



Department of Human Resources

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Commissioner

DHR QUARTERLY REPORT JAN 2023

DHR ROADMAP

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STRATEGIC ROAD MAP

DHR VISION

COA DHR provides leadership in creating an equitable and inclusive culture that drives diversity, excellence, and innovation by recruiting and supporting talent, fostering wellness, executing on an executive strategic plan and positively influencing the employee work experience.

DHR

GOALS

Best in Class Department of Human Resources



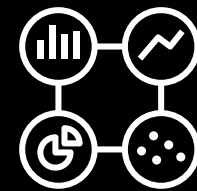
Performing a Retrospective in 2023

Perform an ongoing evaluation and assessment of people, processes and tools focusing on effective innovation in 2023.



Offering Competitive Total Rewards Packages

DHR will review employee benefits and compensation incentives and endeavor to contract for an affordable, yet robust and comprehensive benefits plan.



Improving Human Capital Metrics

Improve City-wide data management principles in all disciplines including collecting, processing, governing, sharing and analyzing data. We will leverage current systems and explore new configurations to automatically and reliably produce data driven decisions.



Reducing Attrition

Utilize employee experience assessments to identify current opportunities to provide a best-in-class culture. DHR's open door policy will cultivate an environment designed to restore trust between management and labor. Maintain the newly formed partnerships with labor units. We will redesign the exit interview process to effectively evaluate internal and external employee transitions.



Prioritizing Employee Mental Health

We will continue to prioritize employee mental health issues and are committed to providing necessary counseling services. We will implement manager training and wellness programming throughout 2023.



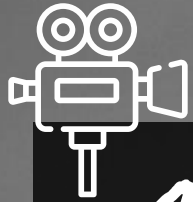
DEPARTMENT HIGHLIGHTS

2022 BY DIVISION

OFFICE OF LABOR & EMPLOYEE RELATIONS

OLER

Office of Labor & Employee Relations provides value added service to all stakeholders at the City.



As of January 2023:

OLER reduced Civil Service Board caseload backlog

69 → 7

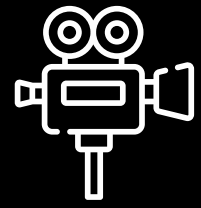
There are currently 4 cases set for determination in January & February 2023

Facilitated 4 in-person Sexual Harassment trainings to APD public safety

OLER successfully partnered with OIG to assist with closing out more than 30 Integrity Line (Ethics Point) complaints in partnership with HRBP Directors.

COMING IN 2023 Monthly labor and management meetings to discuss employee issues and concerns.

OLER



Employee Benefits Health and Pension Plans Division

2022 Benefits Fair

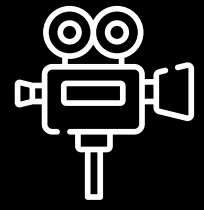
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**Vendor
Representatives**

Successful collaboration with Empower and SBA to enable active employees to learn more about their pension plans.

**Lunch and Learn
Successful and well attended Health and Wellness information sessions were conducted in 2022. This initiative will be ongoing.**

BENEFITS



Employee Benefits Health and Pension Plans Division

Coming in 2023:

- Continuous process improvement to ensure efficiency and cost effectiveness
- RFP process to solicit competitive responses for “best in class” benefits package
- Manage and track deliverables from Master Service Agreements for all plans
- Simplify Benefits communications to employees, retirees, and dependents
- To continue to provide a positive and informative experience for all participants

BENEFITS

November 7–30, 2022

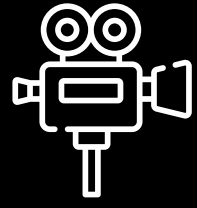
DHR SHOWCASE METRICS

4,884
Total people
serviced

DATE	SHOWCASE PARTICIPANTS	BENEFIT'S OFFICE WALK-INS	BENEFIT'S OFFICE LANDLINE CALLS	BENEFIT REP'S WORK CELL CALLS	TOTAL
11/7/22	162	17	84	103	366
11/8/22	117	29	54	89	289
11/9/22	104	46	63	122	335
11/10/22	98	2	47	127	274
11/11/22	HOLIDAY	HOLIDAY	HOLIDAY	HOLIDAY	HOLIDAY
11/12/22	WEEKEND	WEEKEND	WEEKEND	WEEKEND	WEEKEND
11/13/22	WEEKEND	WEEKEND	WEEKEND	WEEKEND	WEEKEND
11/14/22	-	8	143	116	267
11/15/22	123	18	145	124	410
11/16/22	111	30	122	143	406
11/17/22	108	37	93	108	346
11/18/22	97	23	102	96	318
11/19/22	WEEKEND	WEEKEND	WEEKEND	WEEKEND	WEEKEND
11/20/22	WEEKEND	WEEKEND	WEEKEND	WEEKEND	WEEKEND
11/21/22	-	7	108	122	237
11/22/22	-	9	114	121	244
11/23/22	-	1	24	59	84
11/24/22	HOLIDAY	HOLIDAY	HOLIDAY	HOLIDAY	HOLIDAY
11/25/22	HOLIDAY	HOLIDAY	HOLIDAY	HOLIDAY	HOLIDAY
11/26/22	WEEKEND	WEEKEND	WEEKEND	WEEKEND	WEEKEND
11/27/22	WEEKEND	WEEKEND	WEEKEND	WEEKEND	WEEKEND
11/28/22	-	14	157	186	357
11/29/22	-	23	194	210	427
11/30/22	-	27	221	276	524

DEPARTMENT OF HUMAN RESOURCES ORGANIZATIONAL DEVELOPMENT

O&D



Department of Human Resources Organizational Development

COMPLIANCE TRAINING DESIGN & SUPPORT

- LGBTQ Cultural Humility 101 Training
- COA Manager/Supervisor Grievance Training
- iSpeak ATL
- Active Shooter/Active Attack(FY23)
- Organizational Development also partnered with Atlanta Information Management(AIM)to assist in launching FY23 Cyber Security Awareness Training via ATLcloud Learn

FACILITATION & DESIGN

50+ various training sessions/consultations “in person” and “virtual” and touched approximately **4500** employees.

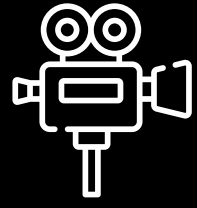
SUMMER INTERNSHIP PROGRAM & SUMMER YOUTH PROGRAM SUPPORT

NEW EMPLOYEE ORIENTATION (“NEO”)

- Virtual onboarding “NEO: The Virtual Experience”
- January 2022 – December 2022: **618** new hires have completed via NEO: The Virtual Experience out of **690** employees resulting in **89.51%**. Utilizing this platform has proven successful and has continued to improve New Hire Orientation completion percentage.

TRAINING/CONSULTING

Civilian In-Service training
“Building a Culture of Emotional Intelligence”.



Department of Human Resources Organizational Development

Coming in 2023:

COMPLIANCE UPCOMING INITIATIVES & PROPOSALS

- Introductory
Management/Leader Courses
- City-wide Monthly Training
will be replaced by *City-wide
Monthly Webinars*

PROSPECTIVE CITY-WIDE INITIATIVES

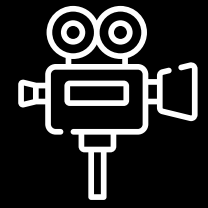
- Requests for Professional
Development Continued
Education

Course Name	Completed/Assigned	Percent Complete
iSpeak ATL	5,774/7,957	72.57%
Active Shooter/Active Attack	5,783/8,037	72.00%
Cyber Security Awareness	2,839/8,051	35.27%
Grievance Training	749/929	80.62%
<i>Annual Leave Carryover for 2021 & 2022 into 2023</i>	2,072/8,074	25.66%
ATLcloud Time & Labor Emp. NO Timecard	1,927/2,126	90.64%
ATLcloud Time & Labor Emp. Timecard	1,678/1,906	88.00%
ATLcloud Time & Labor Line Manager	656/746	88.04%
ATLcloud Time & Labor Timekeeper	250/284	88.03%
New Employee Orientation: The Virtual Experience	617/683	90.34%
Teleworking 101	808/840	96.20%
Teleworking 101 for Tele-Managers	187/197	94.92%

Report for: DEC 31, 2022

DEPARTMENT OF HUMAN RESOURCES INFORMATION SYSTEMS

IRIS



Department of Human Resources Information Systems aims for a culture of continuous improvement and the efficient stewardship of COA system resources and infrastructure

Coming in 2023:

UPCOMING INITIATIVES & PROCESS IMPROVEMENTS

- Implement Oracle Time and Labor Phase II
- Formalize on-going training for Oracle time and Labor
- Reconfigure the incentive structure for employees with incentives by the end of FY23.
- Implementation of Compensation Module

- Introduce delivered streamlined reporting and dashboards City-wide.
- Implementation of Performance Management Module
- FY 23 - 24 Data Scrub
- Regular Audit Process
- ATLCLOUD Notifications Configuration overhaul

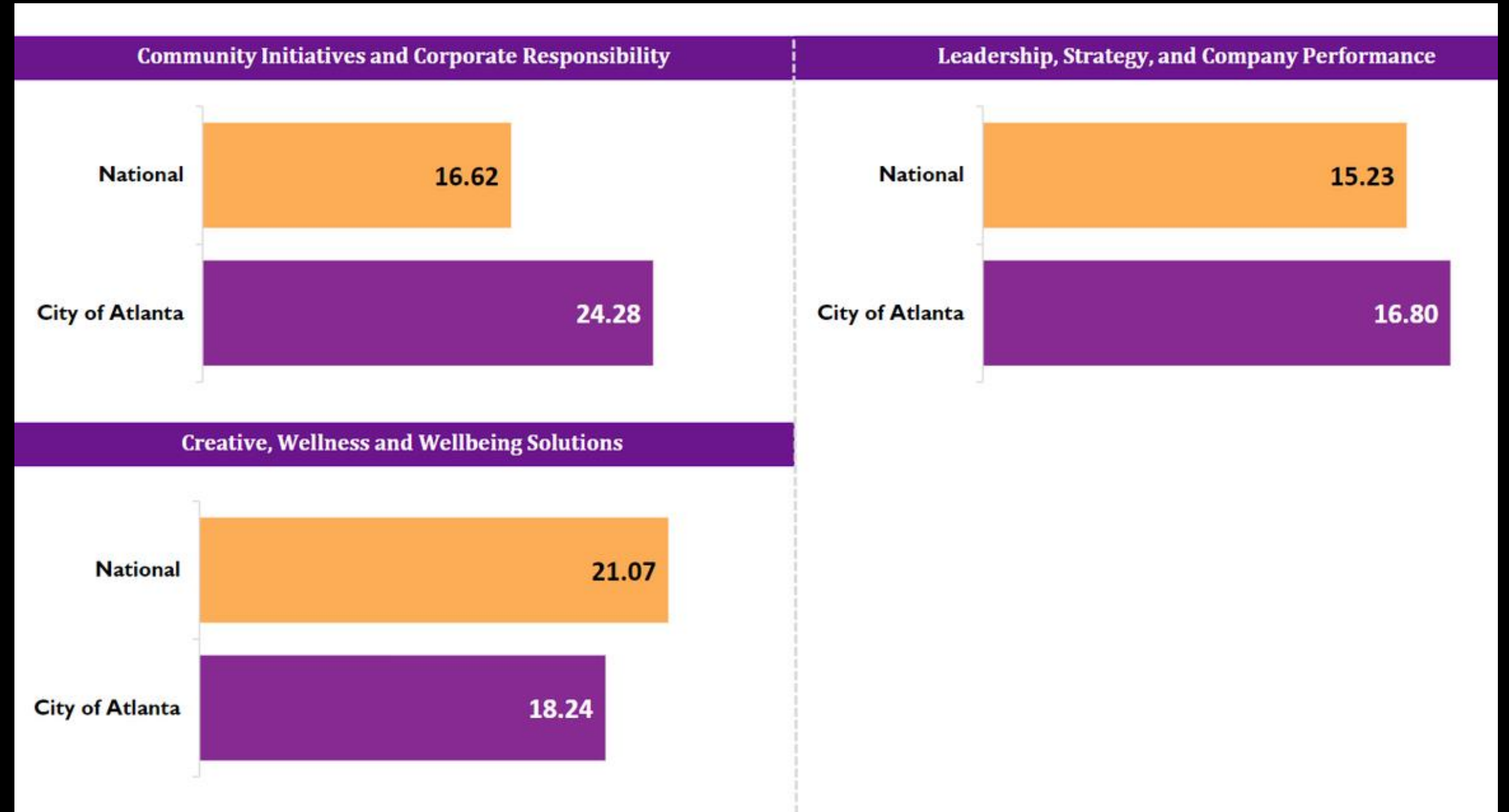
HRIS



DEPARTMENT OF HUMAN RESOURCES COMMUNICATIONS

COMMUNICATIONS

2022 Winner



COMMUNICATIONS



DEPARTMENT OF HUMAN RESOURCES TALENT ACQUISITION

TALENT ACQUISITION

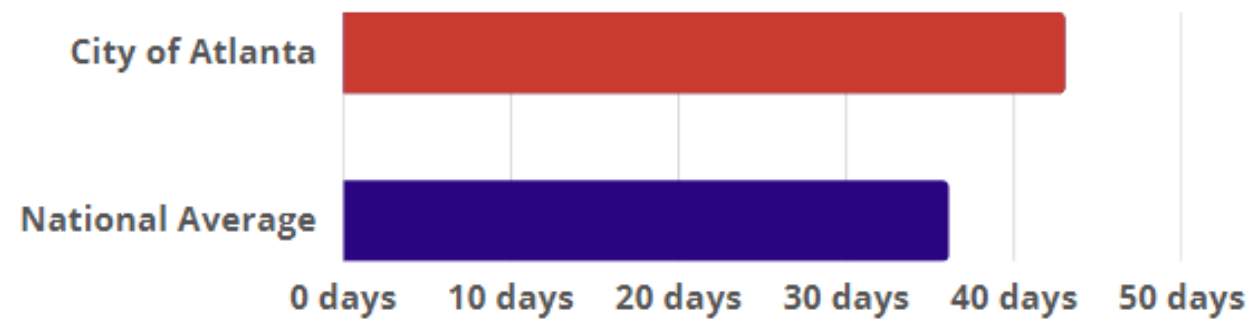


Department of Human Resources Talent Acquisition provides recruiting support for all departments.

2022 Talent Acquisition Metrics

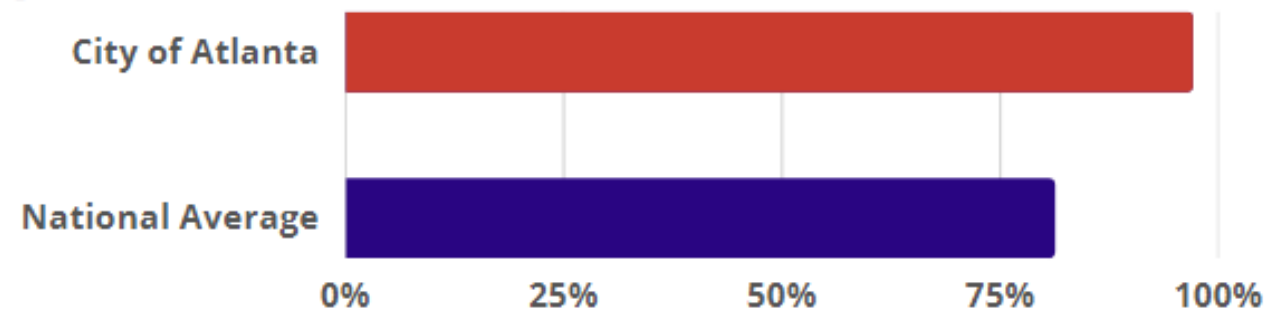
Average Time to Hire

As a key metric for DHR, time-to-hire refers to how long it takes for an applicant to move from the application stage to onboarding as an employee.



Offer Acceptance Rate

The offer acceptance rate (OAR) is the percentage of candidates who accept a formal job offer with the City of Atlanta.



Talent acquisition division was able to hire and promote a total of **2,836** individuals last year. Additionally, the average time to hire an employee was **43** days and our average offer acceptance rate was **97%**.

TALENT ACQUISITION



**YOUR
POSSIBILITIES ARE
ENDLESS**

**DEPARTMENT OF HUMAN
RESOURCES**

DEPARTMENT NAME: PUBLIC WORKS
#NUMBER OF NEW HIRES/REHIRES: 310
#NUMBER OF PROMOTIONS: 79
TOTAL = 389

DEPARTMENT NAME: ATLDOT
#NUMBER OF NEW HIRES/REHIRES: 22
#NUMBER OF PROMOTIONS: 21
TOTAL = 43

DEPARTMENT NAME: FINANCE
#NUMBER OF NEW HIRES/REHIRES: 47
#NUMBER OF PROMOTIONS: 18
TOTAL = 65

DEPARTMENT NAME: PROCUREMENT
#NUMBER OF NEW HIRES/REHIRES: 10
#NUMBER OF PROMOTIONS: 10
TOTAL = 20

DEPARTMENT NAME: PUBLIC DEFENDER
#NUMBER OF NEW HIRES/REHIRES: 6
TOTAL = 6

DEPARTMENT NAME: CITY SOLICITOR
#NUMBER OF NEW HIRES/REHIRES: 17
#NUMBER OF INTERNS: 3
#NUMBER OF PROMOTIONS: 9
TOTAL = 29

DEPARTMENT NAME: AUDIT
#NUMBER OF NEW HIRES/REHIRES: 6
#NUMBER OF PROMOTIONS: 4
TOTAL = 10

DEPARTMENT NAME: INSPECTOR GENERAL
#NUMBER OF NEW HIRES/REHIRES: 9
#NUMBER OF PROMOTIONS: 1
TOTAL = 10

DEPARTMENT NAME: PARKS & RECREATION
#NUMBER OF NEW HIRES/REHIRES: 143
#NUMBER OF CAMP BEST FRIENDS HIRES (CBF): 370
#NUMBER OF PROMOTIONS: 66
TOTAL = 579

DEPARTMENT NAME: CORRECTIONS
#NUMBER OF HIRES: SWORN: 29
#NUMBER OF HIRES: CIVILIAN: 14
#NUMBER OF PROMOTIONS: 6
TOTAL = 49

DEPARTMENT NAME: ATLANTA FIRE RESCUE
#NUMBER OF SWORN HIRES: 147
#NUMBER OF CIVILIAN HIRES: 38
#NUMBER OF PROMOTIONS: 9
TOTAL = 191

DEPARTMENT NAME: ATLANTA POLICE
#NUMBER OF SWORN HIRES: 151
#NUMBER OF CIVILIAN HIRES: 48
#NUMBER OF PROMOTIONS: 31
TOTAL = 230

DEPARTMENT NAME: MUNICIPAL COURT
#NUMBER OF NEW HIRES/REHIRES: 63
#NUMBER OF INTERNS: 1
#NUMBER OF PROMOTIONS: 35
TOTAL = 99

DEPARTMENT NAME: DOA
#NUMBER OF NEW HIRES/REHIRES: 188
#NUMBER OF INTERNS: 39
#NUMBER OF MAYORS YOUTH PROGRAM HIRES: 113
#NUMBER OF PROMOTIONS: 142
TOTAL = 482

DEPARTMENT NAME: HUMAN RESOURCES
#NUMBER OF NEW HIRES/REHIRES: 27
#NUMBER OF PROMOTIONS: 19
TOTAL = 46

DEPARTMENT NAME: AIM
#NUMBER OF NEW HIRES/REHIRES: 13
#NUMBER OF INTERNS: 8
#NUMBER OF PROMOTIONS: 7
TOTAL = 28

DEPARTMENT NAME: ATL 311
#NUMBER OF NEW HIRES/REHIRES: 54
#NUMBER OF PROMOTIONS: 8
TOTAL = 62



**WORK
LEARN**



**GROW
THRIVE**



TALENT ACQUISITION



YOUR POSSIBILITIES ARE ENDLESS

DEPARTMENT OF HUMAN RESOURCES

DEPARTMENT NAME: CITY PLANNING
#NUMBER OF NEW HIRES/REHIRS: 44
#NUMBER OF INTERNS: 15
#NUMBER OF PROMOTIONS: 21
TOTAL = 80

DEPARTMENT NAME: DEAM
#NUMBER OF NEW HIRES/REHIRS: 12
#NUMBER OF PROMOTIONS: 6
TOTAL = 18

DEPARTMENT NAME: DGCD
#NUMBER OF NEW HIRES/REHIRS: 32
#NUMBER OF PROMOTIONS: 31
TOTAL = 63

DEPARTMENT NAME: EXECUTIVE OFFICES
#NUMBER OF NEW HIRES/REHIRS: 59
#NUMBER OF INTERNS: 10
#NUMBER OF PROMOTIONS: 13
TOTAL = 82

DEPARTMENT NAME: LAW
#NUMBER OF NEW HIRES/REHIRS: 12
#NUMBER OF PROMOTIONS: 5
TOTAL = 17

DEPARTMENT NAME: DWM
#NUMBER OF NEW HIRES/REHIRS: 123
#NUMBER OF INTERNS: 16
#NUMBER OF PROMOTIONS: 99
TOTAL = 238

*Total Hires
2,829*



WORK



GROW



TALENT ACQUISITION CAREER FAIRS 2022



★ **540** ★
ATTENDEES

Department of Watershed
Management Job Fair



2022 Internal Career Fairs

City of Atlanta Tech Job & Resource Fair

Department of Human Resources Job Fair

E-911 Communications Dispatcher Job Fair

Department of Corrections Job Fair

Department of Watershed Management
Career Fair

Department of Parks & Recreation Summer
hiring event

APD Virtual Open House

Public Safety Recruitment Fair

Airport Maintenance Hiring Event



2022 External Career Fairs

Recruit Military Job Fair

South DeKalb Goodwill Career Center

2022 Trading Up Job Fair

Georgia Vocational Rehabilitation Agency

Jean Childs Young Middle School Job Fair

2022 ATL Airport Career Fair

Lincoln Tech HVAC Career Day

Lincoln Tech Electrical Career Day

WorkSource Atlanta Career Fair

Mayor's Midnight Basketball events

HiCounselor Virtual Career Fair

Friendship Baptist church hiring event

HR Panel for Career Planning Class -
Andrew Young School

Spring 2022 Job Fair-West Hunter
Streef Baptist Church

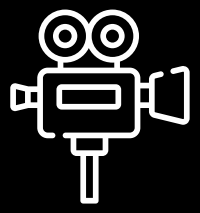


TALENT ACQUISITION



DEPARTMENT OF HUMAN RESOURCES WELLNESS & EAP

WELLNESS & EAP



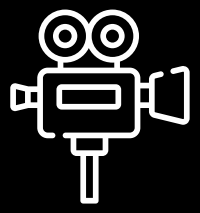
Department of Human Resources Wellness and EAP provides confidential professional assistance to help employees and their families

Our mission is to enhance the quality of life for staff, improve personal effectiveness and to create a healthier workforce by providing mental health assessments, brief interventions and/or referrals, small group facilitations, crisis responses, and customized educational and training programs devoted to overall wellness.

2022

4,976 employee contacts
25% utilization increase

WELLNESS & EAP



Department of Human Resources Wellness and EAP provides confidential professional assistance to help employees and their families

Coming in 2023:

UPCOMING INITIATIVES & PROCESS IMPROVEMENTS

- Established a clinical state of the art training facility where more clients can be seen and established free labor through our practicum program. Established Internship Program structure and solidified a relationship with our practicum institutions.
- EAP staff created the QR Codes sending assessments to Atlanta City Wide workers (Substance Abuse, Depression and Anxiety Screenings) Mayor's Office took our idea and utilized it to assist City of Atlanta functionality.
- Launch the first ever PSEAP Website for City of Atlanta Employees to access information in one central location.

Just to name a few...

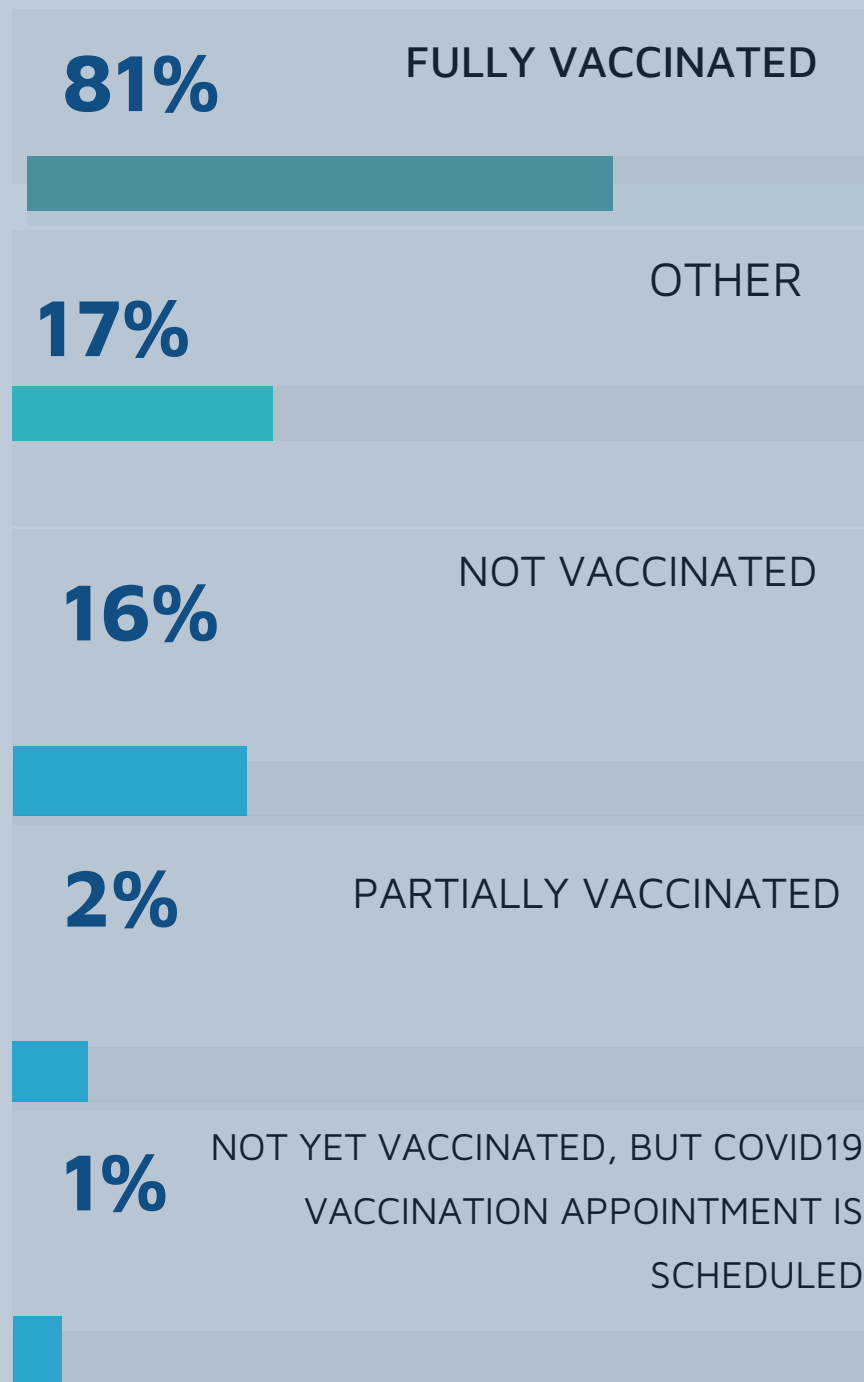
WELLNESS & EAP

⋮ METRIC RECAP 2022



City of Atlanta

SELF CERTIFICATION OF COVID19 VACCINE STATUS

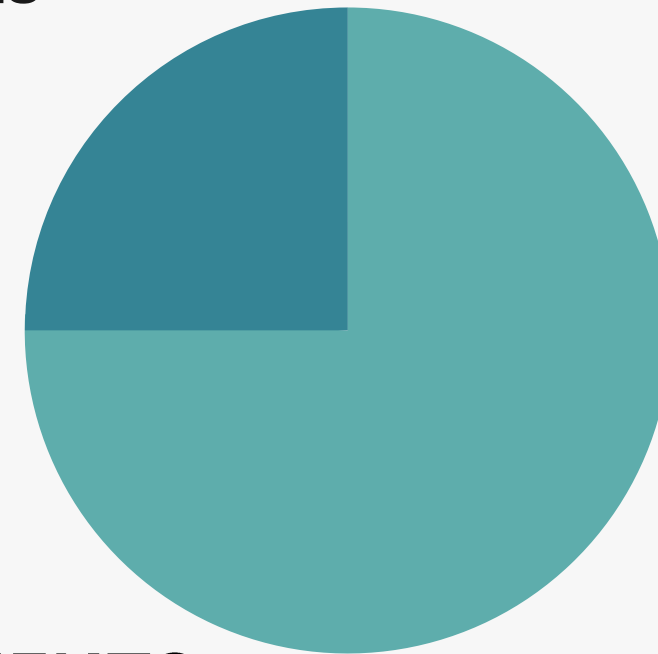


2837

Employees across
COA Hired
2022

PARTICIPATED IN-HOUSE BENEFITS EVENT

RETIREES
1000



FT EMPLOYEES
3000



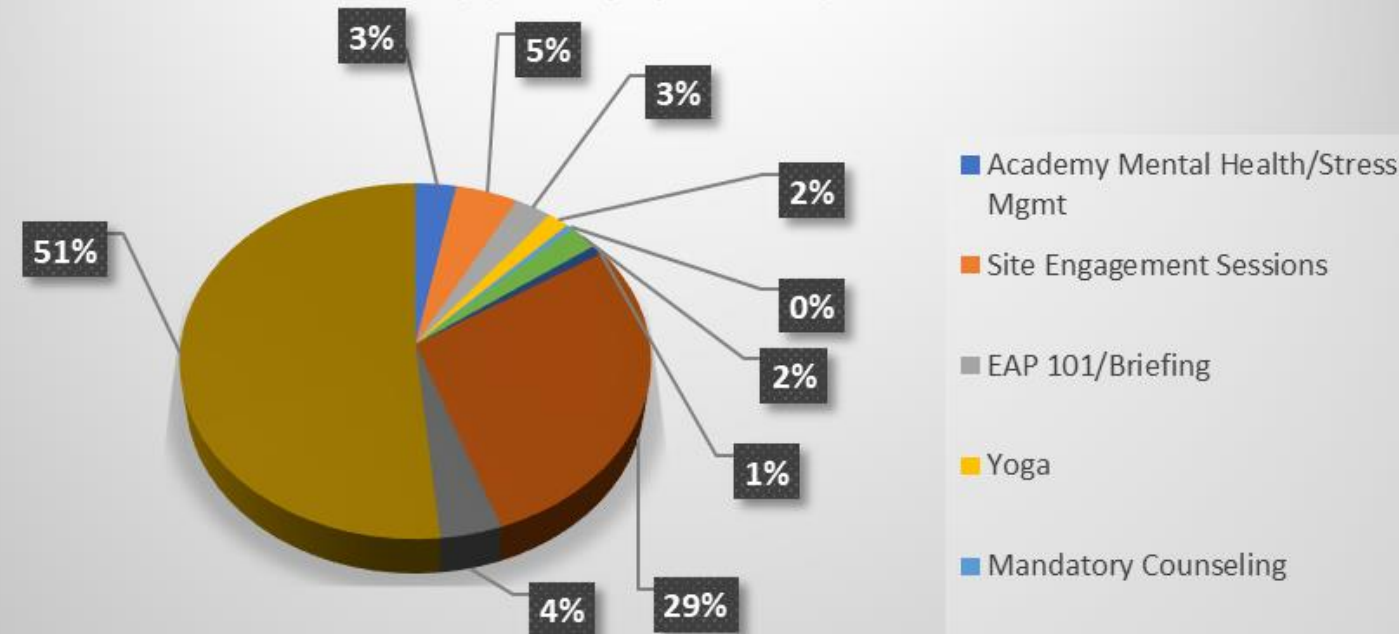
DEPARTMENT ACCOMPLISHMENTS

EOY 2022

50+

Training Session
conducted in
2022

EAP/PSYCHOLOGICAL TRAINING AND WELLNESS PROGRAMS



STRATEGIC ROAD MAP



What's really next ...

City-wide Professional Development

City-wide Professional Development endeavors to bridge the gaps in hard and soft employment skills for our valued workforce. The ultimate goal is to create measurable and clearly visible financial and educational outcomes for a growing workforce in a post pandemic environment. In keeping with the Mayor's Move Atlanta Forward initiatives, the City's investment in the newly upskilled City-wide Professional Development advances the level of service delivery to our citizens and various communities of interest while simultaneously creating opportunities for upward mobility for employees citywide. Finally, investment in closing skills gaps for employees leads to better community relations and reinvigorates public trust in government.



LGBTQ+ Consortium

The LGBTQ+ Consortium is being created to ensure that all City departments are equipped to serve all employees equally, equitably and efficiently irrespective of his, her or their gender, sexual orientation or identity. This platform will serve as a cross bridge and safe space for LGBTQ+ plus employees to address any concerns or challenges that may arise in the workplace and work to sustain a balanced and cohesive work environment.

Creating Compliance

DHR has a newly formed Compliance and Regulation Division. Currently the team is examining how to optimize existing City departments and leverage individual contributors to most efficiently implement an effective compliance program.

- Policy Division
- Medical Leave Division – FMLA ADA
- OLER oversight and compliance
- Partner with Organizational Development to provide legally compliant interactive training

One
Safe City

A City of
Opportunity
for All

A City Built
for the
Future

Ethical and
Efficient
Government

2023 Mayoral Pillars



THANK YOU

DHR QUARTERLY REPORT JAN 2023