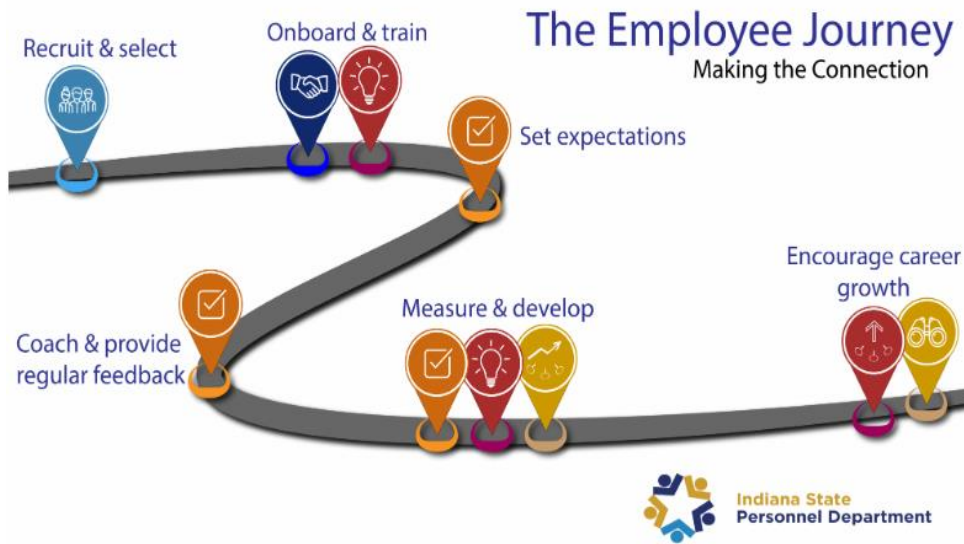




# HR MONTHLY RESOURCE



## The Nerve Center: Human Resources

Did you know you can also find several helpful topics based on our most frequently asked questions via The Nerve Center including IDOH HR contact information? Check it out [here](#).

## Performance Goal Setting: Due This Month!

Many of you have already begun setting goals for the appraisal year 2023. Thank you for your diligent work to put our best foot forward! These goals are important for the successful completion of your teams' goals as well as the goals of IDOH. Remember, when creating goals:

- Collaborate with employee for goal suggestions.
- Consider desired outcomes for your team and IDOH.
- Consider how these goals are measured.
- Consider any changes in roles on your team.
- Are you including goals to advance our [Strategic Plan](#)?

Contact [Human Resources](#) with questions. We're happy to help!

## Training Spotlight: Creating SMART Goals

If you are a new supervisor or would like a refresher, the [Performance & Goals: Creating SMART Performance and Development Goals & Action Plans](#) virtual workshop is for you!

Registration is required for this workshop. Click [here](#) for more details.

## Upcoming & Reminders:

3/3: Finalize 2022 appraisals in SF  
3/31: 2023 goal setting deadline

Click [here](#) for our 2022 Quarters 1 & 3 Pulse Survey Responses.

## IDOH HR Contacts

**HR Nerve Center**  
[Employee Resources](#)

**General HR Inbox**  
[isdhHRmail@spd.IN.gov](mailto:isdhHRmail@spd.IN.gov)

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## 2022 Performance Appraisals: Finalize immediately!

If you haven't already, be sure to finalize the 2022 appraisal process for yourself and your staff within SuccessFactors. As the supervisor, you must send the appraisal to the employee for review. The employee should add comments if they would like to do so and then click "Send to Manager." You will then receive the appraisal to review any comments the employee left, address as appropriate (contact HR with concerns), and then click "Set to Complete." Consult Heather Whitaker's email from 2/17/2023 for further detail and instruction.

## Performance Management Consultant: Rick Barton



Did you know INSPD employs a team of workforce strategy and performance subject matter experts? If you have specific questions or need assistance in this area, you are welcome to reach out to Rick Barton via [email](#) or Teams. Rick has an extensive background in Human Resources and is eager to support IDOH!

His services include:

- Individual and team development and effectiveness
- Performance Management lifecycle: goal setting, coaching, feedback
- Process Improvement
- Workforce Planning
- Succession Planning
- Mentoring
- SuccessFactors best practices

In 2023, we plan to introduce the first phase of the Succession Planning module with SuccessFactors and Rick will be integral in the roll out of this robust process. Welcome, Rick!

## Transferring Employees: Performance Progress Forms

Do you have an employee who is transferring to another position or agency? If so, before your employee transitions to their new role, it is important for you, as their current supervisor, to initiate a Performance Progress Form. This form will track the employees current progress and can be accessed by their new supervisor to allow for an efficient transition and performance appraisal at the end of the year.

To launch, go to your Performance Inbox and click Create New Form. Then, select the Performance Progress Form, your employee's name, and complete the form within 30 days. The employee will see your feedback upon submitting to the employee acknowledgment step and the new manager will have access to the completed form via the Performance Form dashboard.

Review the below resources to learn more:

- A [guide to effectively create and complete](#) a Performance Progress Form
- A [quick-step guide](#) to complete the process in SuccessFactors



## FMLA: Quick Tips and Refresher

We have had some questions regarding FMLA recently and wanted to touch on some of the do's and don'ts of FMLA. The training conducted by HR in 2021 is also being added as a refresher to existing managers and can be referenced by our new managers who would like to have more in depth information.

### Questions you CAN ask your employee with FMLA:



- Is this absence related to an FMLA approval?
- If the absence is for the employee's own serious health condition: What essential functions can you not perform?
- If absence is not for an employee's own serious health condition: Who are you caring for today and what care will you be providing?
- Are you requesting use of any accrued leave to use with your FMLA?
- Can you please write a statement indicating you are attending a medical appointment that is pertaining to your FMLA, with the date and time of the appointment?
- What is the time and duration of your appointment?
- If the employee requests to flex their time: How do you plan to make up this lost time?

### Questions you CANNOT ask:

- For what condition or specific reason are you taking leave?
- Can you provide a doctor's statement for this FMLA absence?
- What is wrong with you or your family member?
- What is your appointment for?
- What did the doctor say at your appointment?



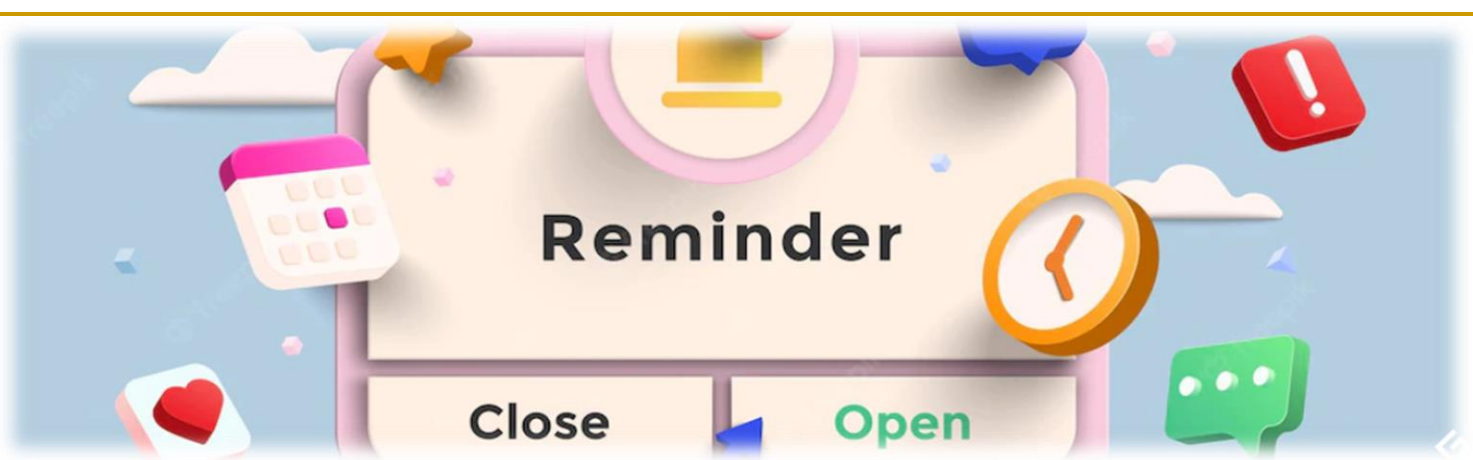
## Training Spotlight: HR Basics for Supervisors (Family Medical Leave in Part 2)



IDOH HR presented a two-part series on topics that are fundamental for supervisors. Family Medical Leave is discussed in detail in Part 2. Each session is 1 hour and 30 minutes in length. These sessions are strongly recommended for new supervisors or those who would like a refresher. Click [here](#) and scroll down to the description section for more information.

Click [here](#) for Part 1.

Click [here](#) for Part 2.



## Reminder: Supervisor Affirmative Action Plan (AAP) Goals

The State of Indiana is committed to recruit, select, develop, and promote employees based on individual ability and job performance. As a supervisor, you serve a critical role which is outlined in the [Affirmative Action policy](#). It is incredibly important that you operationalize and create objectives towards this. Supervisor goals:

- ✚ [IDOH AAP Recording](#): Review the recorded AAP presentation from 11/1/22 if you haven't already.
- ✚ [LinkedIn Learning Trainings](#): Complete, understand, and apply knowledge from (1) [Fair and Effective Interviewing for Diversity and Inclusion](#) and (2) [Diversity Recruiting](#).
- ✚ [Disposition your candidates](#): It is especially important that we are able to dive in deeper next year to determine adverse impact comparing qualified vs non-qualified candidates.
- ✚ [Division Goals](#): Collaborate within your teams to create your own goals. Include continuous learning and application of knowledge obtained within the area of diversity, equity, and inclusion.

## Reminder: The candidate experience is critical for recruitment!

It is important to ensure an agile and engaging candidate experience to avoid losing our qualified candidates. Timely engagement with prospective candidates is the key to an excellent candidate experience. To ensure that every candidate who applies to the State of Indiana has an excellent experience, INSPD's Talent Acquisition team has put together the "[Hiring Manager's Guide to the Candidate Experience](#)" to guide you as you continue to:

- ✚ Review candidate applications daily.
  - Don't wait until the posting expires to start scheduling interviews and talking to quality candidates.
  - [Discuss salary](#) with candidates before the interview to gauge expectations.
- ✚ Adopt a sense of urgency in communication with candidates.
  - [Disposition candidates](#) as appropriate so they get automated workflow (and to meet AAP goals).
  - Stay in communication with your top candidate during the process.
  - Contact your candidate the week before they start to answer any questions they may have.
- ✚ Ensure an excellent onboarding experience for new hires that leads to higher retention rates.
  - For those that work at 2N, pick up your new hire from IDOH orientation so they don't have to find their way to you.
  - Is their equipment ready? Do they have a training plan? Do they have someone, other than their supervisor, they can go to with questions?

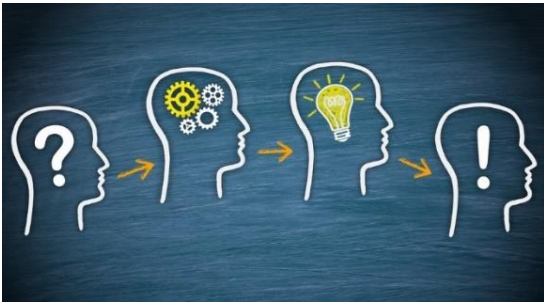
Don't forget! You can find IDOH hiring guidance on the [HR page of The Nerve Center](#).





## Professional Development: Continuing Education

For state employees who are new or have never utilized our LinkedIn Learning account, click [here](#) for help logging on. If you have specific questions or issues, contact [SPD Training](#).



### Top 5 Courses Completed by IDOH Employees

- [Managing Stress for Positive Change](#)
- [Having Difficult Conversations](#)
- [Managing Teams](#)
- [Fair and Effective Interviewing for Diversity and Inclusion](#)
- [How to Regain Control of Your Time, Energy, and Priorities](#)

**Top 5 Hidden Gems:** Courses with lower participation which can provide BIG impact.

- [Being Positive at Work](#)
- [Learning from Failure](#)
- [Developing Your Emotional Intelligence](#)
- [Effective Listening](#)
- [Managing Your Emotions at Work](#)



## Training Spotlight: Build and Manage Effective Teams

Through this LinkedIn Learning Path, [Build and Manage Effective Teams](#), supervisors and managers can learn to create and manage teams that work well together—in person or at a distance—to meet short-term and strategic goals. Find out how to build trust, respect, and cooperation; simplify systems for better coordination and communication; reduce conflict; and enhance innovation and accountability. This learning path offers 8 total trainings with a focus on establishing productive team habits, developing team members for optimal performance and identifying solutions for managing different types of teams. The identified trainings include:

**[Managing Team Conflict](#)** - Discover why team conflict is necessary for success and how to determine whether a conflict is healthy or unhealthy. Review how to resolve style differences, remain both assertive and cooperative in the midst of a conflict, and leverage different conflict management styles to defuse tricky situations.

**[Holding Your Team Accountable](#)** - Explore ways to create a workplace culture of accountability that encourages trust, motivates high standards, and establishes credibility for leaders.

**[Boosting Your Team's Productivity](#)** - Many managers unknowingly make things overly complex for their teams—and this can be a drain on productivity. In this course, coach Lisa Bodell shows how to boost productivity by letting go of complexity and adopting simplicity.

# HR Metrics: Data Driven Look at IDOH and the State of Indiana

**Professional Development:** Keep promoting the WHOLE policy and encourage a culture of learning.

Linkedin Learning	2019	2020	2021	2022	YTD
# Completed Courses	133	566	485	928	147
% Staff Participation	7.6	9.4	16.2	27.1	8.2

<u>LEAD: Leadership Education &amp; Development</u>	Supv	Non-Supv
# Staff Enrolled	34	51
# Staff Completed	26	47

## Time To Hire (goal <20 days/mo)

Definition: Application Date to Initiate Offer Approval.  
This is called the "candidate experience."

	Jan	Feb	Mar	April	May	June
IDOH	35	31				
SOI	24	25				
	July	Aug	Sept	Oct	Nov	Dec
IDOH						
SOI						

## Vacancy Rate (goal <25%/mo)

Definition: Percentage of Positions Vacant

	Jan	Feb	Mar	April	May	June
IDOH	13.1	12.9				
SOI	18.2	17.7				
	July	Aug	Sept	Oct	Nov	Dec
IDOH						
SOI						

## YTD Turnover (goal <18% annual, voluntary)

Definition: percentage of voluntary resignations, retirements, transfers out as compared to hires and rehires

	Jan	Feb	Mar	April	May	June
IDOH	0.48	1.3				
SOI	1.05	1.9				
	July	Aug	Sept	Oct	Nov	Dec
IDOH						
SOI						

	2019	2020	2021	2022
IDOH	16.34	15.1	24.2	21.1
SOI	12.9	12.63	19.18	17.25

## Recognition (YTD)

Spot Bonus (budget \$81,800/FY)	124 bonuses / \$73,000
Remote Work (excl. field staff)	286 participating
Education Reimbursement (CY)	11 reimb / \$24,190.52
Referral Bonus (Apr 2022 - current)	3 reimb / \$1,500

## Performance Mgmt: 2019-2021

	2019	2020	2021
Exemplary	15	24	37
Exceeds	144	248	284
Successful	545	456	394
Other	99	107	58