



OYA Human Resources

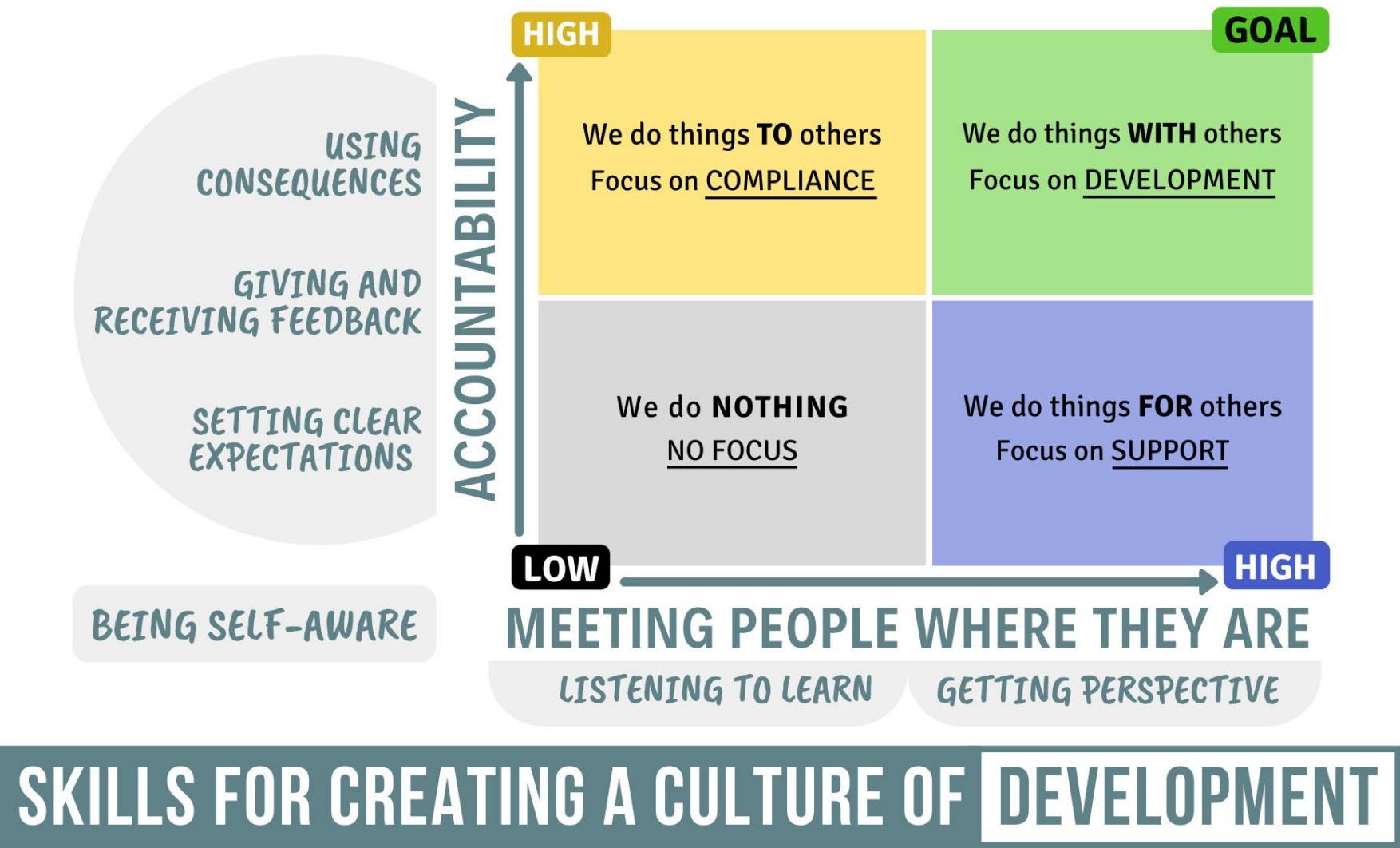
IMPACT Follow-up

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08/19/2026



The Developmental Approach





Insights into Action

Our Data Culture Framework



Hard on Data, Intentional with People

We challenge the
information, not the
individual.

Healthy tension
strengthens our
thinking.



If You Don't Know Your Data, You Don't Know Your Business

Understanding our
metrics is a shared
responsibility.

Knowing your data
builds credibility
and informs better
decisions.



Transparency Builds Trust

Sharing successes
and struggles
strengthens our
collective
effectiveness.



Can't Manage a Secret

No one has to carry
the issues alone.

Open
communication
enables
accountability and
shared solutions.



Complexity is the Enemy of Execution

Simplicity and
clarity accelerate
progress.

Keep it
understandable,
actionable, and
measurable.



Collective Accountability

We rise together.
Data ownership
matters, but
improvement is a
team sport.

We turn data into direction — not just to report, but to refine, learn, and improve



Definitions

Term	Definition
Retention rate	The proportion/percentage of staff who remain with an organization over a specified period. The focus here is on staff stability. Retention can be used as an indicator of organizational health and employee satisfaction. $R_{t2} = ((\text{Total Staff}_{t2} - \text{New Staff}_{t2}) / \text{Total Staff}_{t1}) * 100$
Turnover rate	The inverse of retention: the proportion/percentage of staff who separate (voluntarily or involuntarily) from an organization over a specified period. Turnover can be used as an indicator of employee dissatisfaction and an organizations hiring needs. $T_{t2} = (\text{Total Staff Separations}_{t1-t2} / \text{Average Number of Staff}_{t1-t2}) * 100$
Recruiter	Technical analysts who focus on ensuring job postings meet DAS requirements, verifying applicant information, ensuring Workday information is current, and supporting hiring managers. Our recruitment team has been involved with retention planning and OYA's affirmative action plan. You can see the impact of their work in the diversity of the applicant pool, time-to-fill, and retention metrics.
Safety & Wellness Manager	Acts as the primary contact between SAIF and OYA, administers worker's compensation claims and safety training, completes accident investigations, and administers OYA's return-to-work program. You can see the impact of his work in the DAS Risk Assessment Metrics.
Human Resources	The organizational function that supports, develops, and manages employees throughout their entire work experience to help the organization meet its mission and goals.

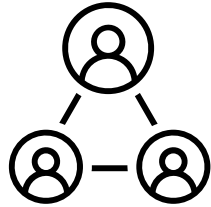


What We Do

HR Vision

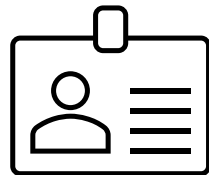
HR is a trusted partner providing guidance, resources, and support that shape an ever-changing workplace culture that is equitable, diverse, safe, developmental, and inclusive.

HR engages and empowers employees at all levels to help the organization achieve its mission and goals.



Human Resources manages, administers, and supports all human resources activities for the agency including:

- Recruitment
- Classification and compensation
- Labor and employee relations
- Guidance on federal and state laws, rules, policies, and collective bargaining agreements
- Safety and workers' compensation
- Personnel administration



Two main positions that carry out HR functions:

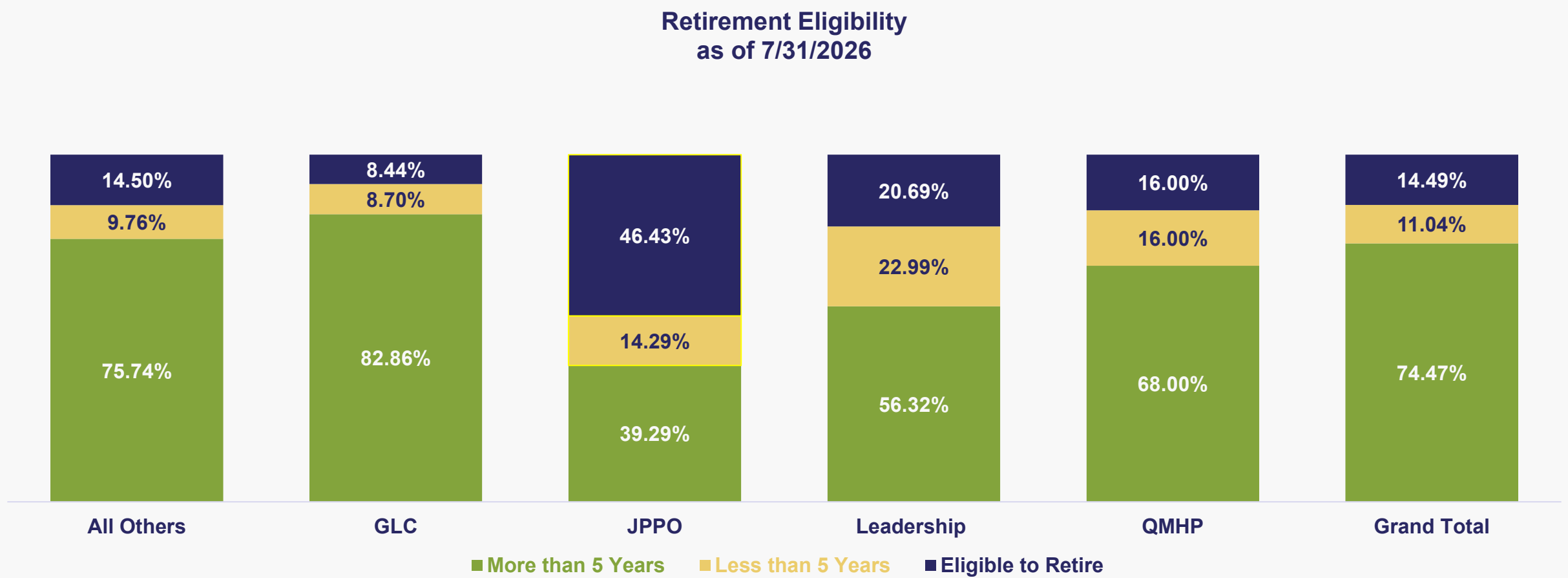
- Technical Analyst roles
- Generalists (8 total)



Retirements

Action
Item
1.5

Nearly half of all JPPOs are eligible to retire; over 60% can retire in 5 years or less.



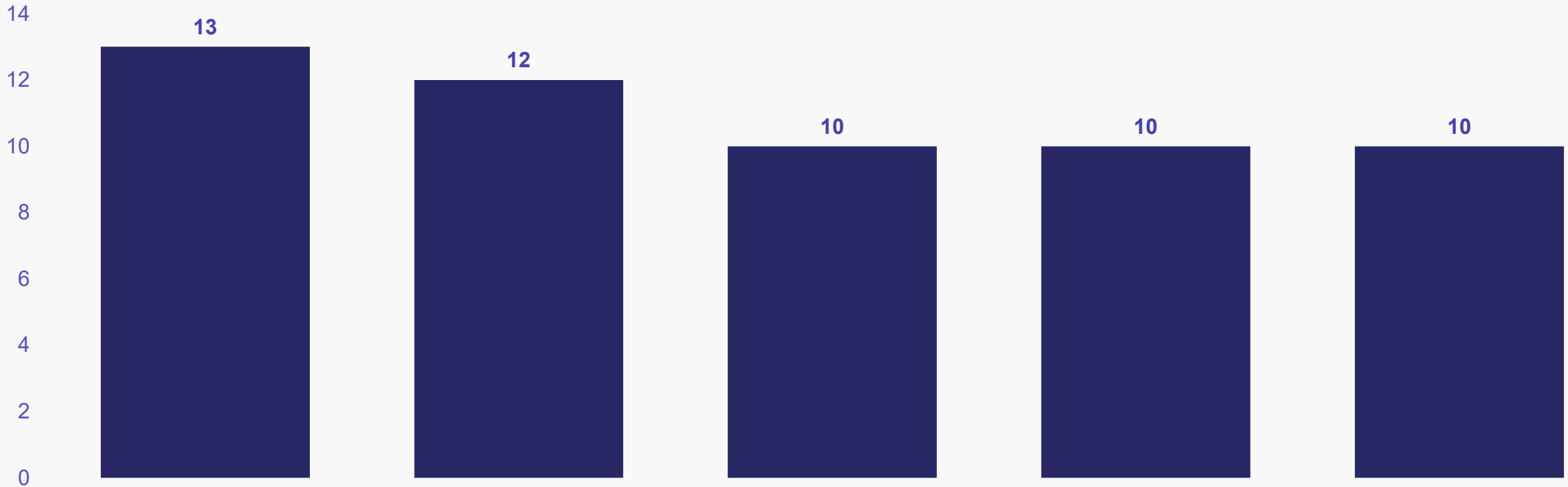


Pockets of Excellence

Action
Item
4.6

Identify pockets of excellence for staff retention. Which Unit Managers are doing exceptional work? What can we learn from them and pass on to others?

Pockets of Excellent Staff Tenure





Recruiter Activities

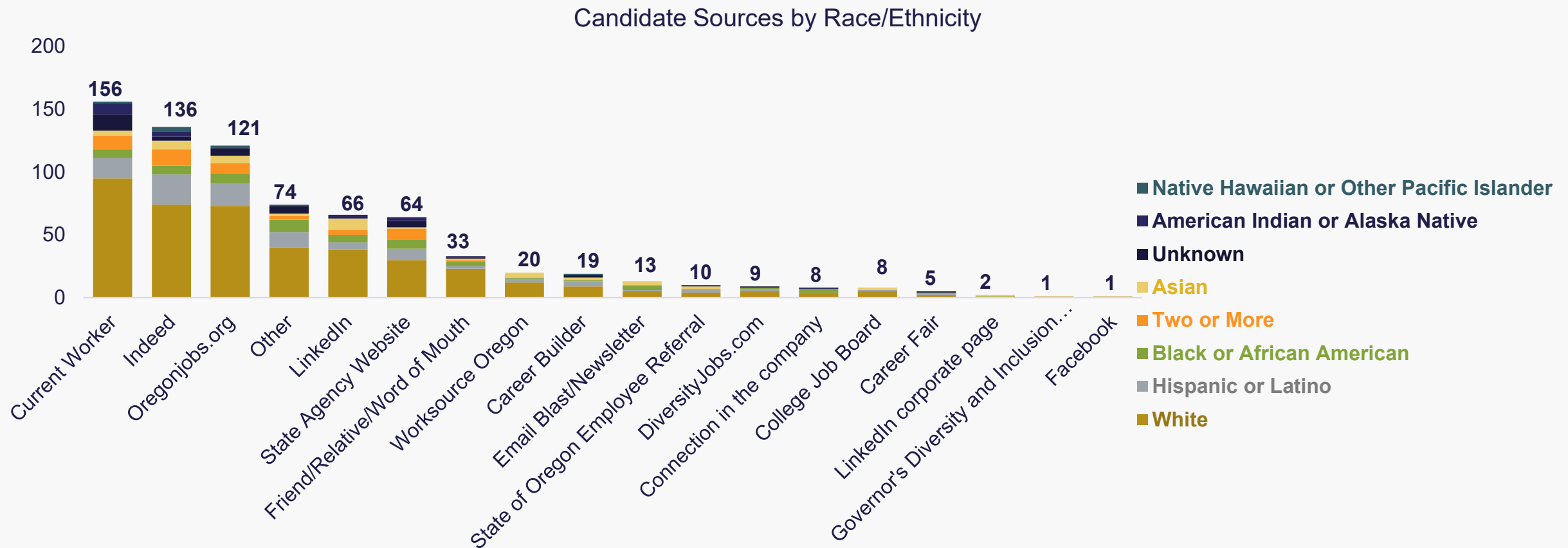
Recruiters screened 659 applications last month!

July 2026 Recruiter Activities

Week	Candidate Screenings	Open REQs	Bids Opened	Job Announcements Pending	Completed Pay Analysis (Pending UA)	Bid Transfers	Hires	Bid Reports	Job Announcement Posted	Career Chats	Q&A Session
6-Jul	219	47	14	7	1	2	7	0	1	0	0
13-Jul	113	38	2	8	0	0	2	0	2	7	0
20-Jul	41	47	8	5	1	6	0	0	4	0	1
26-Jul	286	40	4	5	12	3	0	8	0	0	3
Grand Totals	659	172	28	25	14	11	9	8	7	7	4



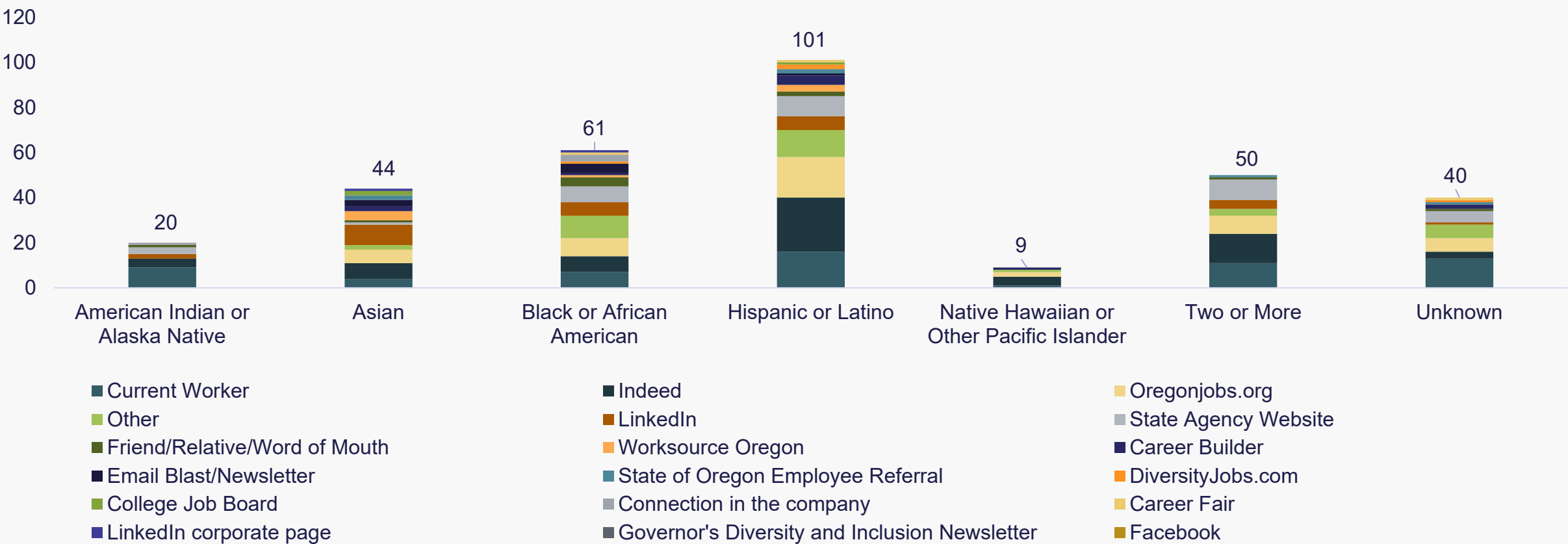
Indeed and LinkedIn – Top Outside Sources for Diversity





Indeed and LinkedIn – Top Outside Sources for Diversity

Top Candidate Sources by Employees of Color





Posting Times: Follow-up

Action
Item
1.11

Are we tracking exceptions to posting time frames or how often exceptions are being given?

- Follow-up:
 - Tracking everything
 - Tracking process updated to make more useable
 - Reemphasizing process to hiring managers
 - Determining next steps in advance
 - Some agencies have unique strategies....

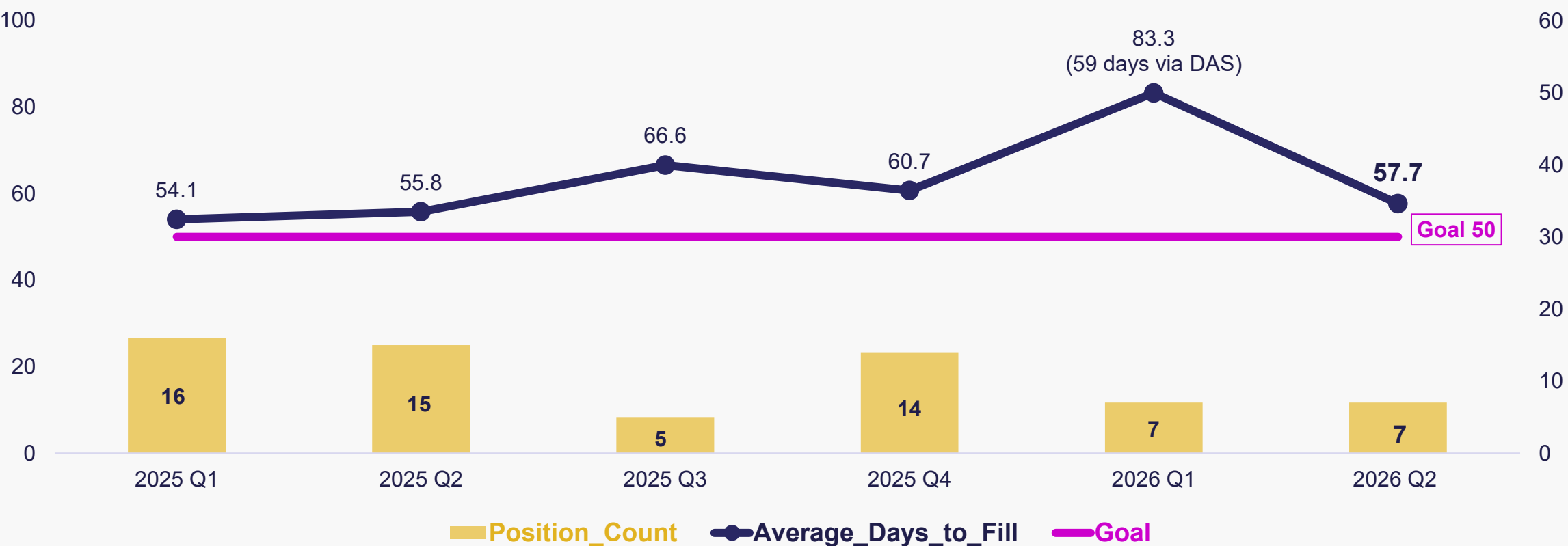


Time to Fill Vacant Positions

Action
Item
3.5/3.6

Average days to fill are higher than we would like.

Average Days to Fill Positions by Quarter

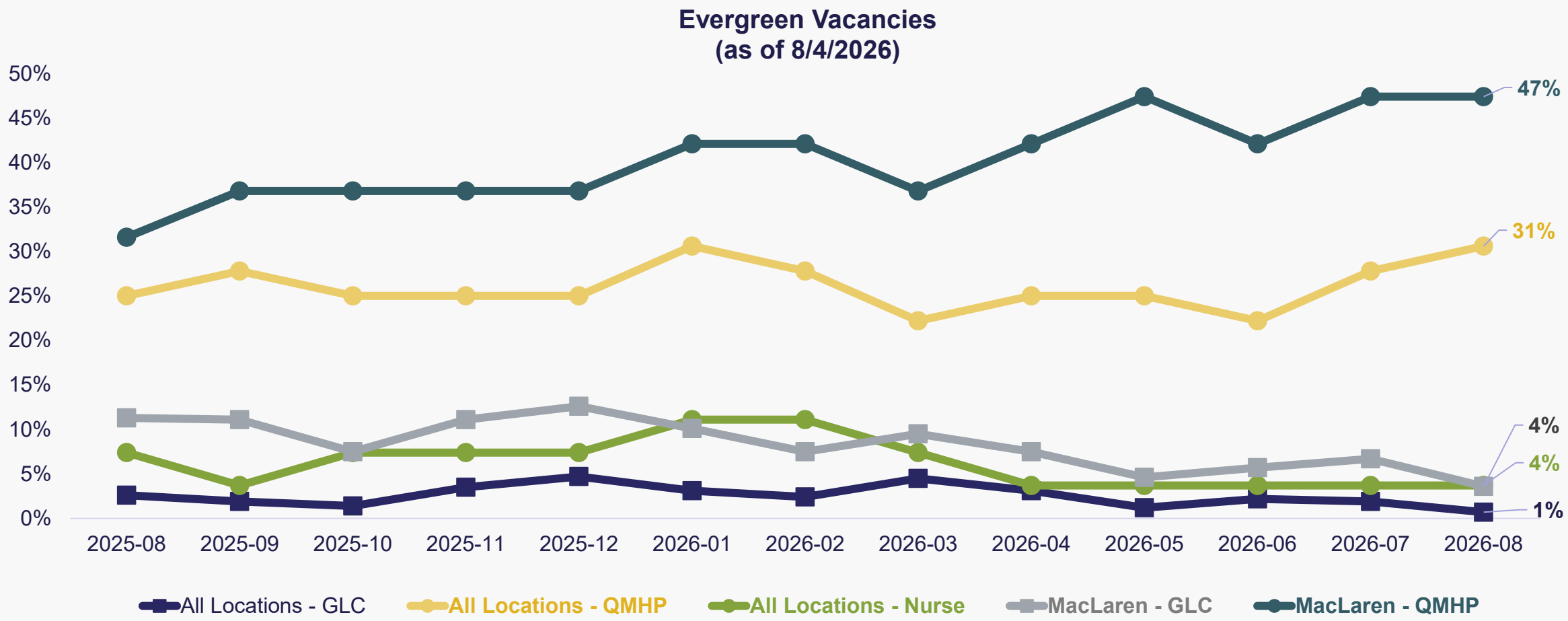




Evergreen Vacancies

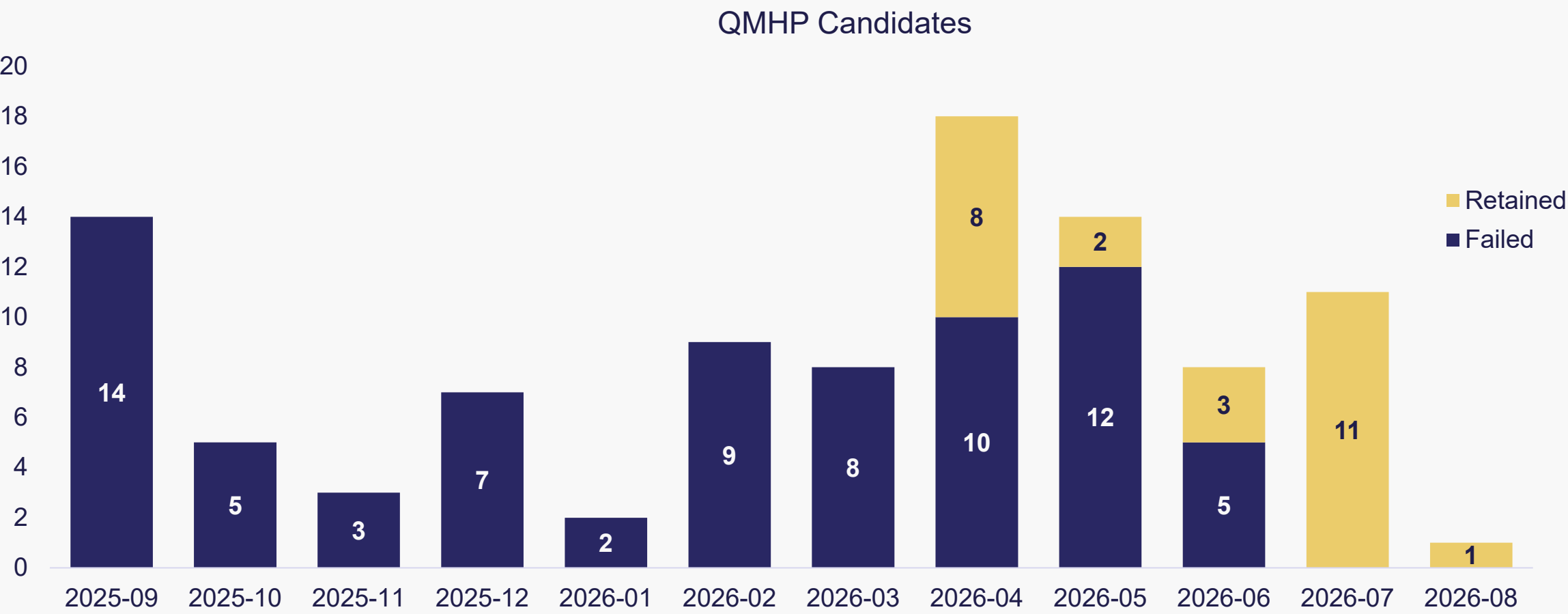
Action
Item
3.36

Monthly vacancy rate among all QMHP is up 3% (volatile).





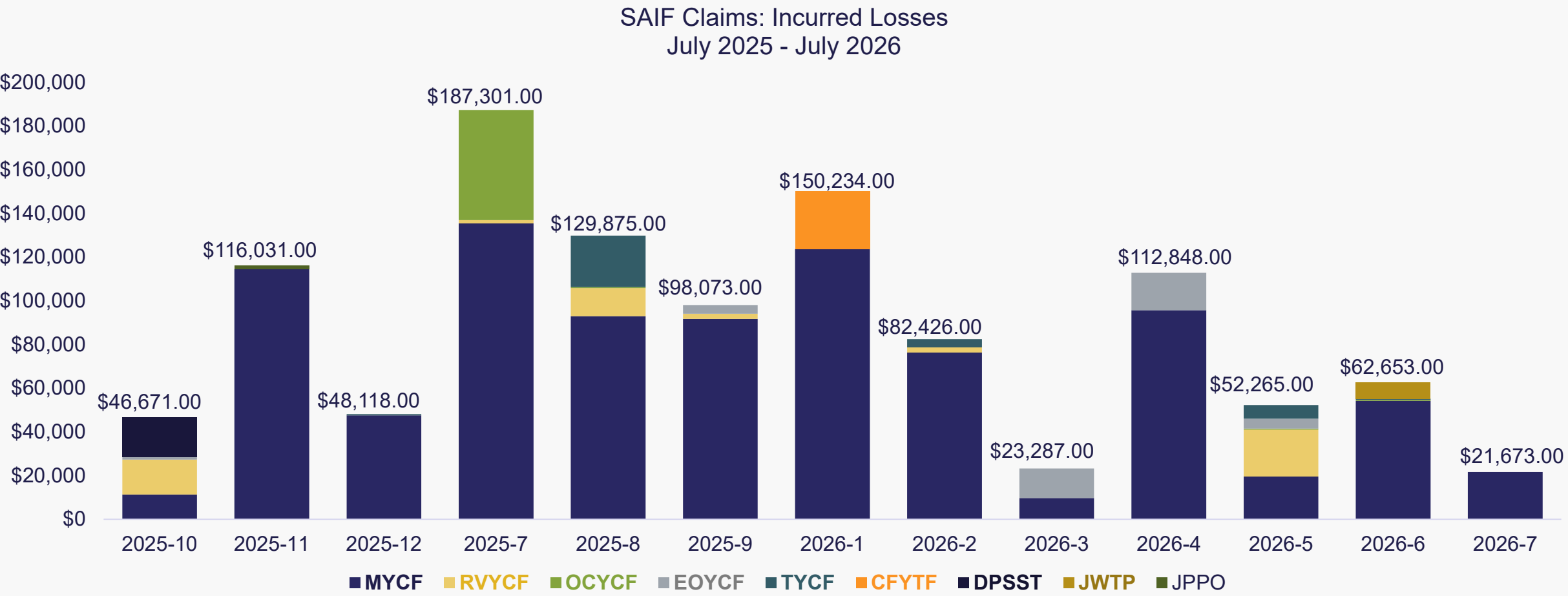
QMHP Taskforce assembled!





SAIF Claims

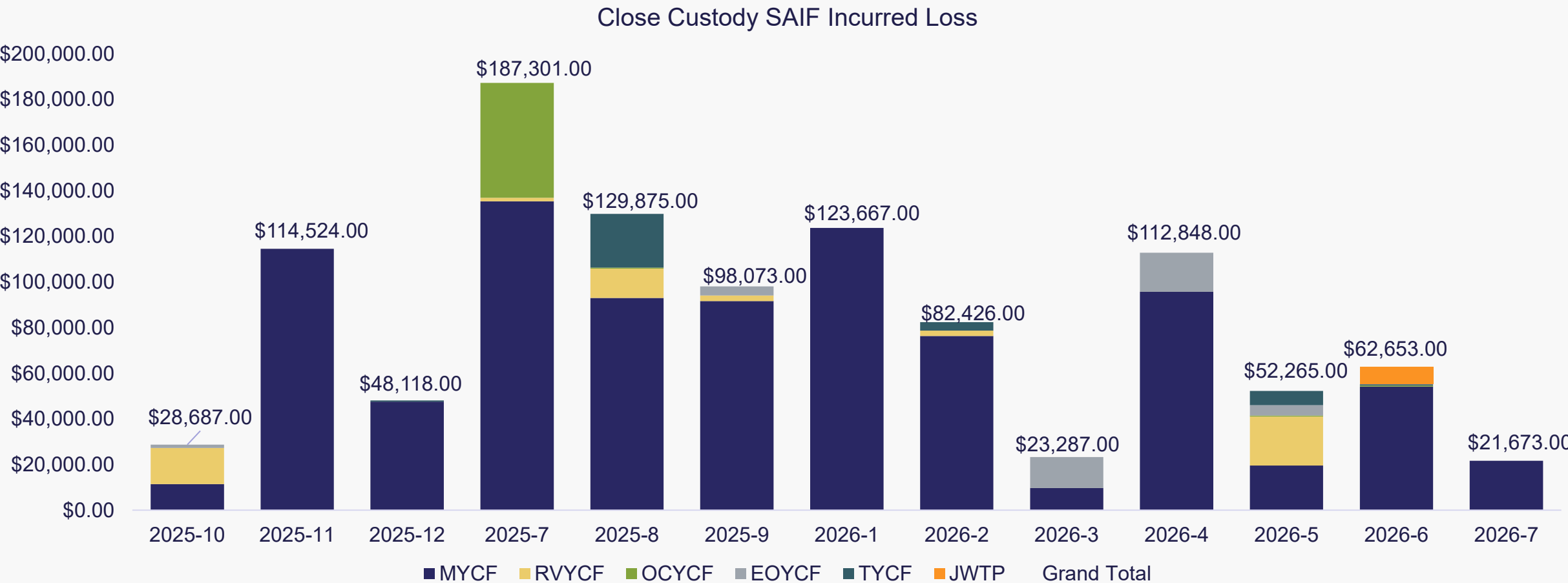
OYA paid over \$1.13 Million in SAIF claims between July 2025 and July 2026.





SAIF Claims

Close custody claims accounted for 95.9% of incurred loss (\$1.09 million).





SAIF Rate Trends

SAIF insurance rate trends, how have they increased?

- Getting new DAS reports that may help us track rate trends





Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



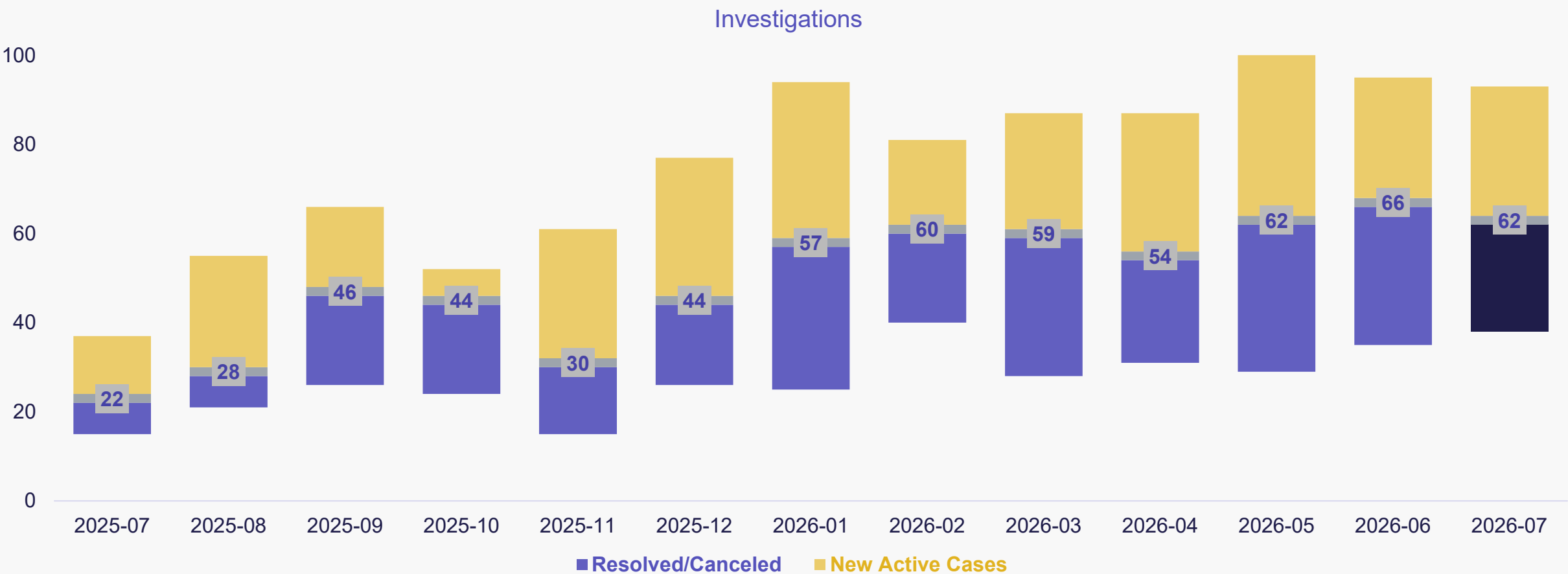
Performance Metrics



Investigations Floating Bar-Chart

Action
Item
8.19

24 investigations resolved and 29 new investigations were added in July.





Workday Data Trends

Reach out to Workday to ask if there is a way to get trend data for applicant pool (demographics at different points of the process).

- Yes
- Pulled
- Paige to forward email





Closing Updates



High Priority Work

Is there any high-priority work happening in your department that we don't see reflected in some way in these slides?



Employee Engagement

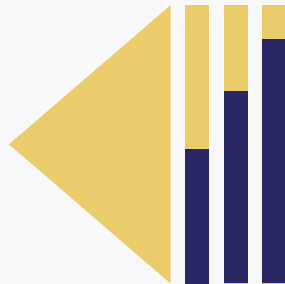
Updates on employee engagement efforts and areas of focus.



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



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Help us improve

To share your insights, ask questions, or provide feedback,
scan the QR code or enter this link into your browser:

bit.ly/oyaimpactsurvey



Supplemental Slides



Strategic Networking

Create a group to work on strategic ways to network, advertise positions, and leverage LinkedIn.

- Paige to update
- Looked into options for high-need positions
 - QMHPs
 - GLCs
 - Leadership
 - Skilled
- Created various advertisement templates
- Prioritize internal-state networks
 - HR staff across agencies