

Mission Statement

The mission of the Human Resources Department is to provide human resources business and benefits products to:

- Metropolitan Government employees and agencies so they can provide quality government services, and
- Metropolitan Government retirees so they can receive the benefits to which they are entitled.

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Strategic Goals

1. HR Communication Commitment to Employees

By January 1, 2011, 95% of decision makers and employees have appropriate access to accurate and timely information and Human Resource data so they can be fully informed about key issues.

2. HR Compliance Commitment

By January 1, 2011, 100% of Civil Service Departments will be certified/re-certified by the HR Department as compliant with rules, policies and regulations and other applicable laws.

3. HR Staffing Commitment

By January 1, 2011, 90% of Metro Civil Service Departments will state they are able to meet their recruitment and staffing needs and the Staffing and Recruitment Center employees demonstrated customer service about their expectations.

4. HR Commitment to Cost Containment and Quality Benefits

By January 1, 2011, Metro Government will continue to provide quality benefit services and will ensure 90% of employees and retirees experience satisfactory services and resolutions with regard to their health, retirement and other benefit needs.

HUMAN RESOURCES DEPARTMENT

Benefits Line of Business

The purpose of the Benefits Line of Business is to provide accurate, timely and professional benefits and resolution services to Metro employees and retirees so their health, retirement and other benefit services are satisfactory and any concerns are resolved..

Benefits Program

The purpose of the Benefits program is to provide accurate, timely and professional benefits and resolution services to Metro employees and retirees so their health, retirement and other benefit services are satisfactory and any concerns are resolved.

Result Measure

Percentage of benefit data entries that are made correctly

Output Measures

Number of benefit entries made

Demand Measures

Number of benefit entries to be made

HUMAN RESOURCES DEPARTMENT

Recruitment Line of Business

The purpose of the Recruitment Line of Business is to provide quality recruitment services to Metro departments and agencies so they can meet their staffing needs in a timely manner while ensuring compliance with Civil Service.

Recruitment Program

The purpose of the Recruitment Line of Business is to provide quality recruitment services to Metro departments and agencies so they can meet their staffing needs in a timely manner while ensuring compliance with Civil Service.

Result Measure

Percentage of recruitment steps that are completed within the pre-established target

Output Measure

Number of recruitment steps completed

Demand Measure

Number of recruitment steps to be completed

HUMAN RESOURCES DEPARTMENT

Training Line of Business

The purpose of the Training Line of Business is to provide educational and professional development products to Metro Departments so they can provide better services to the public.

Training Program

The purpose of the Training program is to provide educational and professional development products to Metro Departments so they can provide better services to the public.

Result Measures

Percentage of respondents who said the course met or exceeded their expectations for relevant content on the topic.

Output Measure

Total number of question respondents

Demand Measure

Number of training classes demanded

HUMAN RESOURCES DEPARTMENT

HR Liaison Line of Business

The purpose of the HR Liaison Line of Business is to provide to Metro departments a single point of contact for Human Resource related services.

HR Liaisons

The purpose of the HR Liaison program is to provide to Metro departments a single point of contact for Human Resource related services.

Result Measure

Percentage of Metro departments that responded that they would like to keep their HR liaison

Output Measure

Total number of survey responses

Demand Measure

Total number of departments surveyed

HUMAN RESOURCES DEPARTMENT

Customer Service Line of Business

The purpose of the Customer Service Line of Business is to provide complete and correct information to Metro employees and retirees.

Customer Service

The purpose of the Customer Service Line of Business is to provide complete and correct information to Metro employees and retirees..

Result Measure

Percentage of calls screened that score a 2 or above on a scale of 1 -3

Output Measure

Total number of calls reviewed x 3

Demand Measure

Total number of calls received

HUMAN RESOURCES DEPARTMENT

Safety/Compliance Line of Business

The purpose of the Safety/Compliance Line of Business is to ensure the continuous management of processes and activities with a focus on the safety of the employees and facilities within the Human Resources Department.

Safety/Compliance

The purpose of the Safety/Compliance program is to ensure the continuous management of processes and activities with a focus on the safety of the employees and facilities within the Human Resources Department.

Result Measure

Percentage of Metro departments with a written work safety plan

Output Measure

Number of Metro departments with a written work safety plan

Demand Measure

Total number of Metro departments