The Employee Journey
Making the Connection

Recruit & select · Onboard & train · Set expectations · Encourage career growth · Measure & develop · Coach & provide regular feedback

Indiana State Personnel Department

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.

Hiring: The Candidate Experience Matters!

You know as well as we do the value of a qualified candidate. **You also know how important an agile and engaging candidate experience is to making sure that these qualified candidates do not get away.** 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 if they aren't moving along the process.
  - Stay in communication with your top candidate during the background check / salary approval process.
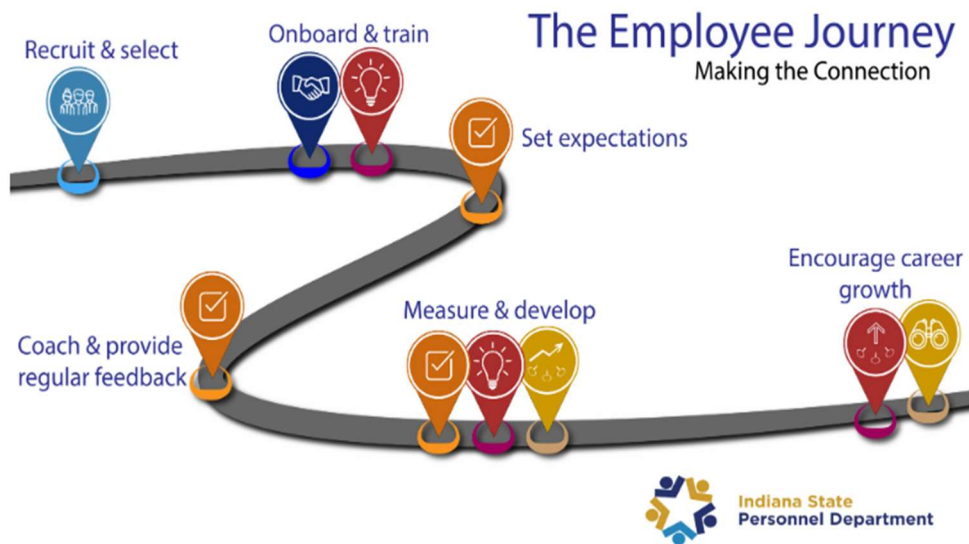 - Contact your candidate the week before they start to answer any questions they may have.

Important Reminders:

1. 2023 Open Enrollment kicks off soon. Stay tuned for more information from INSPD.

2. Start preparing for end of year appraisals which launch in November! At least one goal must be entered for each employee who began before 10/3. Have all staff update their goal plan comments if they haven't already.

3. Have you enrolled in LEAD?

IDOH HR Contacts

HR Nerve Center
Employee Resources

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- 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?

As you've seen, we will continue to monitor and prompt action toward the new hiring timeline as outlined within the "Hiring Manager's Guide to the Candidate Experience." **Timely engagement with prospective candidates is the key to an excellent candidate experience.** Utilizing these resources and working together towards an improved candidate experience as a team will not only help you improve agency hiring metrics like Time to Fill, Time to Hire, and Vacancy Rate, but will also help you retain the talent that you work so hard to recruit.

As a reminder, IDOH-specific hiring guidance, including instructions, salary discussion guidance, and all required forms can be found via the HR page of The Nerve Center under Hiring.

Job Architecture: Profiles Locked Down

As a reminder, almost all job profiles have been finalized and our job bank postings are now locked down to specific changes with the exception of adding a 4-5 sentence Role Overview Statement if you think this would be helpful. Add this to the comment section and HR will incorporate it for you. You are welcome to direct questions about this process to Heather Whitaker and/or reference the email she sent on August 16 following the August Supervisor/Manager meeting where this topic was presented. Per Cam Rowley, INSPD Performance Management Director, role-based job profiles allow for clarity, consistency, and transparency in role definition and how hiring managers attract, select, manage, and develop talent across different teams, divisions, and agencies. IDOH began utilizing these role-based job profiles for all new job bank postings effective Monday, 8/22

*To learn more about the Job Architecture project, visit SuccessFactors Jam > Performance Management > Job Description Rewrite & Competency Assignment Process

Talent Acquisition Consultant: Andre Wallace

Did you know INSPD employs a team of recruiters meant to help us with our hiring process? If at any time you have a need for a better candidate pool or have questions about how we attract talent, you are welcome to reach out to the IDOH Talent Acquisition Consultant, Andre Wallace, via email or Teams. He is also responsible for managing our job bank requisitions and the timeline detailed above.

Additionally, Andre coordinates our IDOH Campus Ambassadors group who attend public health job fairs together. If you or any state employees on your team are interested in helping promote IDOH employment opportunities in this way, please let Andre know. If you are notified of any public health job fairs, let us know that too so we can look into attending.

Andre will be in attendance at the November 1st Affirmative Action training and will introduce himself at that time but you are welcome to reach out to him at any time.

DON'T MISS OUT

ON THESE IMPORTANT DEADLINES

SEPTEMBER 30
Premium Discount Deadline
Last day to complete your premium discount activity for the 2023 Premium Discount.

NOVEMBER 30
Wellness Visit = $100
Results must be visible in the ActiveHealth portal by this day to earn the $100 gift card.

Dental Cleaning = $50
Dental visit must be loaded in the ActiveHealth portal by this day to earn the $50 gift card.

Health Assessment = $25
Last day to complete health assessment to earn $25 gift card.

DECEMBER 31
Gift Card Deadline
Last day to redeem gift cards earned in 2022.

LEARN MORE: on.in.gov/Deadlines

IDOH 2022 Wellness	Premium Discount (52%)	Health Assessment (61%)	Wellness Visit (34%)	Annual Physical (50%)	Flu Shots (53%)	Dental Cleaning (40%)
May	11.2%	40.4%	9.5%	6.7%	--	16.2%
June	15.6%	43.5%	9.9%	6.7%	--	16.2%
July	19.2%	46.1%	11.3%	20.2%	--	44.9%
August	29.2%	49.3%	14.6%	24.5%	--	50.9%
September	47.3%	53.9%	20.5%	24.5%	--	50.9%
October	--					
November	--					
December	--					

STAY INFORMED VIA TEXT MESSAGING

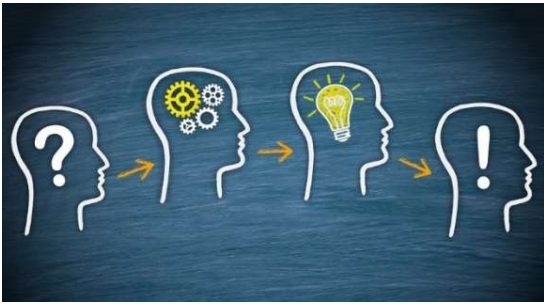# Sign up to receive text alerts about your benefits.

Sign Up

Invest In Your Health

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
1.	Managing Stress for Positive Change
2.	Excel Essential Training (Office 365/Microsoft 365)
3.	Having Difficult Conversations
4.	Managing Teams
5.	Setting Team and Employee Goals Using SMART

Training Spotlight: Hiring Best Practices

Hire, Retain, and Grow Top Millenial Talent

More than one-in-three American workers today are millennials. By 2020, millennials have formed over 50% of the global workforce. The war for the best and brightest of the millennial generation is on now. Companies all over the world are fighting to hire and retain the best talent. Mother and daughter Lisa and Elizabeth McLeod address the challenges of hiring, retaining, and growing millennial talent in this course. They provide an insightful guide to help managers and leaders ask the right questions in interviews, communicate job expectations, and understand what salary and benefit options are likely to have the most impact.

HR Basics for Supervisors: IDOH Hiring & Interviewing

IDOH HR presented a two-part series on topics that are fundamental for supervisors. Hiring and Interviewing processes are discussed in detail in Part 1. 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 and here for Part 2.

Onboaring New Hires as a Manager

Explore the work you need to do as a manager before a new employee's first day, and find out about ways to make their first 90 days and beyond a successful experience for everyone. Discover the value of tasking another employee to act as a guide for your new employee, and find out about the role of human resources in the onboarding process. Instructor Todd Dewett shares insights about onboarding that can help you make your new hires feel welcome, informed, and ready to contribute.

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

Professional Development

*INSPD partnered with LinkedIn Learning for more specific metrics which accounts for this large change from last month's newsletter. Great work! Keep promoting the **WHOLE policy** and encourage a culture of learning.

Linkedin Learning	2019	2020	2021	YTD
# Completed Courses	133	566	485	594
% Staff Participation	7.6	9.4	16.2	25.6

LEAD: Leadership Education & Development	Supv	Non-Supv
# Staff Enrolled	34	49
# Staff Completed	26	44

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	43	48	35	21	37	28
SOI	36	32	26	26	38	27
	July	Aug	Sept	Oct	Nov	Dec
IDOH	28	39	34			
SOI	27	28	28			

Vacancy Rate (goal <25%/mo)

Definition: Percentage of Positions Vacant

	Jan	Feb	Mar	April	May	June
IDOH	17	17	17	18	17	16
SOI	--	--	--	--	--	19
	July	Aug	Sept	Oct	Nov	Dec
IDOH	15	16.8	15.4			
SOI	19	20	19.7			

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	1.7	4.5	6.6	9	11.2	12.2
SOI	1.96	3.63	5.48	7.71	9.34	10.85
	July	Aug	Sept	Oct	Nov	Dec
IDOH	13.4	15.8	17.1			
SOI	12.5	12.4	13.7			

	2019	2020	2021
IDOH	16.34	15.1	24.2
SOI	12.9	12.63	19.18

Recognition (YTD)

Spot Bonus (budget $81,800/FY)	78 bonuses / $46,400
Remote Work (excl. field staff)	260 participating
Education Reimbursement	27 reimb / $71,316.57
Referral Bonus	4 eligible applications

Performance Mgmt: 2019-2021

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