capital projects in the financial plan.

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- b) For FY22, FY23, FY24, and Q1 of FY25 an update on all capital projects under the agency's purview, including a status report on each project, the timeframe for project completion, the amount budgeted, actual dollars spent, and any remaining balances, to date.
- c) An update on all capital projects planned for FY25, FY26, FY27, FY28, and FY29.
- d) A description of whether the capital projects began, in progress, or concluded in FY21, FY22, FY24, or Q1 of FY25, had an impact on the operating budget of the agency. If so, please provide an accounting of such an impact.

Answer: DCHR does not have any capital projects.

12. Please list all lawsuits pending and resolved, that name the agency as a party, during FY24 and Q1 of FY25. Identify the case name and number, claim and status.

Case Name	Number	Claim	Status
McFarland v. DC Dept of Consumer and Regulatory Affairs, et al.	No. 23-CV-607 in the District of Columbia Court of Appeals (DCCA)	Petitioner/Appellant challenged a 2019 determination regarding his job classification.	Pending: Oral argument took place on Dec. 17, 2024; Office of the Solicitor General argued for the District.
Wright v. DCHR	OHR Case No. 18-158-P (CN); 1:22-cv-03666-RBW in the U.S. District Court for the District of Columbia (U.S. D.D.C.)	Complainant/Plaintiff has pending cases in two forums regarding same claims of hostile work environment and retaliation from 2016.	Pending: District's motion for summary judgment filed 11/21/23 and still pending before OHR. In U.S. District Court, District's motion to dismiss granted in part; remaining claim will proceed after scheduling conference on Feb. 24, 2025.
Lea v. District of Columbia, et al.	No. 23-7108, U.S. Court of Appeals for the D.C. Circuit; No. 1:22-cv-01396 in the U.S. District Court for the District of Columbia	Plaintiff challenged the revocation of employment offer.	Closed: On June 18, 2024, the DC Circuit affirmed dismissal by the District Court.

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Butler-Truesdale v. DCHR, et al.	No. 20-cv-0581 in the DCCA; 2020-CA-000450 in the Superior Court of the District of Columbia	Plaintiff appealed the Superior Court's denial of her petition for review of agency decision regarding a classification determination.	Closed: In response to the Superior Court's remand to DCHR for reconsideration, DCHR issued a final decision on Sept. 13, 2024.
Zainab Yusuff v. District of Columbia, et al.	No. 2024-CAB-005229 in the Superior Court of the District of Columbia	Plaintiff named DCHR, BEGA, OHR, DISB, ABRA, OEA, and others in a complaint alleging wrongful termination. She asserts claims including discrimination and hostile work environment.	In an order on Dec. 31, 2024, the Superior Court dismissed Plaintiff's complaint as to all individual agencies as <i>non sui juris</i> . The amended claims were removed on Feb. 7, 2025, to the U.S. District Court for the District of Columbia.
EEOC CHARGES:			
A. M. v. DCHR	No. 570-2024-00560: Charge filed with the U.S. Equal Employment Opportunity Commission	Charge filed by former contractor alleging discrimination.	Pending: DCHR denies any discriminatory conduct and filed its position statement with the EEOC on June 26, 2024.

13. Please describe the agency's procedure for handling allegations of workplace harassment during FY24 and Q1 of FY25. Indicate the following:

Answer: Besides lawsuits and charges listed under Question # 12 above, DCHR received zero (0) workplace harassment claims during FY24 and Q1 of FY25.

14. Please describe the agency's handling of sexual harassment claims received during FY24 and Q1 of FY25. Indicate the following:

Answer: DCHR follows Mayor's Order 2023-131. The Agency received zero (0) sexual harassment claims during FY24 and Q1 of FY25.

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15. Please list and describe all investigations, audits, studies, or reports by other entities regarding the work of the agency or conduct of agency employees during FY24 and Q1 of FY25.

Answer: Please see details below

- **Annual Financial Audits:**

The following annual audits are completed by an independent third-party vendor selected by the Office of the Chief Financial Officer (OCFO) and are in the final stages for FY24 (fieldwork for FY25 typically does not begin until the third quarter of the fiscal year):

- **Annual Comprehensive Financial Report (ACFR):** The annual ACFR was conducted by McConnell and Jones, LLP, and examines the financial completeness and accuracy of new hire and termination actions within the District. The ACFR also examined the technology used for recruiting and hiring employees (i.e., PeopleSoft).
- **Retirement Plan Audit 401(a) Defined Contribution Plan and 457(b) Deferred Compensation Plan:** The annual Retirement Plan Audit for 401(a) and 457(b) was conducted by F.S. Taylor & Associates and examines the operations and assets of the 401(a) and 457(b) plans, including verifying that employees are enrolled correctly and contributing the correct amounts. In FY24, the auditors completed all necessary field work and expressed verbally that all testing was complete.
- **Office of the Inspector General (OIG) Human Capital Audit:** As defined in the OIG's December 2024 announcement letter (attachment labeled as "15a-Human Capital Mgmt Audit - Engagement Letter - OIG No. 25-1-02MA"), the OIG's "objective is to determine whether District agencies maintain effective policies throughout the human capital management lifecycle – from strategic planning and recruitment to staff development, retention, succession planning, and separation."
- **Office of the DC Auditor (ODCA) Discretionary Audit:** As defined in the ODCA's engagement letter (attachment labeled as "15b- DC Auditor Engagement Letter 8.14.24"), the ODCA's discretionary audit "will consider HR operations in independent agencies as well as DCHR. The preliminary objectives are as follows: Identify fragmentation, overlap, and duplication in D.C. government human resources operations. Identify potential effects of fragmentation, overlap, and duplication in D.C. government human resources operations. Identify options to increase efficiency; reduce or better manage fragmentation, overlap, and duplication; and generate cost savings in D.C. government human resources operations."

16. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY24 and Q1 of FY25.

Answer: DCHR has not prepared any publications, brochures, or pamphlets in FY24 or Q1 of FY25.

17. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY24 and Q1 of FY25. Please state the status and purpose

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of each. Please submit a hard or electronic copy to the Committee if the study, research paper, report, or analysis is complete.

Answer: DCHR did not complete any studies, research papers, reports, and analyses in FY24 and thus far in FY25.

18. Please provide a copy of the agency's FY24 performance plan. Please explain which performance plan objectives are completed in FY24 and whether they were completed on time and within budget. If they were not, please provide an explanation.

Answer: Please see attachment 18-DCHR FY24 Performance Plan. Please see 30-DCHR FY24 Performance Accountability Report for a list of completed initiatives and explanations. All completed initiatives were completed within the allotted budget.

19. Please provide a copy of your agency's approved FY25 performance plan as submitted to the Office of the City Administrator, including approved goals, objectives, timelines, planned program and projects, anticipated FTE allocation and expenditure, and metric outcomes to be analyzed.

Answer: Please see attachment 19-DCHR FY25 Performance Plan.

20. Please provide the number of FOIA requests for FY24 and Q1 of FY25, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

Answer: Please see details below:

FOIA information from FY24 through Q1 of FY25 (to date):

- Total number of requests submitted – 49
- Number of requests granted fully – 3
- Number of requests partially granted – 9
- Number of requests denied – 7
- Other (i.e., withdrawn, no responsive records, no response from requester, or referred to another agency) – 27
- Number of requests still pending – 3.
- Average response time – 7.91 days.
- Estimated number of FTEs required to process requests – 2 to 3 FTEs (1 FOIA officer; 1 to 2 records, support or other staff)
- Estimated number of hours spent responding to these requests – 258.98 hours
- Total Cost of compliance -- \$13,314.16

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21. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently bargaining and its anticipated completion.

Answer: DCHR has one employee who is covered under the Compensation Units 1 and 2 and the American Federation of State, County, and Municipal Employees Master collective bargaining agreements. Please note this position is covered under the union based on the grandfathering of the position. DCHR defers to the Office of Labor Relations and Collective Bargaining regarding the status of union bargaining.

22. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY24 and Q1 of FY25, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Answer: DCHR administers the Police & Firefighters Retirement & Relief Board (PFRRB). The Board conducts hearings for police and firefighters to determine retirement eligibility due to disabilities sustained through the performance of duty. Due to the medical, surgical and psychiatric nature of these cases, the docket and transcripts are confidential. DCHR does not manage the board membership; the Mayor's Office of Talent and Appointments (MOTA) is the agency responsible for membership and maintains appointment information. As mandated by statute, PFRRB also determines eligibility for United States Secret Service (USSS), USSS Uniformed Division and United States Park Policies families and dependents.

23. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Indicate the following:

- Report due date;
- If the agency complied;
- Date of actual transmittal; and
- To which entity the reports were filed.

Answer: Please see details captured below via the provided chart

Report	Statute/Rule	Report due date	Transmittal
Agency Performance Report (to Council)	DC Code § 1-614.13	January 15	Annually posted on OCA's website
Agency drug policy compliance report (to City Administrator)	Mayor's Order 2019-081	December 31	Submitted on February 25, 2025
Financial Disclosure Statement Report (to BEGA)	6B DCMR § 1810	July 1	Submitted to BEGA on June 3, 2024.

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Freedom of Information Act Report (to Mayor)	1 DCMR § 413	Annually	FY24 FOIA report was submitted on December 18, 2024.
Incentive Awards Activity (to Mayor)	6B DCMR § 1908.3	Annually (if any awarded)	In Progress
Monetary Awards (to Council)	6B DCMR § 1908.4	Within 30 days of execution	Four employees were approved monetary for a total amount of \$8,800.
Residency Compliance (to Council)	DC Code § 1-515.06 YB DCMR § 309	November 30	FY24 report submitted to Council .
Suitability Activity (to Mayor)	6B DCMR § 441	Biannually	FY24 report submitted to Mayor on February 21, 2025.
Agency Sexual Harassment Data Disclosure Report	D.C. Code § 1-5406.01 <i>et seq</i>	Annually	Submitted to OHR on November 18, 2024

24. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Answer: Please see attachment 24-DCHR Continuing Education.

25. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Answer: DCHR managers complete performance plans and evaluations for their employees annually. DCHR managers also have regular meetings with their employees to discuss their progress and any challenges they may have in meeting the goals outlined in their performance plans.

26. Please include a chart of FY24 employee evaluation rating showing the employee's job title, duties/responsibilities, classification grade, salary, date of employment, and FY24 evaluation rating. Also, please identify if the employee has been separated from the agency during FY24 or Q1 of FY25.

Answer: Please see DCHR POHQ 26 - FY24 Performance Rating Data. This attachment includes a chart reflecting the average performance rating for employees at each agency and the average performance rating of positions that have more than 25 FTEs under the position title.

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27. Please provide a list of programs, initiatives, activities conducted by the agency to comply with a Racial Equity Lens objective.

Answer: DCHR is committed to supporting all District residents. These initiatives include in-depth focused training for DCHR staff, enhanced recruitment and hiring practices. We've also established strong community engagement platforms and adopted data-driven strategies through leadership development programs and mentorship opportunities also support racial equity. Regular equity audits and strategic partnerships, including our collaboration with ORE, reinforce our commitment to this work.

28. Please provide a chart of agency programs conducted during FY24. Include the following:

- Initiation date;
- Number and grade of FTEs assigned;
- Program manager;
- Total budget expenditure for the program (e.g. FTE salaries, materials, etc.); and
- Outcomes from implementation (e.g. policy changes, program continuation, public support comments, etc.)

Answer: Please see attachment 28-DCHR FY24 Activities and Programs

29. Please provide a chart showing the agency's program priorities for FY24 and FY25. Include the following:

- Staffing numbers;
- Expenditure;
- Community outreach activities; and
- Measurable outcomes or metrics associated for each priority.

Answer: Please see attachment 29-FY24 and FY25 Priority Programs.

30. Please provide a copy of the agency's FY24 Performance Accountability Report of strategic objectives, indicate if key performance indicators were met, and with which other government agency was the report filed.

Answer: Please see attachment 30-DCHR FY24 Performance Accountability Report.

AGENCY-SPECIFIC QUESTIONS

I. Agency Operations

31. Please discuss the Department of Human Resources' (DCHR) top five priorities. Please include an indication as to what has been done to fulfill those priorities, and estimate the costs associated with achieving each of these priorities.

Answer: Please see the details below

1. District Branding and Marketing: DCHR will focus on marketing the District as an employer of choice by increasing the use of social media, creating and posting

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informative videos that showcase District employees, and expanding the way DCHR engages with applicants.

In FY24, DCHR increased our use of LinkedIn by posting most positions on the platform and spotlighting hard-to-fill positions. DCHR also increased its social media content designed to market the District Government as an employer of choice. One video series highlighted Employee Testimonials and features brief stories from current employees sharing their positive experiences working with the District Government and/or at DCHR. This series emphasizes the supportive work environment and career growth opportunities that are available to District employees and directs the public on how to apply for District Government jobs. In addition, DCHR posted Hot Jobs, which highlight various vacant positions across our government; and various District events sponsored or attended by DCHR. DCHR also began a rebrand of the Résumé and Interviewing Courses facilitated in partnership with DC Public Library available to District residents. DCHR launched that rebrand entitled “Community Career Conversations” in FY25.

Estimated Cost: \$20,000

2. Strategic Recruitment: DCHR will continue to work towards this initiative by planning and hosting quarterly hiring events and engaging with college and university student centers to establish partnerships that will facilitate recruitment of graduates. DCHR will also further educate agency HR partners on the benefits of using the District’s centralized LinkedIn platform. DCHR will also prepare District residents for government opportunities by facilitating community career conversations and informative job preparedness conversations that focus on applying and interviewing for District job opportunities.

In FY24, DCHR held four onsite hiring events that resulted in 496 hires. In order to increase applicant numbers and reach, DCHR also partnered with LinkedIn to begin job wrapping, which automatically posts a District vacancy on LinkedIn when it is posted on the District's Applicant Tracking System (ATS).

Estimated Cost: \$168,000

3. HR Training: DCHR will partner with the District HR community to develop and launch comprehensive HR training for managers and the HR community. The training will focus on topics including the recruitment process, compensation, and employee relations.

In FY24, DCHR met with agency partners to receive their feedback on needed HR

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training for the HR community and managers. DCHR also created an Internal Working Group where members can identify specific training needs. DCHR has started to provide HR training during an hour of our HR Advisors' meetings. These hour-long trainings provide opportunities for the HR community to receive refresher training, learn best practices, and participate in case studies. Training topics include: hiring packages, recruitment, leave management, performance allowances, compensation, performance management, building HR and General Counsel relationships, retirement readiness, using dashboards, and coaching. In addition, DCHR hosted a two-day long HR Summit entitled "Fine-tuning our Skills." During the summit, HR community members participated in various learning opportunities including sessions on the Family and Medical Leave Act, Leave Without Pay, Service Computation Dates, Position Management, Career Conversations, Building a Strong Workplace Culture, Inclusive Hiring, and Managing Stress and Burnout. Over 200 HR community members participated in the sessions. DCHR has made great progress on this initiative and aims to officially launch comprehensive training in FY25.

Estimated Cost: \$85,000

4. HR Service Delivery: DCHR collaborated with the Office of the Chief Technology Officer (OCTO) to implement a Customer Relationship Management (CRM) system for customers requesting HR services including for customer care, benefits, retirement, center for learning and development, and classification. This technology provides efficient and streamlined customer engagement and proactive monitoring of customer requests and questions.

Since implementation in November 2023, 10,822 tickets have been submitted and closed in ServiceNow and employees reported satisfaction with the ease of submitting and tracking the status of their ticket.

Estimated Cost: \$1.3 Million

5. Employee Retention: DCHR will launch a series of strategic initiatives to enhance employee retention and workplace satisfaction. These efforts will include an emerging leaders program, comprehensive feedback surveys, and a manager toolkit portal designed to equip leaders with the resources they need to succeed.

As part of this initiative, DCHR engages staff and managers to gather valuable insights and inform data-driven decision-making. DCHR will also conduct in-depth research and create impactful and informative manager resources to drive managerial effectiveness.

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Estimated Cost: No additional costs

32. Please provide an account of the categories of employment within the District government. Specify the number of managers and managers with tenure.

Answer: Please see the charts below as of February 14, 2025, which illustrate the categories of District employees and managers grouped by tenure time.

Classification	Employees
Career Service	21,679
Educational Service	13,037
Excepted Service	574
Executive Service	61
Legal Service	657
MSS	2,463
Acting	Less than 25
Grand Total	38,471

MSS Tenure Range (in Years)	Count
4 and Below	467
5 to 9	594
10 to 14	414
15 to 19	418
20 to 24	260
25 to 29	123
30 to 34	93
35 to 39	60
40 to 44	Less than 25
45+	Less than 25
Grand Total	2,429

33. Please list the various offices or departments within DCHR, and include each function, responsibilities, number of personnel, and the number of personnel who are District residents.

Answer: Please see details captured below

Office of the Director - The Office of the Director (OOD) provides executive management and recruitment; policy direction; strategic and financial planning; public relations; resource management; support for DCHR and consultation to the Mayor and members of the Cabinet on human resource issues. The OOD controls and disseminates work assignments and coordinates agency operations to ensure the attainment of the agency's goals and objectives.

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Number of Personnel: 21; DC Residents: 10

Office of the General Counsel - The Office of the General Counsel (OGC) provides legal support and advice to DCHR and District agencies on a wide variety of personnel matters related to the Comprehensive Merit Personnel Act (CMPA), District Personnel Manual (DPM), and other federal and District personnel and employment laws. Additionally, OGC provides litigation support to the Office of the Attorney General and Police and Firefighters' Retirement and Relief Board (PFRRB) regarding pending legal matters.

Number of Personnel: 15; DC Residents: 5

Policy and Compliance Administration - Policy and Compliance Administration (PCA) designs, implements and oversees unified personnel standards to support a safe, and effective work environment. The Administration carries out its mission by collaborating with District agencies to develop modern and useful personnel practices, developing and supporting government-wide compensation strategies, assisting agencies and employees to achieve success through amicable conflict resolution, and auditing and monitoring personnel standards and practices to achieve strategic personnel goals.

Number of Personnel: 15; DC Residents: 5

Human Resources Solutions Administration - The Human Resources Solutions Administration (HRSA) is responsible for providing a talent acquisition strategy that aids in the department's mission to attract, develop, and retain a well-qualified and diverse workforce. HRSA is also responsible for providing IT direction for the department and supports the human resources information system (HRIS).

The Administration carries out its mission through its talent acquisition and information technology teams. Through these teams, the administration performs functions such as position management; classification; recruitment/retention advisement; implementing, maintaining, and providing help desk support for human capital technology software; continuous development, implementation, and maintenance of DCHR telecommunications desktop and server infrastructure; and related policies and procedures.

Number of Personnel: 25; DC Residents: 10

Benefits & 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,

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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, which makes determinations and decisions on all retirement and survivor benefit claims and cases.

Number of Personnel: 33; DC Residents: 18

Strategic Human Capital Administration - Strategic Human Capital provides oversight and full cycle management of the human capital planning process. This includes promoting and managing employee performance management, developing organizational strategies based on internal and external workforce data, and translating strategy into effective and actionable initiatives. Work includes establishing appropriate metrics, providing solutions based on results, and monitoring outcomes to ensure the objectives are achieved. The division's activities include benchmarking, researching best practices, executing business process improvement initiatives, and recommending changes to enhance targeted human capital goals in support of District priorities.

Number of Personnel: 17; DC Residents: 13

Center for Learning & Development - Learning and Development provides training, workforce planning and organizational development programs, and activities that increase the knowledge, skills, and competencies of District government employees, to enable them to provide the highest quality and most cost-effective services to the District of Columbia.

Number of Personnel: 13; DC Residents: 4

34. Please describe any initiatives that the agency implemented in FY24 and FY25 to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

Answer: Please see details captured below

Implementation of Customer Relationship Management: In FY24, DCHR continued to collaborate with OCTO to implement ticketing software to streamline employee requests. Additional services categories for benefits, retirement, customer care, learning and development, and classification were implemented in FY24 and the beginning of FY25. Employees can submit a ticket via an electronic portal and track the status of their ticket. Through this implementation, DCHR can effectively monitor, track and report on employee requests, ensure adherence to service level agreements, and maintain an online FAQ database that is up-to-date with new questions and comprehensive answers based on

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the evolving needs and feedback of employees. Since deployment of the CRM in November 2023, DCHR has received and/or processed over 10,822 employee requests across various service categories.

Community Career Conversations: In FY25, DCHR began to pilot a community career conversations program that replaces the monthly resume writing and interview techniques courses. The pilot program aims to inform and support DC residents interested in employment with the DC Government by providing key insights on resumes, interviews, and how to craft an impactful profile on the District's Applicant Tracking System. During these sessions applicants learn why the District is an employer of choice and why current employees work for the District, review how to apply for District positions and make the best use of the District's Applicant Tracking System, receive direct feedback on resumes from a human resources professional, and participate in a mock interview session with feedback from a human resources professional.

HR Summit: DCHR reintroduced a two-day long HR Summit entitled Fine-tuning our Skills. During the summit, HR community members participated in various learning opportunities including sessions on the Family and Medical Leave Act, Leave Without Pay, Service Computation Dates, Position Management, Career Conversations, Building a Strong Workplace Culture, Inclusive Hiring, and Managing Stress and Burnout. Over 200 HR community members participated in the sessions.

HR Training at HR Advisor Meetings: DCHR began to provide HR training and break-out sessions during an hour of our HR Advisors meetings. These hour-long trainings and collaborative sessions provided opportunities for the HR community to receive refresher trainings, learn best practices, and participate in case studies. Training topics include: hiring packages, recruitment, leave management, performance allowances, compensation, performance management, building HR and General Counsel relationships, retirement readiness, using dashboards, and coaching.

Retirement 101 Training Series: DCHR facilitates monthly in-person sessions where employees learn the ins and outs of preparing for retirement including information on retirement eligibility, Social Security, Medicare and Medicare Advantage. The sessions also include partners from MissionSquare and the health providers. Employees can register for these sessions in PeopleSoft under Course #110: Retirement 101.

Benefits On Demand Trainings in PeopleSoft: DCHR recorded on-demand videos that help employees better understand benefits available to them. These courses are available to employees 24-7 on demand in PeopleSoft and include:

- The District's Disability and Annual Leave Bank

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- The District's Employee Assistance Program
- The District's Life Insurance Program
- The District's Flexible Spending, Health Savings, and Union Subsidy Programs
- The District's Indemnity and College Savings Program
- The District's Health, Dental, and Vision Programs.

New Employee Orientation Enhancements: DCHR collaborated with multiple partners to add their presentation to the virtual new employee orientation presentation. This includes partners from the Office of the Inspector General (OIG), the Board of Ethics and Government Accountability (BEGA), the Office of Human Rights (OHR), the Office of Risk Management (ORM), and university partners that provide discounts to District employees.

Employee Telework Application in PeopleSoft: DCHR collaborated with the Office of the Chief Technology Officer (OCTO) to implement an electronic employee telework application in PeopleSoft. The application allows employees to select the day they would like to telework, explains telework requirements, and routes to the employee's manager for approval.

Paid Family and Medical Leave (PFML) and Family and Medical Leave Act (FMLA) PeopleSoft Enhancements: In early 2024, The District transitioned to an electronic employee PFML/FMLA application in PeopleSoft. In late 2024, we added the eligibility section of the application process to PeopleSoft. This enhancement allows the agency PFML/FMLA Coordinators to complete the employee eligibility criteria in PeopleSoft. These enhancements improve efficiency and accessibility for PFML applications, and coordinators can now seamlessly verify and complete employee eligibility electronically using a more streamlined user-friendly experience. DCHR also facilitated a suite of training specifically for Employee Relations Specialists and Family and Medical Leave Act (FMLA) Coordinators. These training courses include leave management, FMLA/Paid Family and Medical Leave (PFML), employee grievances, informal dispute resolution, return to work, and discipline and performance management.

Electronic Training Room Reservations: In FY24, DCHR implemented an electronic process for agencies to request the use of training room space. This process allows DCHR to better track and fulfill requests for agencies to use DCHR's training space.

35. Please list each new program implemented by the agency during FY24 and FY25 to date. For each program, please provide:
- a) A description of the program;
 - b) The funding required to implement the program;
 - c) The program and activity codes in the budget; and
 - d) Any documented results of the program.

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Answer: DCHR did not implement any new programs in FY24 and FY25 to date.

36. Please provide an update on the implementation of Mayor's Order 2023-131.

Answer: Please see details captured below

On October 31, 2023, Mayor Bowser updated the District government's sexual harassment policy, guidance, and procedures through Mayor's Order 2023-131 (the "Order"). DCHR has since worked internally as well as with external partners (like OHR, EOM, OCP, and OCA) to provide guidance and trainings to agencies and employees, and to support the overall implementation of this new Order. As part of this effort, the Sexual Harassment Officer ("SHO") Program Coordination team conducted a significant update of DCHR's written guidance and template forms on sexual harassment reporting and investigations, found in *Issuance 2024-4* (effective June 11, 2024); provided a full day in-person training for all District government SHOs on March 19, 2024 to ensure their understanding of the new Order and their responsibilities; made available to all SHOs an online suite of trainings on various topics relating to SHO investigations; and in November and December of 2024 provided 2 new SHO brown bag trainings focused on addressing specific challenges related to SHO investigations.

Members of DCHR's leadership team also help lead the Sexual Harassment Prevention Taskforce (the "Taskforce"). During the weeks and months after the promulgation of the new Order, Taskforce members engaged in discussions around implementation of the Order, particularly around new requirements created by the Order, roles and responsibilities, and training needs of various levels of employees. The Taskforce also reviewed the recommendations of Arnold & Porter. During the summer of 2024, DCHR hosted two robust all-hands Taskforce meetings to review how implementation of the Order was going generally and to discuss specific work items, such as the status and impact of relationship disclosures at agencies, contractor and grantee agreements and expectations, review of external recommendations, brainstorming possible areas of improvement around training and reporting, and review whether clarification was needed regarding the respective roles of counsel and SHOs. In FY24, DCHR also assisted the Taskforce in responding to various questions from agencies (including questions involving SHO conflict of interest issues and workplace-relationship disclosure and resolution issues); drafted required forms (such as SHO qualification standards/form, relationship disclosure in-take and close out forms, and confidentiality forms) for approval by the Taskforce; and provided the Taskforce with ongoing tracking of compliance numbers. In FY25 to date, DCHR continues to provide the Taskforce with tracking data and plans to work with Taskforce members to schedule new 2025 meetings

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in the coming months to discuss the status of and opportunities available for the District government's sexual harassment prevention program.

Separate from the SHO Program and the Taskforce work, in FY24 DCHR through the Office of the General Counsel ("OGC") also administered on December 1, 2023 a training for all Agency Designees on their role and responsibilities related to relationship disclosures per the new Order; administered 2-hour trainings on March 14 and March 18, 2024 for all subordinate agency Directors (i.e., Cabinet Members) and their General Counsels on agency compliance with the new Mayor's Order; and provided on July 10, 2024 an in-person agency-specific sexual harassment prevent training. DCHR's OGC and Center for Learning and Development also created an updated District-wide Sexual Harassment Prevention Course, which went live on April 29, 2024, and which all employees at subordinate agencies were required to take along with acknowledging receipt of the new Order.

37. Please list in chronological order all administrative grievances or complaints filed by parties outside District government against DCHR regarding services provided by or actions of the agency or any employee of the agency in FY2024 or FY2025 to date. Include any early grievances that still pending.

Answer: DCHR has not received any administrative grievances or complaints filed by parties outside the District government against DCHR regarding services provided by or actions of the agency or any employee of the agency in FY24 or FY25 to date.

38. Please provide information on the classification of District government employees:

a) Include the number of employees by classification and months of service in FY24 and FY25 to date.

Answer: Please see table below. Categories with fewer than 25 employees in the category are removed or indicated as such. Employee classifications can change across the year and may impact data.

Classification	Total Employees	FY24 Average Months of Service	FY25 Average Months of Service
Career Service	21,679	143	144
Educational Service	13,037	111	117
Excepted Service	574	91	99
Executive Service	61	134	150
Legal Service	657	115	112
MSS	2,463	156	164
Grand Total	38,471	132	135

b) By classification, indicate the number that received bonuses, and the number that received promotions; and

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Answer: Please see the table below. Please note the numbers below may include bonuses received based on Collective Bargaining Agreements. Categories with fewer than 25 employees in the category are removed or indicated as such. Employee classifications can change across the year and may impact data. Please note that FY25 concludes on September 30, 2025, and therefore the FY25 figures below are as of February 18, 2025.

Bonuses			Promotions			
Category	FY24	FY25	Grand Total	FY24	FY25	Grand Total
Career Service	2,537	1,106	3,643	1,301	352	1,653
Educational Service	10,611	3,189	13,800	593	119	712
Excepted Service	185	Less than 25	207	51	Less than 25	64
Legal Service	140	33	173	74	Less than 25	88
MSS	149	78	227	279	90	369
Grand Total	13,627	4,430	18,057	2,321	591	2,912

c) By classification, indicate the number that were union members.

Answer: Please see table below. Categories with fewer than 25 employees in the category are removed or indicated as such. Employee classifications can change across the year and may impact data.

FY24				FY25		
Category	Non-Union	Union	Total	Non-Union	Union	Total
Career Service	4,953	16,602	21,555	5,393	16,286	21,679
Educational Service	2,682	10,908	13,590	2,405	10,632	13,037
Excepted Service	530	39	569	534	40	574
Executive Service	63	Number Less Than 25	64	60	Number Less Than 25	61
Legal Service	282	340	622	286	371	657
MSS	2,429	Number Less Than 25	2,436	2,451	Number Less Than 25	2,463

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Grand Total	10,944	27,899	38,843	11,131	27,344	38,475
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39. What is the process followed by DCHR in rendering classification action decisions?

Answer: Agency supervisors or employees may request a desk audit for an individual employee's position at any time if either believes that the official position description does not accurately reflect the duties and responsibilities performed by the employee in a significant way. To request a desk audit, an employee or manager completes the Position Review Request Form. Once this is reviewed, a Classification Specialist prepares and schedules an interview with the employee and supervisor to understand the work that the employee is completing. The Specialist specifically addresses any discrepancies that the employee or supervisor believe exist between the position description and the work that the employee performs. Once the interviews are complete, the Specialist reviews the information from the interview with the position description and established standards to draft a Factor Evaluation Statement (FES) that reviews if the scope and complexity of the work matches the descriptions within the Federal Office of Personnel Management's standards.

a) How many classification action decision decisions were rendered in FY23, FY24 and FY25 to date?

Answer: 21

b) What is the average time it takes to process such decisions?

Answer: The timeframe varies due to several factors, including the availability of the requesting employee and/or manager to meet, the completeness of supporting documentation provided, and the time needed to thoroughly assess all relevant factors.

40. What is the process for handling requests for final agency determinations requested by DC government employees pursuant to 1110.1(a) of the DPM?

Answer: DCHR receives classification appeals regarding desk audits for reconsideration of a desk audit decision. An employee must file an appeal within 15 days from the date DCHR implements the classification decision. Following a Classification Appeals Request, DCHR's Director shall provide a classification appeal decision no later than 45 days from receipt of the request. When a classification appeal is submitted, a classifier other than the one who completed the initial classification request reviews the documentation pertaining to the case and schedules an interview with the employee and supervisor. They also review the original Factor Evaluation Statement (FES) to ensure the validity of the assessment. Once their review is completed, they draft a memo outlining their findings for the Director's review. Upon the Director's review of the matter and approval, the final agency determination is issued.

a) How many such final determination requests did your Department receive in FY23, FY24, and FY25 to date?

Answer:

FY23-1

FY24-3

FY25-1

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41. How many desk audits did DCHR conduct or authorize in FY23 and FY24? Please provide a breakdown of the following information, listed by agency, in the following manner:

a) Number of total desk audits initiated in FY23, FY24, and FY25 to date

Answer:

FY23-20

FY24-35

FY25-16

Please see attachment 41-Desk Audits for a breakdown by agency.

b) Number of desk audits completed in FY23, FY24, and FY25 to date

Answer:

FY23-12

FY24-24

FY25-12

Please see attachment 41-Desk Audits for a breakdown by agency.

c) Number of completed desk audits that resulted in disciplinary action for the audited employee or supervisor of the employee.

Answer: No desk audits have resulted in disciplinary action for the employee or supervisor.

42. How many full-time equivalents (FTEs) in the District government are currently District residents?

Answer: As of February 14, 2024, 16,994 FTEs are District residents.

II. Hiring *Solicitations*

43. How many people applied for jobs with the District government through a posting they found on LinkedIn? Please also describe how many people applied for jobs based on other advertisements, including the location of those solicitations.

Answer: From January 2024 through January 2025, a total of 62,649 candidates clicked “Apply” for posted DC Government positions. DCHR is unable to determine specific applications through LinkedIn as it would require allowing LinkedIn to track activity on a District site which is not currently authorized per OCTO. Therefore, due to privacy concerns, we are not able to track how many people applied for District jobs through a LinkedIn posting. Based on an optional survey at the end of the application process, applicants reported learning about an employment opportunity through the following sources: 107 television, 571 unemployment office, 4,715 social media, 551

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school/college, 56 radio, 371 professional organization, 203 poster, 318 newsletter, 149 newspaper, 503 community organization, and 4,575 bulletin board.

44. How many LinkedIn job postings were made in 2024? How many solicitations were made on other sites.

Answer: From January 2024 through January 2025, a total of 36 jobs were manually posted; these jobs were highlighted due to them being hard-to-fill positions. A total of 3,779 jobs were posted through the wrapping process. This process automatically posts jobs from the District's Applicant Tracking System (ATS) to the LinkedIn's website on a nightly basis. As agencies can independently share links to a job posting from the ATS to other sites, DCHR cannot state how many solicitations were made on other sites. In addition, some websites, such as Indeed, scan multiple organizations' ATS and post their vacancies on their websites.

45. How long after filling a position does DCHR take down the solicitation related to that position?

Answer: The District's Applicant Tracking System (ATS) automatically removes the job posting at midnight the day that the posting closes.

46. When did DCHR first launch Jobsience, the new Applicant Tracking System, and what makes it different from the former application system?

Answer: DCHR does not currently use Jobsience as its Applicant Tracking System but instead uses Oracle PeopleSoft eRecruit. As eRecruit is part of the PeopleSoft platform, the District does not need additional licenses to use eRecruit. In addition, using a PeopleSoft module facilitates a streamlined data transition process when an applicant is hired.

47. What have been the improvements in the application and hiring process since the change to Jobsience?

Answer: Recently, DCHR collaborated with the Mayor's Office on Innovation and the Office of the Chief Technology Officer (OCTO) to redesign the front facing page of careers.dc.gov, where applicants first visit to find District government job openings. The redesigned site features a dedicated section highlighting hard-to-fill positions, making it easier for job seekers to identify and apply for these roles. The redesigned page also incorporates multimedia elements with dynamic videos and images of the benefits and culture of working for the District.

48. Explain the District Leadership program team's effort to engage high school and college students. Please indicate whether this reflects a change from FY23.

Answer: DCHR continues to strengthen its efforts to engage high school and college students in the District Leadership Program (DLP). Through ongoing partnerships with local universities, and engagement with high school seniors, parents, and DC government agencies, CLD actively markets and expands interest in the program. DCHR also holds bi-monthly collaborative meetings with our university partners, participates in campus and virtual career events, and engages with DLP alumni to help reinforce the program's presence and impact.

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For FY 2024, we received 65 total applicants. This fiscal year, we anticipate increased interest, with 21 applicants already identified—excluding those currently applying for the upcoming summer cohort. The 2025 summer application cycle began on February 3, 2025, and concludes in April 2025.

Apprenticeships

49. Please provide an update on the Career Pathways Apprenticeship Program. Please include information on how many participants have completed the program in FY2024 and how many of those have joined the District government since the program's inception.

Answer: The inaugural cohort of the Public Service Apprenticeship program started in June 2024 with 22 new hires to District Government. The program is set to conclude in June 2025; therefore, there are no completions to report at this time.

50. Please list all other currently active apprenticeships managed by DCHR.

Answer: The Public Service Apprenticeship Program is the only currently active apprentice program at DCHR.

51. Please describe how an agency would create an internship or apprenticeship within their offices. Please include any recently developed programs of this nature from FY2024 and FY2025 to date.

Answer: To create an apprenticeship program, an agency needs to express interest under an approved apprenticeship occupation and identify needed funding for personnel costs as well as associated training. Once that information is secured, DCHR collaborates with DC Department of Employment Services' (DOES) Office of Apprenticeship, Information, and Training (OAIT), as well as the host agency, to develop the required apprenticeship standards, a related instruction schedule, and an on-the-job training schedule.

Seniors

52. Please describe existing policies which are directed at recruiting retirees, those over the age of 60, and persons in positions with early mandatory retirements for jobs in the District government.

Answer: DCHR does not have specific policies directed at recruiting retirees as District government hiring is merit based pursuant to the Comprehensive Merit Personnel Act (CMPA). The CMPA mandates that District hiring be based on merit including previous experience and education/licensure, as applicable. Furthermore, as the District is an Equal Opportunity Employer, DCHR considers all qualified candidates without regard to age, race, color, religion, national origin, sex, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, disability, or political affiliation.

53. How many retirees have returned to in office work in the District government in FY2024 and FY2025 to date? Please provide this information by agency.

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Answer: DCHR does not collect information on whether applicants were previously retirees. DC Government's application asks if an individual previously worked for DC government. However, this is just confirming previous District employment, not if the individual previously retired from DC government.

54. Have any efforts been made to hire those who are planning to retire from the federal government in the coming months?

Answer: DCHR will provide multiple opportunities for all individuals interested in pursuing District employment. We are always recruiting talent by publishing job postings on the District's applicant tracking system, job postings highlighted on LinkedIn, quarterly Districtwide hiring events, targeted agency-specific hiring events, and resident community conversations.

District Residents

55. Please provide an update on the work that DCHR has done in FY2024 and FY2025 to actively recruit residents for careers in the District government.

Answer: In FY24, DCHR engaged in the following hiring events:

- DCHR Sponsored Hiring Events:
 - a) Hiring Event (MLK Library) on November 9, 2023
 - b) Winter Hiring Event (MLK Library) on February 13, 2024
 - c) Spring Into a New Career Hiring Event (MLK Library) on May 16, 2024
 - d) Hot Days Hot Jobs Hiring Event (MLK Library) on August 13, 2024

Partnerships:

- Office of Disability Rights/Mayor's Hiring Event (Convention Ctr.) on October 21, 2024
- DHS & DCPL Stop Shop N Go Job Fair (Anacostia Public Library) on September 12, 2024
- DC Public Safety Hiring Event (DC Armory) on September 20, 2024
- Office of Unified Communications (OUC) Prospect Day on September 24, 2024 and September 26, 2024

In FY25, DCHR engaged in the following hiring activities:

- DCHR Sponsored Hiring Events:
 - *DC Hires Vets on November 19, 2024
 - *New Year New Career on February 11, 2025 and February 12, 2025

Partnerships:

- Office of Disability Rights Career Fair on October 30, 2024
- Mayor Bowser's Resume Raiser on November 14, 2024
- Mayor Bowser's DC Is Hiring Resume Raiser on December 16, 2024
- United Planning Organization (UPO) Hiring Event on January 14, 2025

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DCHR has also created recruitment videos of successfully hired DC residents to help advertise DC government as an employer and initiated an intentional social media campaign where weekly posts are shared to continue spreading the word that DC government is hiring.

56. How many participants, on average, joined the virtual resume writing classes on the third Wednesday of every month in FY2024?

Answer: DCHR has transitioned the virtual resume writing classes to the community conversations described in Question 35.

Programs and Initiatives

57. How many participants were there in the Center for Learning and Development Programs listed below in 2024? Please include how many applications were received, how many applicants were successful, and how many participants completed the program.

a) Certified Public Manager Program

Answer: For FY24, Applicants: 95; Final Participants: 24; Completed: 24

b) The Executive Leadership Program

Answer: For FY24, Applicants: 24; Final Participants: 24; Completed: 24

Return to Work

58. Please describe the progress that has been made on implementing the return to work mandate for District government employees.

Answer: The District government resumed normal in-person operations in July 2021 and has been working in-person since that date. Many employees serve in positions that cannot be performed remotely, and those employees worked in-person through the COVID pandemic. In January 2024, the District government announced that it was shifting from two routine telework days a week to one day per week. The adjustment to one day of routine telework per week went into effect on March 10, 2024.

III. Employee Resources

59. Please provide a list of all issuances or other HR guidance issued in FY2024 and FY2025 to date. Please include a URL link to each.

Answer: The following table contains HR guidance that DCHR issued for the first time or as a revision to an existing issuance in FY2024 and FY2025 to date.

Issuance/HR Guidance	Effective Date	Expiration Date
<u>Classification Position Reviews and Desk Audits</u>	June 17, 2021	-
<u>District Government Closure - Friday November 24, 2023</u>	November 21, 2023	January 1, 2024

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<u>Use or Lose 2023</u>	November 22, 2023	May 11, 2025
<u>Compressed, Flexible, and Telework Schedules</u>	January 8, 2024	-
<u>Voting in Primaries and General Elections (2024)</u>	May 9, 2024	January 1, 2025
<u>Sexual Harassment Reports and Investigations</u>	June 11, 2024	-
<u>Guide for Processing Personnel Actions</u>	July 17, 2024	-
<u>Employment Offer Letters- 2024 Revision</u>	July 19, 2024	-
<u>Timeframe for Processing Separation Actions (Voluntary and Involuntary), Exit Interviews and Surveys</u>	September 6, 2024	-
<u>Overtime</u>	September 30, 2024	December 9, 2024
<u>District Government Closure - Friday November 29, 2024</u>	November 26, 2024	January 1, 2025
<u>Use or Lose 2024</u>	November 26, 2024	May 11, 2025
<u>Inauguration Day 2024 - Compensation and Timekeeping Considerations</u>	December 4, 2024	February 3, 2025
<u>Discipline</u>	December 10, 2024	-
<u>District Government Early Dismissal - Tuesday, December 24, 2024</u>	December 24, 2024	January 11, 2025
<u>Legal Public Holidays 2025</u>	February 12, 2025	March 31, 2025
<u>Inclement Weather- Delayed Opening, February 12, 2025</u>	Feb 12, 2025	March 31, 2025

Leave

60. Please discuss the various leave options that are available to District Government employees, such as federal and D.C. Family and Medical Leave, Military Leave, etc. Please include the following:

- Funding available in each leave category;
- How much has been expended in FY24 and FY25 to date from each category;
- Number of employees who have taken such leaves and each duration;
- Whether different categories of leaves can be utilized consecutively.

Answer: Discussion of various leave options is as follows:

- Federal FMLA allows up to 12 weeks of unpaid, job-protected leave within a one-year period

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- DC Family and DC Medical both allow up to 16 weeks (or 32 weeks combined) of unpaid, job-protected leave within a 24-month period
- PFML allows for up to 8 weeks of paid leave for a family leave event; or 2 weeks for a medical leave event
- Military FMLA allows up to 12 weeks of military exigency leave and up to 26 weeks of military family caregiver leave per year

Regarding whether different categories of leave can be utilized consecutively: Yes, different categories can be utilized consecutively under certain circumstances. For example, if an employee goes out on family leave, returns, and then goes out on medical leave. Generally, DC FMLA is used concurrently with federal FMLA and PFML; however, an employee may not expand their total allotment of DC FMLA and/or federal leave protections by applying for additional leave under the PFML program. PFML leave counts towards the 16 workweeks provided under the DC FMLA.

Please also see attachment 60- Leave Options. Categories with fewer than 25 employees are indicated as such. Employee classifications can change across the year and may impact data.

61. Please complete the following table regarding employees who have taken a leave (excluding annual and sick leaves) in FY24 and Fy25 to date.

Answer: DCHR is mindful of its obligations to protect employee confidentiality as described in 6-B DCMR § 3100 *et seq.* Subject to those guidelines, DCHR has attached a chart, 61-Leave Taken, reflecting the usage of the requested leave types across employee classifications for FY2024 and FY2025 to date.

DCHR notes that the data only reflects inputs from the agency level; DCHR is not involved in approving or processing most leave types for other agencies. Further, this data does not reflect all systems of leave compensation: for example, employees may simultaneously track their time as protected (ie., “FMLA”) and unpaid in our system, and be receiving short-term disability compensation.

City University

62. What are the mission and goals for the City University training program?

Answer: The mission of City University is to deliver professional training to District employees to enhance their functional competencies in the areas of Grant Management, Project Management, and Human Resources.

63. What are the eligibility criteria for the City University training program?

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Answer: The grants and project management courses are available to all employees. For the HR Certificate programs, for Tier 1, participants must have two years of HR service in the District. Tier 2 participants must have 5 years of HR experience in the District.

64. Are all the courses listed on the website included in the program or do participants select their preferences?

Answer: The courses are listed on DCHR's monthly course listing and employees register in PeopleSoft.

65. What is the typical duration of time people spend in this program?

Answer: The Project Management course is 20 hours across 4 sessions. The Grants Management training is 6 hours across 2 sessions. The HR Certificate Tier 2 is 12 hours monthly across two days for 9 months.

66. How do you track participants while they are engaged in the program?

Answer: During sessions, facilitators monitor engagement via interactive exercises and knowledge assessments. Participants also complete an overall knowledge assessment and a course survey at the end of the program.

67. Do you track participants after they complete the program? If so, can you provide a detailed summary of observed outcomes.

Answer: DCHR collects anonymous feedback from participants after training completion. This feedback focuses on suggestions for course enhancements.

Wellness

68. What is the mission of the Renew Wellness challenge?

Answer: The mission of the Renew Wellness challenge is to encourage our workforce to refresh their mind, to energize their bodies, and to strengthen their connections with their colleagues across the District. The challenge is focused on total wellness: physical, mental, social, and emotional.

69. How many people attended the wellness webinar series every month in 2024?

Months	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Totals	85	64	57	69	55	501	605	183	17	75	21	19

70. Do you work with the Financial Literacy Council or any other partners to run the Financially Fit DC program?

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Answer: The Financially Fit DC program is run in partnership with the DC Department of Insurance, Securities, and Banking (DISB) and the Office of the Chief Financial Officer (OCFO)'s Office of Finance & Treasury (OFT). DCHR partners with DISB & OFT by distributing the marketing for the program to the District workforce and providing finance-related benefits & retirement guidance and resources as appropriate.

71. The following questions refer to the DCHR Renew Wellness Challenge:

a) How do you encourage employees to engage with this resource?

Answer: DCHR encourages employees to engage with each wellness challenge in a variety of ways. DCHR promotes the challenge in a monthly Employee Wellness Newsletter, shares the information to District agency-based HR Advisors and District Wellness Leaders each month, posts the information on the DCHR website, provides flyers and posters for posting at District facilities, and distributes email campaigns specific to each challenge. DCHR also engages District leadership and agency management to remind them of the importance of a healthy workforce, encouraging them to promote participation as well.

b) How many employees participate in each challenge on average?

Answer: An average of 1,446 employees participate in each wellness challenge.

c) Where does the funding come from for the challenge incentive gift cards?

Answer: The funding for the challenge incentive gift cards comes from the District's insurance companies' wellness programming.

d) What is the budget for incentives for this program?

Answer: DCHR typically offers 4 challenges per year. The budget for the challenge incentives is between \$7,000-\$8,000.

e) Have you heard feedback from any participants in this or similar challenges?

Answer: The challenges are very well-received. Employees specifically love the motivation to get moving and the engagement wall where they can connect with and encourage one another.

f) How was Renew selected as the operator for employee wellness challenges?

Answer: Renew is the name of the first wellness challenge for 2025, not a specific operator. The challenge is through one of our health insurance providers. The individual challenges are selected by the DCHR Wellness Team. The team reviewed the available themes provided by the vendors and chose four for the year, with a focus on those medical conditions that are prevalent in the District's workforce along with variety of activities

72. Please list all other wellness programs and challenges available to District government employees.

Answer: The District offers four challenges throughout each year. These challenges focus on mental, physical, emotional, and financial health and foster positive behavior change and community building among colleagues across all our agencies.

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The District Wellness Program offers 3 major campaigns: Biometric Screening, Flu Clinic, and Open Enrollment. This is where providers and vendors come out to the agencies, making the process of receiving screenings very convenient for employees while also reducing time away from work.

The District Wellness Program shares a monthly newsletter filled with free webinars on the theme of the month as well as articles and tips for better health.

All our agencies have a designated District Wellness Leader who helps to promote the wellness webinars, the challenges, the health campaigns, and plans on-site events through DCHR. Events include activities like smoothie and spin, puppy therapy, and more.

Every District employee has significant wellness rewards through their insurance plans where they can earn gift cards and incentives for taking action towards improving their overall health.

District agencies also request agency-specific wellness support, tailored to the needs of the specific agency workforce. Examples of agency specific support include providing healthy snacks for agency-wide events, on-site presentations from providers on their services, other fitness classes, and healthy cooking demonstrations.

Other Resources and Opportunities

73. Please describe the housing purchase assistance resources available to District government employees.

Answer: DC Department of Housing and Community Development (DHCD) administers the Employer Assisted Housing Program (EAHP). EAHP offers eligible District government employees a deferred, 0% interest loan and a matching funds grant for down payment and closing costs to purchase their first single family home, condominium, or cooperative unit in the District. This is available to all employees. First responders and educators are eligible for additional assistance. More information is available [here](#).

The DC Housing Finance Agency administers [DC4ME](#), a program that provides DC government employees a first trust mortgage at a reduced interest rate. The rate comes with or without the option of three percent down payment assistance with a zero percent deferred subordinate loan.

74. Has any thought been given to providing subsidized rental units for District government employees under a residency requirement?

Answer: Given the significant fiscal commitment involved in such a policy in addition to the various driving forces such as housing supply DCHR defers to partners with experience administering comparable programs. For example, DCHD currently administers the Employer Assisted Housing Program (EAHP). EAHP offers a deferred, zero percent interest loan and a

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matching funds grant for down payment and closing costs for eligible District government employees.

75. Please provide a description of any other resources and opportunities available to District government employees which have not yet been mentioned.

Answer: Please see details captured below

- **Employee Assistance Program (EAP):** All District employees and their families have access to the EAP provided through Inova. Inova's 24/7 EAP hotline and convenient online resources provide employees with easy, confidential access to professionals and resources, including: confidential counseling, legal services, financial services, savings center, identity theft services, work life referral services for child and elder care, home repairs, pet care, wellness coaching, lactation support, and more. District employees have access to a dedicated intranet website and can also use a scheduler feature to schedule an intake appointment. More information can be found [here](#).
- **Percipio eLearning:** All District employees have access to a free online learning platform, Percipio, that is available to employees 24-7. Percipio, powered by Skillsoft, is an intuitive learning platform that enables users to select their desired learning path from start to finish. Percipio offers access to a continually growing library of award-winning learning content mapped to the skills that matter most including leadership development, business and management skills, digital transformation, and technology.