

Human Resources

Owner: McLean, Melanie (PIOD)
 Department: People and Internal Operations Department

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	'25 FQ3		85.00%	75.00%	85.00%	75.00%		
		Number of recruitment outreach events attended, facilitated or coordinated	'25 FQ4		1	7	11	28		
		Percentage of filled reclass position actions completed within 60 business days	'25 FQ3		87.33%	75.00%	86.26%	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 FQ4		50.00%	90.00%	50.00%	90.00%		
		Develop and roll out programs to motivate employees	Percentage of Annual Participation in Wellness Touchpoints	2024		68.00%	55.00%			
	Enforce Miami-Dade County's Human Rights Ordinance and fair employment standards	Percentage of covered employees and dependents who complete an Annual Preventative Wellness Screening	2024		54.00%	45.00%				
		Percentage of cases mediated that were resolved	'25 FQ4		54.55%	50.00%	64.41%	50.00%		
	Educate the County workforce and community on fostering respectful welcoming environments for all	Number of community outreach events	'25 FQ4		20	20	91	78		
		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 FQ3		95.00%	90.00%	91.90%	90.00%	
			Providing appropriate expert recommendations to County Mayor on disciplinary appeal hearings	Percentage of disciplinary appeal recommendations sustained by the Mayor	'25 FQ4		86%	99%	86%	99%
Financial	Meet Budget Targets (Human Resources)	Positions: Full-Time Filled (HR)	'25 FQ4		0	157	0	157		
		Revenue: Total (HR)	'25 FQ4		\$20,982K	\$5,626K	\$22,313K	\$22,507K		
		Expen: Total (HR)	'25 FQ4		\$5,427K	\$5,626K	\$22,313K	\$22,507K		
Internal	Improve and streamline processes	First year of service turnover rate - average county departments	Sep '25		15.6%	5.0%	13.7%	10.0%		
		Average county department recruitment time	Sep '25		117 Days	60 Days	117 Days	60 Days		
Learning and Growth	Improve the overall skills of the workforce to support County priorities	Total number of employees trained by or whose classes were facilitated by human resources	'25 FQ4		7,283	1,950	45,353	7,800		
		Percentage of employees who rate training provided as effective at least six months after training is completed	'25 FQ4		96%	70%	91%	70%		
		Percentage of post training effectiveness (percent of customer satisfaction)	'25 FQ4		99.00%	95.00%	98.75%	95.00%		
		Total number of employees trained Countywide	'25 FQ4		857	500	3,398	2,000		
	Improve the overall skills of the H.R. workforce to support County priorities	Percentage of planned administrative disciplinary training sessions that are conducted	Sep '25		100.00%	100.00%	100.00%	100.00%		

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Key: ♦ - Initiative * - 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 (PIOD); Baquedano, Cindy (PIOD); Martinez, Ingrid (PIOD); Washington, Virginia (PIOD)
	Identify policy changes and innovative strategies to reduce the overall recruitment lifecycle	12/16/2024	In Progress			Washington, Virginia (PIOD); Martinez, Ingrid (PIOD); Hidalgo, Yetime (PIOD)
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			Martinez, Ingrid (PIOD); Washington, Virginia (PIOD)
	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 (PIOD); Martinez, Ingrid (PIOD); Washington, Virginia (PIOD)
Educate the County workforce and community on fostering respectful welcoming environments for all	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 (PIOD); Garcia, Christine (PIOD); Martinez, Ingrid (PIOD); Washington, Virginia (PIOD)

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
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 (PIOD); Garcia, Christine (PIOD); Martinez, Ingrid (PIOD); Washington, Virginia (PIOD)

Initiatives for Scorecard

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