

**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Department of Human Resources**



**Public Oversight Hearing on  
Fiscal Year 2025–26 Performance of the Department of Human Resources**

**Testimony of  
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**Before the  
Committee on Executive Administration and Labor  
Council of the District of Columbia  
The Honorable Anita Bonds, Chairperson**

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John A. Wilson Building  
1350 Pennsylvania Avenue, NW  
Washington, DC 20004



Good morning, Councilmember Bonds, members of the Committee on Executive Administration and Labor, and Committee staff. My name is Charles Hall, Jr., and I serve as the Director for the D.C. Department of Human Resources (DCHR). I'm thankful to Mayor Bowser for the privilege to serve in this capacity and thank you for the opportunity to testify on DCHR's Fiscal Year (FY) 2025 and Fiscal Year 2026 performance, to date.

As the primary personnel authority for most District agencies, DCHR is dedicated to delivering exceptional human resources services that enhance both individual and organizational performance, enabling the District government to attract, develop, and retain top talent. Each day, we dedicate ourselves to building a world-class workforce that serves our city with excellence.

### **Residents**

At DCHR, we believe that public service should be an accessible and attainable career path. For our residents, we are expanding our recruitment initiatives and growing our talent pipelines to ensure our workforce is prepared to provide world-class service.

DCHR hosted or participated in multiple hiring fairs and events in 2025 to increase the District government's visibility to jobseekers. In February, we hosted the "New Year, New Career" winter hiring event. Prior to the event, we hosted two applicant prep sessions on District employment and application processes, attended by about 100 participants. The two-day hiring event drew over 1,000 participants and featured resume-writing workshops.

According to the [Washington Post](#), the D.C. region lost 72,000 federal jobs in 2025. Many federal government employees are District residents. These District residents offer a wealth of experience and expertise that can benefit the District government. To reach this population, in March 2025, DCHR, in collaboration with the Department of Employment Services (DOES), hosted the Gateway to District Careers hiring event. The event included approximately 70 District



agency partners and private sector organizations and attracted over 500 participants.

In addition to recruitment, we are proactively strengthening our talent pipeline by deepening our engagement with non-profit organizations and local universities. In FY25, we partnered with Work for America (WFA), a nonprofit organization that provides support and resources to local governments to recruit the next generation of public servants. Through this partnership, DCHR can market upcoming hiring events and District positions on WFA's website and can access their pool of resumes to identify and invite prospective candidates to apply for District positions.

Between April and June 2025, DCHR increased the District government's presence at local universities by attending UDC's Spring Fling event, which connects UDC students and upcoming graduates with resources and employers across the District; the Academy of Hope's inaugural College and Career Fair; and the HBCU Connect Annual Conference and Hiring Fair. To further attract the next generation of District talent, DCHR launched the Public Service Launchpad Initiative. Through this initiative, DCHR partners with District high schools, colleges, universities, and trade schools to showcase the purpose, impact, and career pathways available in public service while advancing Mayor Bowser's Grow DC Plan.

We remain diligent in ensuring adequate staffing of critical city services. In summer 2025, DCHR worked with multiple agencies on large hiring efforts. To quickly onboard employees for critical needs, DCHR classified needed position descriptions, attended over 15 suitability events across the city and completed suitability checks for over 1,500 applicants. DCHR assisted agencies with onboarding new employees, including hosting dedicated new employee orientations.

Building on the momentum of our 2025 initiatives, we will deepen our commitment in



FY26 by continuing to expand recruitment and visibility, scaling our talent partnerships, and optimizing the applicant experience to ensure the District government remains a premier career destination for all residents.

**District Government Employees**

DCHR remains steadfast in our commitment to cultivate a thriving, resilient, and highly skilled District government workforce through upskilling and holistic wellness support.

Training and development are the engines of organizational growth. By investing in continuous learning, we empower our employees to sharpen their skills, embrace new challenges, and build sustainable, rewarding careers. In February 2025, DCHR hosted a weeklong continuing education session for managers called “MSS Week.” This weeklong session allowed managers to meet their annual learning requirements, enhance their managerial skills, stay updated on current policies and best practices, and promote their professional growth. Over 1,032 employees registered for MSS Week, and 92.5% of participants who provided feedback reported satisfaction with the manager week experience. Based on the success of MSS Week, DCHR facilitated agency specific manager training opportunities that were tailored to the specific needs of the agency. Learning from the successes of MSS Week, DCHR is currently planning FY26’s MSS Week which will include new courses that focus on manager’s knowledge of key human resources processes including classification and the Family and Medical Leave Act (FMLA).

DCHR introduced over 20 new courses in FY25 that focus on critical, in-demand skills including public speaking, critical thinking, project management and change management. Select new courses include: Resilience and System Thinking, Effective Presentations, Critical Thinking and Problem Solving, and Project Management Parts 1 and 2. Over 500 employees attended these new courses and provided tangible feedback and insights as DCHR plans its FY26 training catalog.



Our Certified Public Manager program, in partnership with George Washington University, continues to be a nationally recognized initiative. The CPM program equips public sector professionals with the skills and competencies needed to lead effectively, drive innovation, and deliver high-impact results across government agencies. In September 2025, we proudly celebrated the graduation of our 37<sup>th</sup> CPM Cohort and the launch of Cohort 38.

DCHR invests in employees' personal growth as much as we do in their professional growth. I am immensely proud to talk about the continued success and recognition of our wellness program and offerings. For several consecutive years we have achieved "Gold" for the Aetna Workplace Well-being Award. However, we never stopped looking for new ways to improve our program or waived from our commitment to employee health. In 2025, our dedication resulted in us receiving the Platinum Workplace Well-being Award. This recognition confirms that the tools and support we provide are among the best in the country, and I encourage all employees to participate in what we have to offer.

Our physical fitness challenges throughout the year give employees a fun way to push themselves to be more physically active while connecting with their coworkers and earning rewards for achieving fitness milestones.

In February 2025, we saw 804 employees participate in the Renew Challenge. In March 2025, 1,059 employees registered to participate in the 4-week Spring into Motion challenge where participants track their fitness activity and have access to community-oriented resources and tools. This momentum carried into April and May 2025 when 880 District Government employees participated in the biometric screening process to assess key health indicators such as cholesterol, blood glucose, blood pressure, and body composition and receive tips on improving their overall health and wellness. In the summer, a total of 1,166 employees from 67 agencies participated in



our sci-fi themed, “Star Trak” wellness challenge. Our employees logged more than 268 million steps, totaling over 650,000 minutes of physical activity. Our “Walktober” challenge in the fall saw 2,409 participants. During this time, we also hosted flu shot clinics to reduce the spread of seasonal influenza and support a healthier, more resilient workforce. Eight flu shot clinics were set up at various District locations and provided approximately 1,360 vaccinations.

These are just a fraction of the wellness program events that we have. Our other programs include Financially Fit DC, where employees may participate in a comprehensive suite of financial education sessions, get personalized consultations, and well-curated resources designed to promote financial literacy and long-term economic well-being. We also offer multiple webinars throughout the year on mental health, health literacy, nutrition, preventative care, and much more. I encourage all employees to check DCHR’s Wellness Calendar for a full list of our events, and I look forward to your participation in 2026.

**HR Professionals Serving the District of Columbia**

Sustaining the District government’s success requires strategic HR professionals to implement modern HR solutions. The city’s HR professionals play a significant role in DCHR’s and the District’s workforce accomplishments. To ensure HR professionals have the knowledge, skills, and resources to be successful, DCHR continued our monthly Human Resources Advisors (HRA) meetings to include hands-on training and breakout sessions. During these sessions, the HR community learns from one another and brainstorms ways to enhance processes, examining practical, real-world case studies based on District personnel regulations. These sessions facilitate the sharing of best practices across HR teams from different agencies. DCHR also hosted full-day trainings and brown bag sessions to enhance the skills and foster knowledge-sharing for Sexual Harassment Officers (SHOs) across the District.



To provide additional HR development opportunities, DCHR held a two-day HR Summit in October 2025 which drew over 150 HR advisors from across the District. HR professionals were able to learn, collaborate, and network through a curated mix of panel discussions, interactive workshops, and peer-to-peer learning labs. DCHR received overwhelmingly positive feedback from attendees who praised the summit's relevance, energy, and opportunity to connect with peers about shared challenges and bold ideas. Based on feedback during a listening session at the HR Summit, DCHR has rolled out five working groups across the HR community focused on best practices in hiring, workforce planning, communications, employee relations/leave and HR training. Based on the success of the event, DCHR plans to host a HR summit again this fiscal year.

We want to ensure that our HR professionals have what they need to manage our workforce, and as such, DCHR worked collaboratively with agencies to better understand what tools and resources they need. Equipped with this information, DCHR will be launching the HR Foundations training in March 2026 and implementing a new employee orientation for human resources professionals. Foundational training will be supplemented with dedicated training for in-demand topics such as managing short and long-term disability, understanding retirement plans, and facilitating effective one-on-one conversations. With this multi-faceted approach, DCHR will continue to equip the HR community to successfully manage human resources in a quickly evolving landscape.

### **Conclusion**

In closing, our achievements in FY25 serve as a strong foundation for the work ahead. By remaining steadfast in our commitment to our residents, employees, and HR professionals, we continue to build a more resilient and innovative government workforce. I extend my gratitude to



Mayor Bowser for her leadership and for the privilege of serving our city's workforce. Thank you, Chairperson Bonds, the Committee, and your Council colleagues and staff for your support of the D.C. Department of Human Resources.

Thank you for the opportunity to testify. This concludes my testimony, and I welcome your questions.

