

Memorandum



Date: February 16, 2022

To: Department Directors

From: Arleene Cuellar, Director
Human Resources Department

A handwritten signature in black ink, appearing to read "Arleene Cuellar".

Subject: Departmental Personnel Activities- Measuring Performance

The INFORMS project is a significant catalyst for change for Miami-Dade County as it will streamline processes through the integration of our Finance, Supply Chain, Budget and Human Resources systems, and better position the County for the future. The INFORMS team has been working diligently towards a successful implementation of Rollout 2 Human Capital Management and Payroll (R2-HCM) which is scheduled to go-live for the pay period beginning June 13, 2022

Departmental Personnel Representatives (DPR) must start preparing for the transition of HR processes to INFORMS by:

1. Ensuring that the backlog of all past due performance evaluations is eliminated, and future evaluations are completed and processed on time.
2. Closing job openings for all active recruitments and identifying and closing out job openings for positions that will not be filled.
3. Reviewing all pay exception assignments to ensure employees are receiving the correct pay supplements in a timely manner, thereby mitigating the need for retroactive PCD changes.
4. Submitting all retroactive time and attendance transactions.
5. Ensuring accuracy of all Position Management records.

The Human Resources Department is continually striving to improve the customer experience for our most important customers; our employees and the citizens of Miami-Dade County, and DPRs serve as integral business partners in that regard. However, in order to effectively measure our performance, we must also assess how our business partners in the departments, i.e., the DPRs and their respective staff are performing, by establishing benchmarks and measuring against them.

The aforementioned activities: timeliness of performance evaluations, time to fill positions and volume of late transactions are three key performance indicators which will be utilized to measure your DPR's performance. There are other activities, unrelated to the INFORMS implementation such management of the Disaster Assistance Program that are critical in nature and may also be assessed.

During the next few weeks, I will be scheduling meetings with each department director and DPR to discuss HR's expectations, your department's current metrics, and the proposed plan to measure performance. Should you have any questions, please do not hesitate to contact me.

c: Office of the Mayor Senior Staff
Departmental Personnel Representatives
HR Senior Staff