

As Of <= 12/31/2024

Human Resources

Owner: McLean, Melanie (HR)
Department: Human Resources

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Provide departments with qualified personnel	Percentage of vacant reclass actions completed within 30 business days	'24 FQ4		71.86%	75.00%	71.86%	75.00%	
		Number of recruitment outreach events attended, facilitated or coordinated	'25 FQ1		6	7	6	7	
		Percentage of filled reclass position actions completed within 60 business days	'24 FQ4		73.75%	75.00%	67.09%	75.00%	
	Align workforce with organizational priorities through grievances, appeals, and complaint resolution	Percentage of reclassification appeals completed within 60 days from date of hearing	'25 FQ1		100.00%	90.00%	100.00%	90.00%	
	Develop and rollout programs to motivate employees	Percentage of Annual Participation in Wellness Touchpoints	2023		66.00%	55.00%			
		Percentage of covered employees and dependents who complete an Annual Preventative Wellness Screening	2023		55.00%	45.00%			
	Enforce Miami-Dade County's Human Rights Ordinance and anti-discrimination policies	Percentage of cases mediated that were resolved	'25 FQ1		70.00%	55.00%	70.00%	55.00%	
	Educate County employees and residents regarding anti-discrimination laws and valuing diversity	Number of community outreach events	'25 FQ1		25	20	25	20	
	Maintain acceptable turnaround time on County provided physical examinations and drug screening results	Percentage of pre-employment physical examination results processed within five working days	'25 FQ1		96.40%	90.00%	96.40%	90.00%	
	Providing appropriate expert recommendations to County Mayor on disciplinary appeal hearings	Percentage of disciplinary appeal recommendations sustained by the Mayor	'25 FQ1		100%	99%	100%	99%	
Financial	Meet Budget Targets (Human Resources)	Positions: Full-Time Filled (HR)	'25 FQ1		123	157	123	157	
		Revenue: Total (HR)	'25 FQ1		\$1,069K	\$5,627K	\$1,069K	\$5,627K	
		Expen: Total (HR)	'25 FQ1		\$5,513K	\$5,627K	\$5,513K	\$5,627K	
Learning and Growth	Improve the overall skills of the workforce to support County priorities	Total number of employees trained by Human Resources or whose classes were facilitated by Human Resources	'25 FQ1		21,641	7,950	21,641	7,950	
		Percentage of employees who rate training provided by HR as effective at least six months after training is completed	'25 FQ1		82%	70%	82%	70%	
		Percentage of post training effectiveness (percent of customer satisfaction)	'25 FQ1		98.00%	95.00%	98.00%	95.00%	
		Total number of employees trained Countywide	'25 FQ1		762	500	762	500	
	Improve the overall skills of the H.R. workforce to support County priorities	Percentage of planned administrative disciplinary training sessions that are conducted	Dec '24		100.00%	100.00%	100.00%	100.00%	

[Edit Scorecard](#)

[Back to Start](#)

Key:  Initiative  - Featured Objective

* - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Provide departments with qualified personnel	Implement the Job Description Management software application (PayScale) that will improve the efficiency and timeliness in writing, editing, and maintaining job descriptions and specifications	12/16/2024	In Progress			Hernandez, Eneldo (HR); Baquedano, Cindy (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
	Identify policy changes and innovative strategies to reduce the overall recruitment lifecycle	12/16/2024	In Progress			Washington, Virginia (HR); Riveiro, Yaime (HR); Martinez, Ingrid (HR); McLean, Melanie (HR)
Improve and streamline processes	Analyze the employee and business process impacts which may result from the creation of the new Constitutional Offices.	12/16/2024	In Progress			McLean, Melanie (HR); Martinez, Ingrid (HR)
	Continue to remediate INFORMS HCM, implement enhancements and effectively communicate and collaborate with all stakeholders, including union partners, Directors, DPRs and employees.	12/16/2024	In Progress			Bissessar, Shane (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
Educate County employees and residents regarding anti-discrimination laws and valuing diversity	Promote EmployABILITY305, train supervisory staff on best practices when working with individuals with disabilities and how best to identify and create these employment opportunities, and with the assistance of departments, begin creating and interviewing	12/16/2024	In Progress			New, Erin (HR); Garcia, Christine (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Percentage of vacant reclass actions completed within 30 business days	Implement the Job Description Management software application (PayScale) that will improve the efficiency and timeliness in writing, editing, and maintaining job descriptions and specifications	12/16/2024	In Progress						Hernandez, Eneldo (HR); Baquedano, Cindy (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
Number of community outreach events	Promote EmployABILITY305, train supervisory staff on best practices when working with individuals with disabilities and how best to identify and create these employment opportunities, and with the assistance of departments, begin creating and interviewing	12/16/2024	In Progress						New, Erin (HR); Garcia, Christine (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
Total number of employees trained Countywide	Promote EmployABILITY305, train supervisory staff on best practices when working with individuals with disabilities and how best to identify and create these employment opportunities, and with the assistance of departments, begin creating and interviewing	12/16/2024	In Progress						New, Erin (HR); Garcia, Christine (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
Percentage of filled reclass position actions completed within 60 business days	Implement the Job Description Management software application (PayScale) that will improve the efficiency and timeliness in writing, editing, and maintaining job descriptions and specifications	12/16/2024	In Progress						Hernandez, Eneldo (HR); Baquedano, Cindy (HR); McLean, Melanie (HR); Martinez,

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
									Ingrid (HR)

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Promote EmployABILITY305, train supervisory staff on best practices when working with individuals with disabilities and how best to identify and create these employment opportunities, and with the assistance of departments, begin creating and interviewing	12/16/2024	In Progress			New, Erin (HR); Garcia, Christine (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
Analyze the employee and business process impacts which may result from the creation of the new Constitutional Offices.	12/16/2024	In Progress			McLean, Melanie (HR); Martinez, Ingrid (HR)
Continue to remediate INFORMS HCM, implement enhancements and effectively communicate and collaborate with all stakeholders, including union partners, Directors, DPRs and employees.	12/16/2024	In Progress			Bissessar, Shane (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
Implement the Job Description Management software application (PayScale) that will improve the efficiency and timeliness in writing, editing, and maintaining job descriptions and specifications	12/16/2024	In Progress			Hernandez, Eneldo (HR); Baquedano, Cindy (HR); McLean, Melanie (HR); Martinez, Ingrid (HR)
Identify policy changes and innovative strategies to reduce the overall recruitment lifecycle	12/16/2024	In Progress			Washington, Virginia (HR); Riveiro, Yaima (HR); Martinez, Ingrid (HR); McLean, Melanie (HR)

PK_ID 00000000-0000-0000-0000-000000000908

Name contains any Human Resources