

Performance Metrics Recommendations for CHRO CUB

- Create two distinct buckets – Statewide and Client Services to address meaningful measures to the target audiences.
 - Statewide Measures:
 - Measure 2 – Average number of days to deliver a customized PPDB report
 - Measure 5 – Average # of hours to resolve ilearn technical support request
 - Measure 6 – Average # of hours to resolve e-recruit technical support request
 - Client Agency Measures:
 - Measure 1 – Average number of days to fill
 - Measure 3 - % of agreed client agency managers on-site contact hours fulfilled
 - Measure 4 – Average # of days to provide employee investigation recommendations
 - Measure 7 - % of students with an increase in their training scores
 - Measure 8 – Average # of days to deliver a classification recommendation
- Create additional goals/measures jointly developed with client agency focused on client agency strategic focus. For example:
 - Employee Engagement
 - Workforce Development
 - Support for Agency Budget process (POPs, reductions, alignments)
- Recommend measures around support for Equity and Inclusion initiatives. Options include:
 - Diversity of applicant pools
 - Retention of diverse employee populations
 - Promotional opportunities
 - Participation in and communication around statewide D&I
- Recommend measure around communication of HR material. E.g., biweekly update to management team; Quarterly All employee updates
- Consider compliance metrics:
 - Safety programs
 - FMLA/OFLA
 - Policy (performance evaluations, PD reviews etc.)
- Add qualitative measures around benefit to business outcomes
- Create sub measure for Client Agencies:
 - Measure 1 – Average number of days to fill
 - Measure against AAP goals
 - Qualitative measure around consultation – screening, references, interview processes
 - Measure 3 - % of agreed client agency managers on-site contact hours fulfilled
 - Add timeliness measure – response to email/vmail within 4 hours
 - Qualitative measure of value of time spent
 - Measure 4 – Average # of days to provide employee investigation recommendations –
 - Effectiveness of investigation
 - Options presented for consideration include risks and benefits
 - Measure 7 - % of students with an increase in their training scores

- Consider Kirkpatrick model Reaction, Learning, Behavior, Results.
- Consider employees with development plan and progress toward achievement (include training outside of DAS delivered and job rotation opportunities)
- Measure 8 – Average # of days to deliver a classification recommendation