



March 1, 2013

Director's Message

Shining a Spotlight on Employees and Customers

FY13 promises to bring great things. DCHR and the DC Government will focus efforts on two important areas: Employees and Customers.

With the re-establishment of the **Labor-Management Partnership Council (LMPC)**, the District will begin to enhance the quality of its customer service and develop a formal plan to address employee morale and recognition. The LMPC is co-chaired by Mayor Gray and George Johnson of the American Federation of State County and Municipal Employees (AFSCME).



The LMPC's work to date includes the creation of a two-year strategic plan, which will help bring world-class customer service to the District, as well as find ways to show appreciation for the exceptional work of DC Government employees. I am honored to serve as the co-chair of the Employee Morale subcommittee and look forward to bringing some exciting employee-focused initiatives to employees in the coming months.

Our Customers are Talking

We're Listening

It's more than just about the survey - DCHR has taken the Customer Care survey results a 'Step Up.' Not only are we asking our customers to complete a survey at each and every interaction with us, but we are tabulating the results and sharing the information internally to help inform our delivery of care/services, what improvements need to be made, and decisions that are made to more efficiently and effectively run our business.



We received a total of 777 online and paper Customer Care surveys between October and December 2012. The largest number of customers received assistance with training, benefits, performance management, and job applications. Regarding customer care, every statement averaged above 3.5 indicating that a majority of customers strongly agreed with the statement, depicted in the graph below. The agencies with the most training participants were DDOT, DDOE, and OSSE. Overall rating for DCHR training was 3.68 on a 4.0 rating scale.

We are certainly excited about the candid feedback and the opportunity and challenge it presents for us to do even better. How are you doing, as the HR Advisor or representative in your agency? What feedback have you gotten from your employees and management team members? Do you really want to know? We do!

DCHR encourages you, as you interact with us, to complete a [Customer Care Survey online](#) through DCHR's website or in-person when you visit our agency.



Thriving in the Workplace

DCHR and DPW Collaborate to Help Employees

The Department of Public Works (DPW) has collaborated with the Department of Human Resources' (DCHR) Workforce Development Administration (WDA) to develop the **Thriving in the Workplace** Learning and Development Program - a voluntary Pilot Training Program to meet the needs of DPW employees to enhance their professional development skills in the workplace.



On February 14, 2013, a kick-off of the Thriving in the Workplace Learning and Development Program was held at the brand new DPW Okie Street location. DCHR Director Shawn Stokes and DPW Director William Howland, Jr., were on-hand to deliver remarks and personally congratulate each member of the pilot cohort. The cohort consists of 21 employees and 15 managers/supervisors from DPW's Street and Alley Cleaning team.

The Thriving in the Workplace Learning and Development Program goals were developed based on information gathered at focus group discussions with DPW employees. The goals are for employees to gain skills to:

- Deal with tough situations;
- Better interact with co-workers; and
- Enhance the opportunity for advancement.

The program is approximately an 80-hour training that will take place two times a week. There will be three modules employees will go through: Foundational Skills; Communication Skill; and Performance Enhancement Skills. The program is slated to begin March 19 and end in mid-August.

After the completion of each module, participants will receive a Certificate of Completion and Continuing Education Units (CEUs) and at the end of the program, those who have successfully attended all classes will participate in a graduation ceremony to recognize their accomplishments.

Stay tuned for updates on the pilot Thriving in the Workplace Learning and Development Program.

New Home for Policies and Procedures

Easier to Find on DCHR's Web Site

The DCHR Office of Policy is pleased to announce the launch of the [Policy and Procedures](#) web page now located on the DCHR web site. This new feature page provides a comprehensive overview of this agency's role in the development and dissemination of personnel policy for the District of Columbia Government.

Historically, DCHR has been predominately known for its role in drafting components of the District's Personnel Manual (DPM), which through the evolution of technology is now electronically held and regarded as the E-DPM; however, our role is so much more than that.

Did you know that DCHR plays a key role in the drafting of personnel laws for the entire District and partners with District and even Federal agencies to provide policy interpretation and advisement as it relates to the Comprehensive Merit Personnel Act portions of the District of Columbia Code and also the District of Columbia Municipal Regulations? Well, we do! And we do a great job of it too!

It is for this reason that we have begun the process of adding in additional links and overviews that pick up references to the other components of policy that we work with such as the District's Laws and Regulations and Whistleblower Protections and Obligations, just to name a few. By expanding the access of information, we fulfill our goal of being transparent in our delivery and application of policy and that our visitors and clients are able to move effectively and efficiently through this information.

We look forward to hearing what you think about the new layout of the information. Share your comments with us by contacting dchr.policy@dc.gov. Please also be on the lookout for additional improvements as we move through the DPM Review and Rewrite and continue the process of aiding in ensuring that this agency achieves the mission of providing human resource management services that strengthen individual and organizational performance and enable the District government to attract, develop and retain a well-qualified, diverse workforce!



DCHR's New Legal Additions

General Counsel Patricia Johnson and
Deputy General Counsel Justin Zimmerman

DCHR welcomes its new General Counsel, Patricia Johnson, and Deputy General Counsel, Justin Zimmerman.

Patricia Johnson is a labor and employment attorney with years of extensive, executive-level human resources experience: she led the human resources office for the US Equal Employment Opportunity Commission; she served as a senior consultant and project director for human resources studies and projects at the National Academy of Public Administration; and she founded and managed The Cornwell Group, LLC through which she provided training and facilitation services and subject matter expertise in labor and employee relations, organizational and management effectiveness, leadership development, diversity management, and analysis of operational processes and procedures. She also serves as a volunteer with the DC Bar Association, teaching employment law to DC public high school students as part of the Georgetown's Street Law program. Pat is excited about this opportunity to use her skills and expertise on behalf of the City and its employees.



Pat was born and raised in Washington, DC, and attended DC Public Schools, although she graduated from the Academy of Notre Dame (which was closed in 1989 and its facilities taken over by its neighbor, Gonzaga College High School). She attended Barnard College, received her Bachelor's degree from American University and her law degree from Georgetown University Law Center.

Pat recently joined the DC Dragon Boat Club on the SW Waterfront, a racing watersport that she calls, "crew for older people." In January, her team traveled to Puerto Rico to compete in a festival, and she was delighted to learn that DC sponsors a Dragon Boat team. Pat looks forward to meeting that team on the water when the new season begins in April.

In addition to its new General Counsel, DCHR also welcomes to the Office of the General Counsel **Justin Zimmerman**, a long-time attorney with the District of Columbia. Justin is a graduate of Gonzaga Law School, which is located in Seattle, Washington. He came to the District after law school and has been working for the District of Columbia Government for the past 10 years. He served as an Assistant Attorney General in several divisions, including: Child Support, Criminal Fraud, Juvenile Prosecution, and the Personnel and Labor Relations section.

In his spare time you will likely find Justin pursuing his interest in the arts. He attended a conservatory in New York and received a Bachelor's degree in Theatre. He spent time with the American Music and Dramatic Academy in New York, and played the lead role of Seymour in a production of Little Shop of Horrors.



Please join DCHR in welcoming Pat and Justin!

What's the CAFR?

How Does It Impact the District's HR Community?

The Office of Financial Operations and Systems within the Office of the Chief Financial Officer (OCFO) is responsible for preparing the District's [Comprehensive Annual Financial Report](#) (CAFR). The OCFO ensures that the CAFR is released each year on time and with a clean opinion from the city's independent auditors. A clean opinion indicates that the District's financial books are in order, that the CAFR fairly presents the city's financials, and that the results of the city's fiscal year operations are in accordance with generally accepted accounting principles.

The District's fiscal year runs from October 1 to September 30. The CAFR must be issued by February 1 following the end of a fiscal year.

What does this mean for DCHR and the District's HR Community?

Independent auditors look at HR, HRIS and the Pension Program for the District. DCHR being the "HR Authority" as designated by the Mayor is the lead for the HR and Pension Program audits while OCTO is handles the HRIS.

On the HR side of the audit, auditors look at hires/rehires and terminations that were executed during the previous fiscal year (i.e., in FY13 the audit conducted is for FY12 and so on). Specifically they are looking for the signed SF50 to support the transaction and the supporting documentation for verification. (i.e., hires/rehires - is there a signed SF50, is there a signed offer letter and does the SF50 match what's in the offer letter; terminations - is there a signed SF50 and supporting documentation and do they match).

The pension audit is to ensure that persons enrolled in either the 401(a) and the 457(b) are correctly enrolled and the correct deduction is being attributed to either plan and that the date of participation is accurately reflected in PeopleSoft.

What is your responsibility as HR?

If DCHR houses your agency's OPFs, it is your responsibility to make sure DCHR Recruiting team receives the proper supporting documentation for processing the hire/rehire and or termination action. If independent, you are to ensure the SF50 and supporting documentation for the hire/rehire and/or terminations are in your agency's OPFs.

The CAFR Audit covers the entire Government, not just those agencies under the Mayor's Personnel Authority, so as a whole, we have to ensure our records are maintained properly and are correct.

DCHR's Measurements, Analysis & Planning (MAP) Team is the point of contact for audits. If you have any questions, please email the MAP team at dchr.map@dc.gov.



Update Your Personal Information

HR Advisors: Please Remind Your Employees

In an effort to ensure that your personal information is up to date in the system, we encourage every employee to review their record in PeopleSoft. This information is used to contact employees and their families in the event of an emergency.

Please log into PeopleSoft (<https://ess.dc.gov/> > Self Service > Personal Information) and review/update the following: addresses; phone numbers; and emergency contacts. To review and update your emergency contacts' information, you must click the "Change emergency contacts" button and then select "Edit" for each contact.

If you have any questions or need assistance, please email [Troy Higginbotham](mailto:Troy.Higginbotham).



Are You Ready to Win?

Here's Your Chance to Get Fit and Win Big

Thrive Across America

Get ready for **Thrive Across America**, an online physical activity program where you travel from Maine to Hawaii, along a virtual route. Compete against your co-workers and have fun while getting fit.

How does it work?

Each day you log 30 minutes or more of the exercise you choose, you earn a Thrive Across America star. The more stars you and your team earn during the eight-week program, the higher your score. At the end of the eight-week program, rewards will be presented to the top 3 teams and top 3 individuals.

Who can participate?

All DC Government employees - no matter what your fitness level, you can compete and win. Thrive Across America gives you practical tips, articles on starting and sticking to a physical activity program, delicious healthy recipes, and other tools to strengthen your daily commitment.

How does the team competition work?

Registration and team formation opens Friday, March 15. All teams must be formed by Thursday, April 11. You may begin recording your activity on Friday, March 29. The competition will end on Thursday, May 23, but you may continue logging your activity and using all the fun features in Thrive Across America through March 28, 2014.

Can anyone start a team?

Yes. After you register, click the Team link to get started and invite others to join. The person who starts the team is the Team Leader. Remember, a team must have at least 4 members.

Do I have to join a team or can I go it alone?

Although you can participate on your own, we think Thrive Across America is even more fun when you're on a team. Numerous studies show that you're more likely to stick with a physical activity program or other healthy habits when supported by others.

Where do I register?

Registration opens on March 15 at dcgovernment.thriveacrossamerica.com.

Questions? Contact DCHR's Wellness Coordinator [Milton Miller](#).

Wellness Tip: Desk Exercises

Stay Fit at Work

These days, it seems like everyone is working more hours and using the old "no-time-to-exercise" excuse more than ever. But what if you could actually exercise at work?

Forget emailing the guy three cubes over... walk.

While you probably won't get to the Olympics this way, you can do stretching, muscle-strengthening, and even short stints of aerobic exercises right at your desk (or maybe in a vacant conference room or stairwell). After all, doctors say any amount of exercise helps; the benefits are cumulative.



- **Raise the roof (20 reps)**
While marching in place, push toward the ceiling with your palms up and thumbs almost touching your shoulders. Make it harder by holding water bottles.
- **Hamstring curl (20 reps)**
Bend arms at the elbow. Bring one foot up toward your rear end while straightening your arms so that your hands are down when your foot is up.
- **Hallelujah (20 reps)**
Sweep arms above your head and down again as you step side-to-side. Actually yelling "Hallelujah!" is optional.
- **Walking (10 min.)**
Lap your block or a floor of your office. Try for a pace of 100 steps per minute, which is easy if you don't stop to play with tchotchkes on other people's desks.

"We are made to move, not sit at a desk 12 hours a day," says Joan Price, author of *The Anytime, Anywhere Exercise Book*. "As ergonomic as your desk or chair may be, sitting produces back pains, headaches, and listlessness. You become less productive."

