


IMPACT IN NUMBERS: DCHR'S ACHIEVEMENTS AND ACCOMPLISHMENTS

The background features two large, overlapping geometric shapes in the bottom right corner. The first is a purple trapezoid, and the second is a blue trapezoid that overlaps the purple one.

December 5, 2024

Today's Agenda

- ◆ Introduction
 - ◆ DCHR: Institutional Context
 - ◆ In Numbers: DCHR Impact Statistics
 - ◆ Conclusion + Q&A
- 

Introduction

American University alumnus

Former journalist

United Nations system

American civil service



Koi

Institutional Context

01

US Constitution: Federal Government

02

Frenemies: MD & VA

03

Post-COVID economy

Structure & Mandate

01

**Excellence in public service
through innovative and inclusive
HR policies**

02

**Six administrations +
the Office of the
General Counsel**

03

**Recruitment, retention,
training, benefits
administration**

04

**Accountability through
elected officials**

5 Key Factoids



Big numbers: 1 of 5

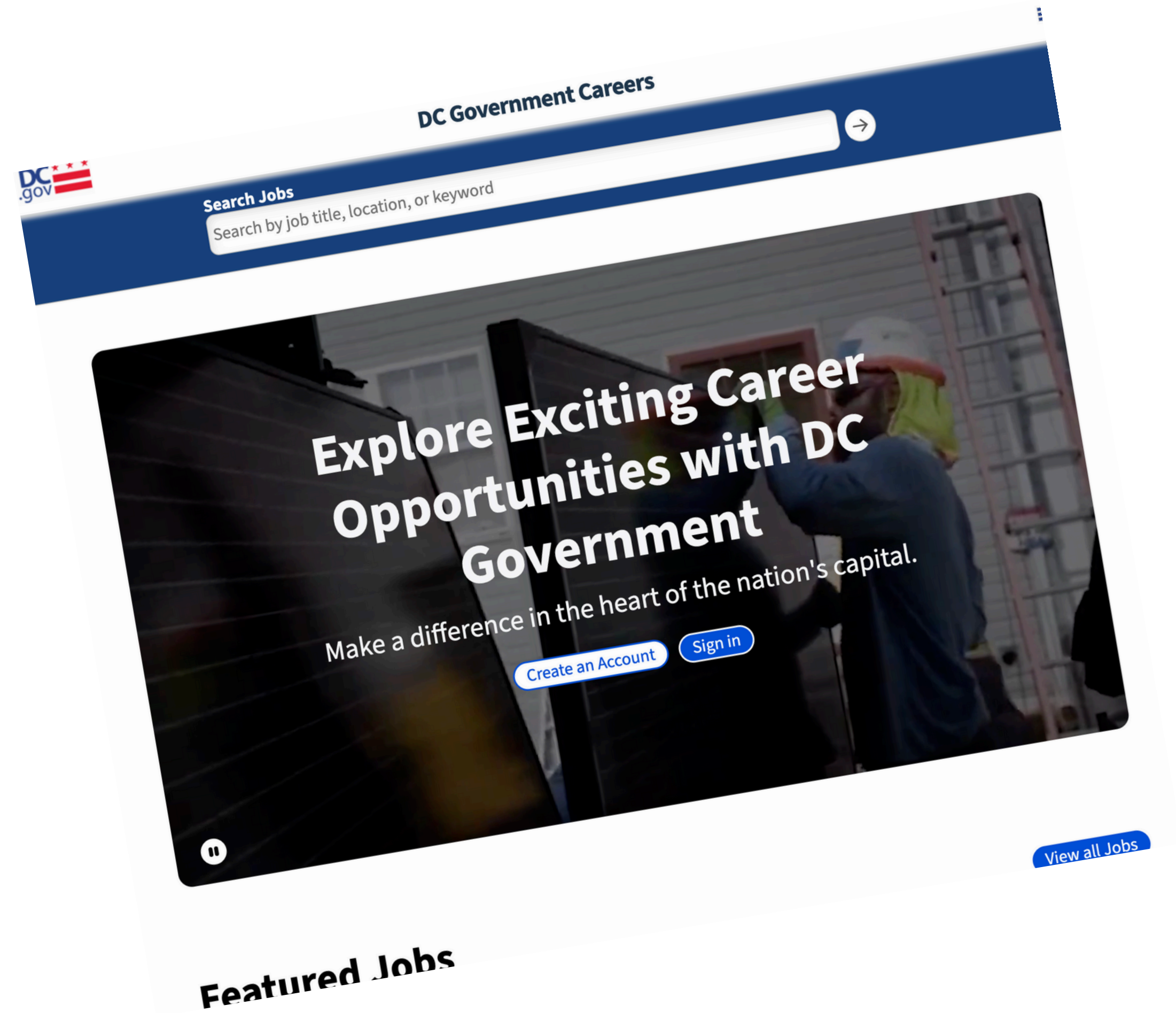
439,781

Website users last fiscal year

Amounts to approximately
1,205 users per day

Demonstrates substantial interest
in the value proposition presented by DCHR

For a subpage, proof that this is a key asset
in achieving organizational objectives



Big numbers: 2 of 5

52,649

Calls to Customer Care Center and Benefits

**Amounts to approximately
203 calls per 8-hour shift**

**We are talking about real people: births,
marriages, retirement, insurance**

**Highlights the call center's critical role in
addressing customer needs and concerns**



Big numbers: 3 of 5

42,465

Background checks and drug screenings

Amounts to approximately
203 calls per 8-hour shift

DCHR plays a critical role in safeguarding
the District's reputation

Approximately 163 background checks and
drug screenings processed daily



Big numbers: 4 of 5

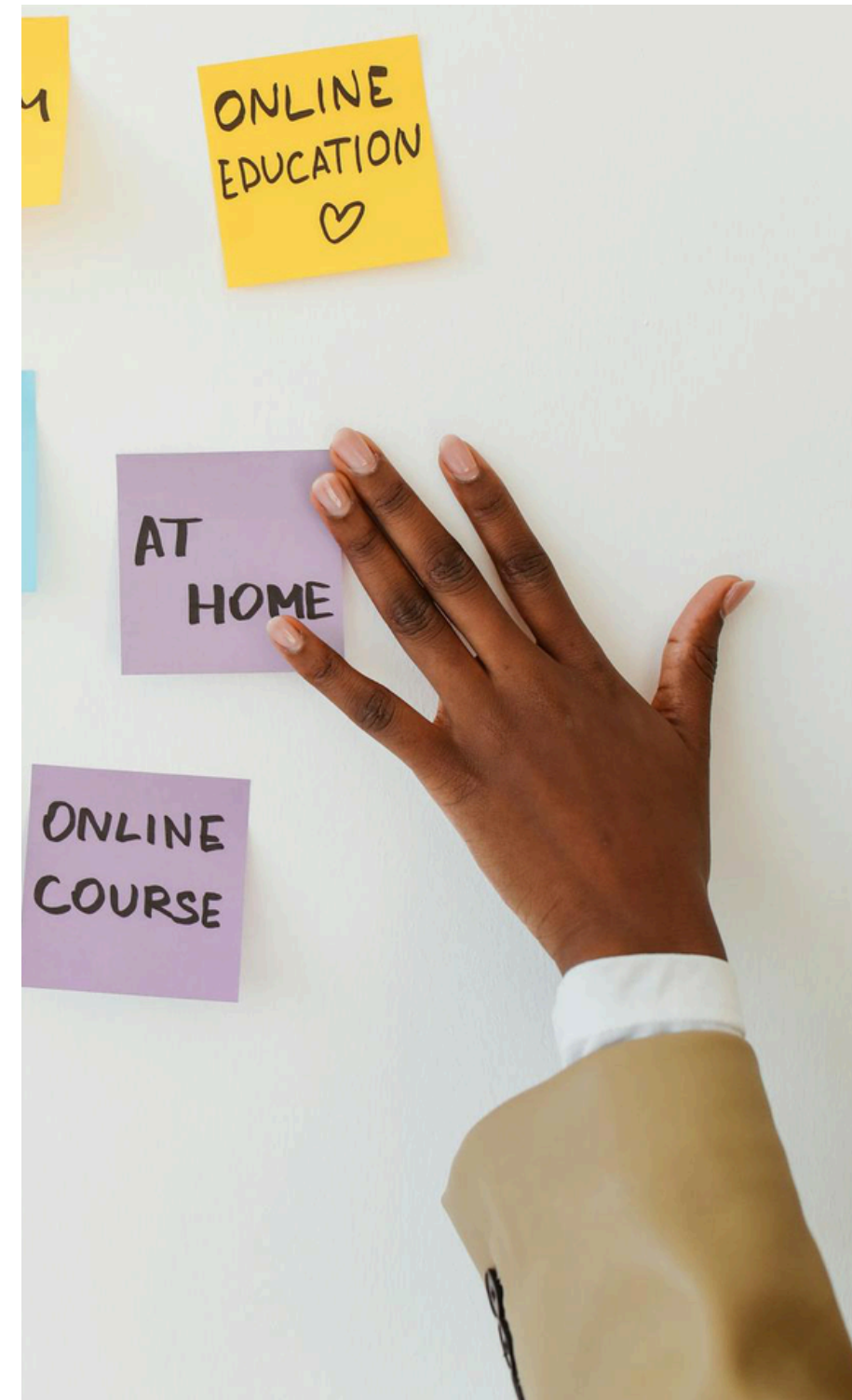
135,028

Training courses completed online

Amounts to approximately
11,252 courses per month

Underscores DCHR's dedication to
employee learning and career progression

Shows commitment to equip employees with
the knowledge and skills necessary to meet
evolving challenges



Big numbers: 5 of 5

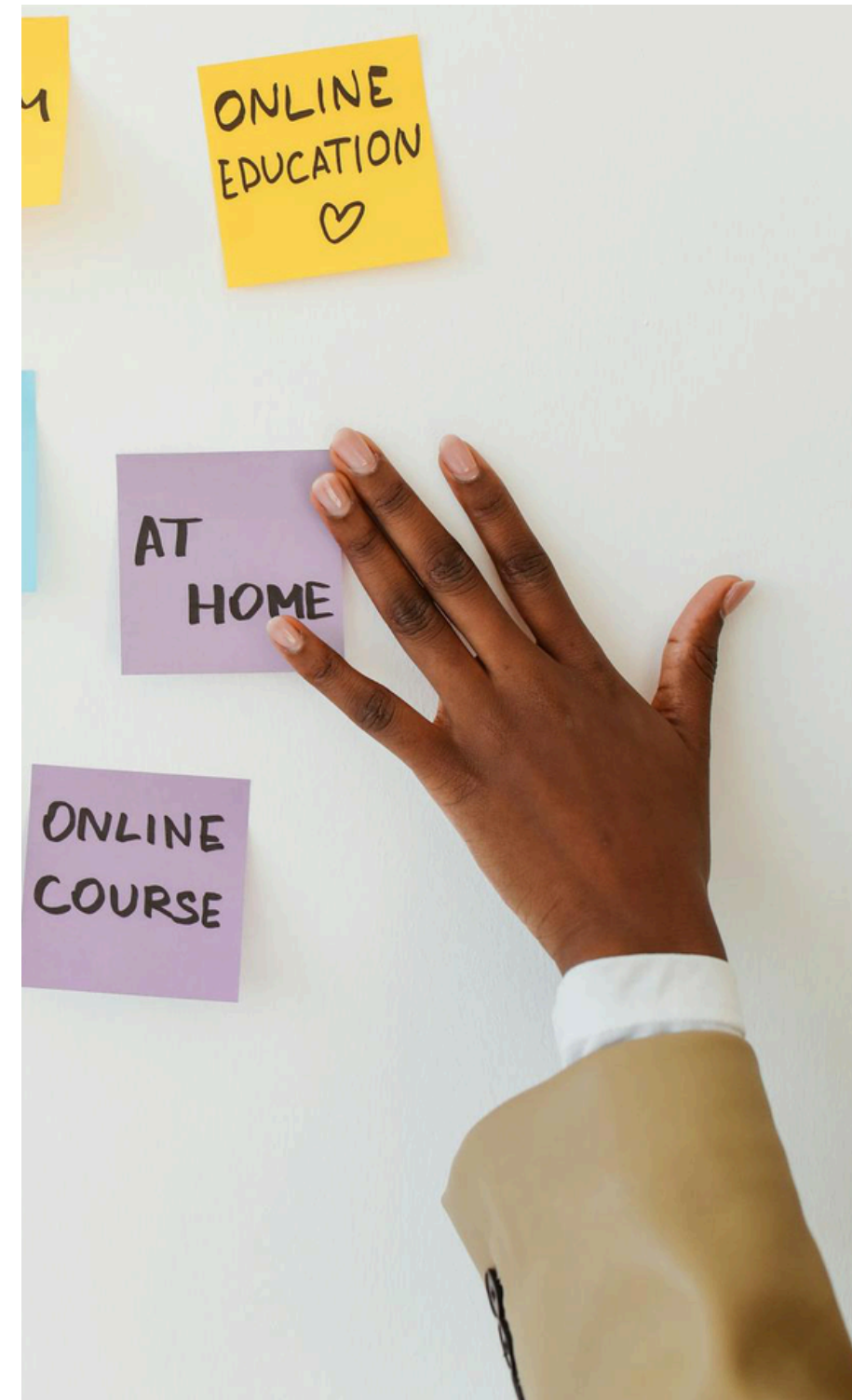
11,528

Personnel Actions processed in HRIS

**Amounts to approximately
961 personnel actions per month**

**Shows capability to manage complex and
diverse workforce needs**

**Demonstrates key role in maintaining
organizational compliance**



Conclusion & Recap

01

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Thank You !

