



Human Resources Department

Strategic Business Plan

Effective Date: July 1, 2023

Oklahoma City Vision

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified, and welcoming community.

Oklahoma City Mission

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

Department Mission

The mission of the Oklahoma City Human Resources Department, through strategic partnerships and collaboration, is to provide full human resources life cycle services to City employees and City departments so they can attract, retain, and develop an inclusive, diverse, and high-performing workforce.

Table of Contents

Issues, Strategies, and Results.....	3
Issue 1: Inclusive, Diverse, and High-Performing Workforce.....	3
Issue 2: Health and Wellness Benefits Cost.....	4
Issue 3: Talent Management Strategy	5
Accomplishments	7
Lines of Business and Programs	10
Department Organization.....	10
Executive Leadership Program.....	12
Employee and Labor Relations Line of Business.....	13
Employee and Labor Relations Program.....	14
Employment Policies Administration Program.....	15
Occupational Health Line of Business.....	16
Occupational Health Program.....	17
Talent Acquisition, Management, and Development Line of Business	18
Branding and Communications Program.....	20
Human Resources Information Systems Program	21
Talent Acquisition Program.....	22
Talent Development Program.....	23
Talent Management Program.....	24
Total Rewards Line of Business	25
Classification and Compensation Program	26
Employee Medical Center Program	27
Health and Wellness Benefits Program	28
Retirement Savings Program	29

Issues, Strategies, and Results

Issue 1: Inclusive, Diverse, and High-Performing Workforce

The increasing challenge to recruit, develop, and retain an inclusive, diverse, and high-performing workforce, coupled with changing job complexity and evolving job requirements, if not addressed, will result in:

- A reduction in the quality and speed of City services.
- Increased exposure to litigation.
- Loss of critical operational knowledge.
- Increased turnover.
- Increased time and cost for on-the-job training.
- Decreased resident confidence.
- Decreased government efficiency.
- Decreased employee engagement.
- Decreased brand impact (employer of choice).

Strategies

- Develop and implement a comprehensive outreach strategy to increase the number of applications processed and to attract and retain diverse candidates.
- Develop and implement an onboarding process to improve the new employee experience.
- Manage the comprehensive classification and compensation program.
- Leverage a performance management system for more effective talent planning, performance evaluation, professional development, and employee retention.
- Examine existing human resources policies, procedures, processes, and practices and implement improvements to support an organizational culture of diversity, equity, and inclusion.
- Assess needs and provide learning and development opportunities to enhance current skills, competencies, and knowledge of City employees and prepare them for future advancement within the organization.
- Enhance career development services provided to employees.
- Examine and implement system enhancements to provide effective human resources services; streamline and reduce reliance on paper-laden processes; and provide data and analytics reporting.
- Develop and implement a brand strategy to position the City of Oklahoma City as an employer of choice throughout the employee life cycle.

- Develop and implement talent acquisition pipeline programs with colleges and universities, career technology centers, military organizations, and community organizations.
- Develop and implement registered apprenticeship and internship programs with opportunities for conversion to full-time positions.

Strategic Results

By 2028, City departments will benefit from an inclusive, diverse, and high-performing workforce, as evidenced by:

- The number of applications received will increase annually.
- The City's workforce will reflect the demographics of the community it serves, at all levels of employment, as measured by the Utilization Analysis (Two or More Standard Deviations) included as Attachment C1 of the City's Equal Employment Opportunity (EEO) Plan.
- At least 80% of new full-time City employees will remain employed with the City past their probationary periods.
- Overall employee engagement will increase annually as measured by the Gallup Q12 Mean Employee Engagement Survey results.

Issue 2: Health and Wellness Benefits Cost

The increasing costs of providing comprehensive and competitive health and wellness benefits, if not addressed, will result in:

- Reduced funding for other City services.
- Reduced employee and retiree benefits.
- Unsustainable premiums for employees and retirees.
- Reduced retention of talent and increased difficulty in recruitment.

Strategies

- Integrate Employee Medical Center into Health Insurance plan design.
- Develop an Employee Wellness Program.
- Encourage plan participants diagnosed with one or more of the top 10 chronic medical conditions to participate in disease management programs.
- Continue to identify and implement cost-saving health plan changes for employees and retirees by completing the comprehensive benefit plan review.
- Continue to provide educational programs and information to address overall health and wellness.
- Communication and promotion of available benefits.

Strategic Results

- Annually through 2025, the percentage change in the medical premium for active employee plan members will remain at or below the City providers' average percentage premium change for Oklahoma clients.
- By 2025, 90% of available provider hours will be utilized at the employee medical center as reported by the employee medical center provider.
- By 2025, the City will have completed a comprehensive review of benefit offerings, communicated with stakeholders, and negotiated necessary contracts to implement.
- By 2025, long-term liabilities will be funded at the following levels:
 - 100% for Employee Retirement System (ERS)
 - 30% for retiree health insurance, also known as Other Post-Employment Benefits (OPEB)

Issue 3: Talent Management Strategy

The lack of a transparent and effective talent management strategy, combined with a competitive labor market, historically low unemployment rates, and percent of the City's workforce who are eligible to retire, if not addressed, will result in:

- Gaps in skills, competencies, and operational knowledge necessary to achieve strategic goals now and in the future.
- Lost productivity.
- Increased turnover and costs associated with turnover.
- Decreased employee engagement.
- Reduction in the quality and speed of City services.
- Decreased resident confidence.
- Decreased government efficiency.

Strategies

- Develop and implement data-driven talent management strategies to identify and address gaps in skills, competencies, and operational knowledge necessary to achieve the strategic goals of the organization now and in the future.
- Develop and implement a brand strategy to position the City of Oklahoma City as an employer of choice throughout the employee life cycle.
- Provide learning and development opportunities to enhance skills, competencies, and knowledge of City employees so they can be high performing in their current positions and prepared for future advancement within the organization.
- Support a collaborative approach to effective performance management by providing a transparent system, tools, and performance management training for establishment of performance and career development goals, facilitated check-ins, 360-degree feedback, mid-year reviews, self-evaluations, and timely performance feedback through the review period.
- Develop and implement data-driven strategies to increase employee engagement and



reduce turnover.

- Conduct annual talent reviews to assess potential, performance, and individual readiness and develop effective succession plans for critical roles within the organization.

Strategic Results

By 2028, City departments will benefit from a talent management strategy, as evidenced by:

- Increased percentage of employees responding to the Employee Engagement Survey who indicate:
 - There is someone at work who encourages my development.
 - My supervisor gives continuous feedback to help me improve my performance.
- An established talent review and succession planning process that identifies high potential/high performing employees, assesses readiness, and provides developmental opportunities to support career growth within the organization.
- Decreased turnover.

Accomplishments

Employee and Labor Relations Line of Business

- In FY23, the Employee and Labor Relations Line of Business implemented a third-party organization, Work Shield, to conduct Title VII and/or Human Resources Bulletin 22-02 (Policy Prohibiting EEO-related Discrimination and/or Harassment, including Sexual Harassment, Workplace Bullying, and Retaliation) complaints. The investigation process for coordination between Work Shield and Department Directors/EEO Officers was updated to ensure the results of the investigation and recommended next steps are understood.
- In FY23, the Employee and Labor Relations Line of Business created the Human Resources Business Partner and Senior Human Resources Business Partner job descriptions and updated the role of Employee and Labor Relations Specialist to Senior Human Resources Business Partner. New proactive initiatives were implemented including departmental shout outs, random drug screening, retention workshops, office hours, and exit interviews.
- In FY23, the Employee and Labor Relations Line of Business coordinated with Talent Development to create/implement quarterly *Nuts and Bolts Training for The Effective Manager* and provided Human Resources Bulletin 22-02 training to new hires during orientation and provided in-person training to departments/divisions upon their request.
- In FY23, the Employee and Labor Relations Line of Business completed a final draft version of the Employment Policies and trained supervisors of the updates that have been submitted for final legal review.
- In FY23, the Employee and Labor Relations Line of Business updated Labor Law Poster, PUMP (Provide Urgent Maternal Protections) and PWFA (Pregnant Workers Fairness Act) Policy, Drug and Alcohol Testing Procedure, Voting Leave and Step Placement Procedure.
- In FY23, the Employee and Labor Relations Line of Business worked with each department during the launch of the City's first Employee Engagement Survey and assisted in creating/implementing action plans that resulted in year over year improvement in engagement scores.

Occupational Health Line of Business

- In FY23, the Occupational Health Line of Business oversaw the Health Insurance Portability and Accountability Act (HIPAA) compliant scanning of over 35,000 medical records. A minimum of 20% of these records have been reviewed in full to ensure the quality of the scans.
- In FY23, the Occupational Health Line of Business helped with the implementation of self service for post-offer physical exam scheduling, thereby allowing applicants to schedule the exams at their convenience.
- In FY23, the Occupational Health Line of Business created an extra slot for Fire wellness exams. This allowed 100% of incumbent, uniformed Fire employees to be seen on an annual basis, in accordance with National Fire Protection Association (NFPA) standards.
- In FY22, the Occupational Health Line of Business began to do more in-depth physical exams for those positions that are in a higher physical demand category.
- In FY21, the Occupational Health Line of Business began to extend revenue-generating services to other entities outside of the City.

Talent Acquisition, Management, and Development Line of Business

- In FY23, the Talent Acquisition, Management, and Development Line of Business successfully launched The Learning Lab on January 3, the City's first eLearning platform with over 8,400 professional development courses and 140 certification test prep courses, in collaboration with departmental learning partners and promoted through Citywide communications, engagement activities, presentations, and effective and consistent branding, as well as Q&A support, tutorials, and other development and support activities associated with a phased-in launch plan.
- In FY23, the Talent Acquisition, Management, and Development Line of Business successfully launched Oracle Recruiting Cloud on January 17 through Citywide communications, presentations, branding, tutorials, and development and support activities; transitioned from the NeoGov Applicant Tracking System to Oracle Recruiting Cloud without operational down time.
- In FY23, the Talent Acquisition, Management, and Development Line of Business partnered with Oklahoma City Public Schools and AFSCME (American Federation of State, County, and Municipal Employees) to host the first high school hiring event.
- In FY23, the Talent Acquisition, Management, and Development Line of Business successfully launched Oracle Learning on July 3, with all currently offered training courses active and available for enrollment.
- In FY23, the Talent Acquisition, Management, and Development Line of Business successfully launched Oracle Perform on July 3 with new competencies; a consistent rating scale; a focal-based review period; pre-seeded questions for check-ins, mid-year reviews, and performance evaluations; and a detailed implementation plan including performance management training and communications.
- In FY23, the Talent Acquisition, Management, and Development Line of Business processed 33,824 core human resources-related transactions including budget, restructuring, position management, job reclassifications, and pay plan changes.
- In FY23, the Talent Acquisition, Management, and Development Line of Business hosted four on-site hiring events with interviews, offers, physical examinations, and drug tests with promotional efforts including applicant sourcing, social media promotion, distribution to established network lists, advertisements in newspapers, and for the first time-radio commercials, including the first on-site live broadcast promotion from 420 West Main Street.
- In FY23, the Talent Acquisition, Management, and Development Line of Business implemented a decentralized hiring process including a sourcing component for Management Pay Plan positions and provided training on Conducting Departmental Interviews to 536 participants.
- In FY23, the Talent Acquisition, Management, and Development Line of Business filled 644 full-time non-uniformed positions, an all-time high since FY10.
- In FY23, the Talent Acquisition, Management, and Development Line of Business proposed and implemented policy revisions to streamline drug testing and physical examination processes and established Veteran's Preference for scored and non-scored selection processes.
- In FY23, the Talent Acquisition, Management, and Development Line of Business partnered with MetroTech to create a new Computer Fundamentals course; developed and delivered new training on The Hiring Process; partnered with the City Office of Inclusion & Diversity to launch The American Dream Experience training and Impact Through Inclusion Leadership Program; developed and offered three new blended

learning courses (Managing Your Time So It Doesn't Manage You, Navigating Challenging Situations, and Digital Etiquette), and trained 2,069 participants with 94 percent participant satisfaction.

Total Rewards Line of Business

- In FY24, the Total Rewards Line of Business successfully implemented One OKC Cloud.
- In FY23, the Total Rewards Line of Business implemented changes to New Employee Orientation which included adding new Day 1 sessions to allow employees to start up to three days per week and revising the Day 2 programming to enhance the new employee experience and expectations of employment with the City of Oklahoma City.
- In FY23, the Total Rewards Line of Business issued four Request for Proposals (RFP) which included two medical RFPs issued for HMO, PPO, EPO, and MAPD plans, one RFP issued for the Employee Assistance program, and one RFP issued for the Group Life program.
- In FY24, the Total Rewards Line of Business selected a new self-funded Extended Provider Organization (EPO) plan as a direct replacement of the HMO plan for calendar year 2024.
- In FY24, the Total Rewards Line of Business negotiated PPO/EPO insurance renewals at 0% change for calendar year 2024, outperforming book of business for all plans.
- In FY24, the Total Rewards Line of Business negotiated a 50% reduction in premiums for the City's Medicare Advantage Plan for calendar year 2024.
- In FY24, the Total Rewards Line of Business finalized the Classification and Compensation Study with recommendations expected to be implemented prior to FY24 end.
- In FY23, the Total Rewards Line of Business successfully transitioned Job Description development and review functions from Talent Acquisition, Management, and Development Line of Business.

Lines of Business and Programs

Department Organization

Administrative Line of Business

- Executive Leadership Program

Employee and Labor Relations Line of Business

- Employee and Labor Relations Program
- Employment Policies Administration Program

Occupational Health Line of Business

- Occupational Health Program

Talent Acquisition, Management, and Development Line of Business

- Branding and Communications Program
- Human Resources Information Systems Program
- Talent Acquisition Program
- Talent Development Program
- Talent Management Program

Total Rewards Line of Business

- Classification and Compensation Program
- Employee Medical Center Program
- Health and Wellness Benefits Program
- Retirement Savings Program

Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership, support, and information to the department so it can achieve its strategic and operational results.

Programs and Key Measures

Executive Leadership Program

 % of key measures and strategic results achieved

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide planning, management, administrative, and reporting services to department employees and City leaders so they can achieve strategic goals and key results.


Program Manager: Aimee Maddera

Program Budget: \$893,635 (FY24)

Program Services:

- | | |
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| <ul style="list-style-type: none"> ▪ Agenda Items / Packets ▪ Audit Responses ▪ Budget Proposals ▪ Continuity of Operations Plan ▪ Contract Compliance Reviews ▪ Contracts, Leases, and Agreements ▪ Executive Reports <ul style="list-style-type: none"> – Ad Hoc Reports – City Manager Reports – Performance Reports – Special Project Reports ▪ FMLA Authorizations ▪ Grant Applications | <ul style="list-style-type: none"> ▪ Grant Status Reports ▪ Grievance Resolutions ▪ Internal Investigation Reports ▪ Legislative Recommendations ▪ Master/Strategic Business Plans ▪ Needs Analyses ▪ Personnel Transactions ▪ Policies and Procedures ▪ Presentations ▪ Project and Financial Impact Analyses ▪ Resident Responses ▪ Tuition Reimbursements ▪ Union Negotiations and Recommendations |
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Family of Measures

Results	 % of key measures and strategic results achieved
	% of performance evaluations completed by the review date

Employee and Labor Relations Line of Business

The purpose of the Employee and Labor Relations Line of Business is to provide guidance and coaching services to employees at all levels of the organization so they can effectively conduct business in a fair and consistent manner within the scope of established City policies and contractual obligations to promote a positive employee experience.

Programs and Key Measures

Employee and Labor Relations Program

🔑 Retention Rate

🔑 % change in the annual Employee Engagement Survey results

Employment Policies Administration Program

🔑 Average # of days to complete HR investigation of all employment-related policy violation complaints made by employees

Employee and Labor Relations Program

The Purpose of the Employee and Labor Relations Program is to provide employment policies administration, collective bargaining agreements administration, partnership activities, and other human resources services to City departments so they can maintain effective, productive, and positive employee working relationships.

Program Manager: Angela Payne-Parks

Program Budget: \$531,524 (FY24)

Program Services:

- ADA Reasonable Accommodation Request Management
- Discipline Process Management
- Employee Engagement Action Plans
- Employee/Management Consultations and Coaching
- Employee/Management Development Trainings
- Field Office Hours
- Grievance Process Management
- Investigation Complaint Process Management
- Random Drug/Alcohol Testing Management
- Retention Workshops and Activities
- Unemployment Claims Process Management
- Union Consultations

Family of Measures

Results	🔑 Retention Rate
	🔑 % change in the annual Employee Engagement Survey results
	% of grievances denied at concluding step
Output	# of employee engagement events
	# of leadership development activities

Employment Policies Administration Program

The purpose of the Employment Policies Administration Program is to administer employment policies and procedures for the City so it can conduct business in a fair and consistent manner maintaining effective, productive, and positive work culture and working relationships.

Program Manager: Angela Payne-Parks

Program Budget: \$456,851 (FY24)

Program Services:

- Complaint Investigations
- Compliance Reviews/Investigations
- Departmental Policy Reviews
- Employment Policies
- Human Resources Bulletins
- Policy Interpretations/Consultations
- Regulatory Compliance Services
- Training Sessions

Family of Measures



Results	 Average # of days to complete HR investigation of all employment-related policy violation complaints made by employees
Outputs	# of policy compliance investigation reports provided # of locations within City facilities with current employment policies and employment labor law information
Demands	# of Equal Employment Opportunity (EEO) related policies violations complaints received # of Equal Employment Opportunity (EEO) non-related policies violations complaints received

Occupational Health Line of Business

The purpose of the Occupational Health Line of Business is to provide post job-offer and incumbent medical evaluations to City departments, state, and other local agencies so they can employ and maintain a safe and healthy workforce.

Programs and Key Measures

Occupational Health Program

-  % of employment candidate (non-uniform) referrals who are examined within 2 business days of the exam request date
-  % of occupational health and regulatory medical needs identified annually by City departments that result in a schedule of evaluations

Occupational Health Program

The purpose of the Occupational Health Program is to provide post job-offer and incumbent medical evaluations for City departments, state, and other local agencies so they can employ and maintain a safe and healthy workforce.

Program Manager: Jason Tiede

Program Budget: \$520,649 (FY24)

Program Services:

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|---|--|
| ▪ Alternate Placement Consultations | ▪ Occupational Risk Assessments |
| ▪ Blood Lead Level Exams | ▪ Part-time Employment Health Screenings |
| ▪ Drug/Alcohol Screens | ▪ Physical Examinations |
| ▪ Fire/Police Recruit Exams | ▪ Police/Fire Wellness Exams |
| ▪ Hazmat/Bomb Squad Exams | ▪ Regulatory Compliance Services |
| ▪ Health and Safety Job Analyses | ▪ Respirator and Hearing Exams |
| ▪ Medical Consultations | ▪ Return to Work Evaluations |
| ▪ Medical Record Responses | ▪ TB Skin Tests |
| ▪ Medical Records | ▪ Vaccinations |
| ▪ Non-Uniformed Employee Post-Job Offer Exams | ▪ Wellness Programs |

Family of Measures



Results	🔑 % of employment candidate (non-uniform) referrals who are examined within 2 business days of the exam request date
	🔑 % of occupational health and regulatory medical needs identified annually by City departments that result in scheduled evaluations
Outputs	# of physical examinations provided
	# of medical consultations provided

Talent Acquisition, Management, and Development Line of Business


The purpose of the Talent Acquisition, Management, and Development Line of Business is to provide talent acquisition and management, learning and development, and human resources data analytics and information systems services to City Departments so they can recruit, hire, and retain a diverse, inclusive, and high-performing workforce.

Programs and Key Measures





Branding and Communications Program

-  % of customers surveyed who are satisfied with the quality and timeliness of information provided about human resources activities, programs, and services
-  % of employees responding to the Employee Engagement Survey who indicate: I am well informed about what is going on in my organization



Human Resources Information Systems Program

-  % of customers surveyed that are satisfied with the quality and timeliness of human resources-related information provided by Human Resources Information Systems (HRIS)

Talent Acquisition Program

-  % of time to fill from date Job Requisition is submitted to date selected applicant accepts the conditional offer of employment is within 30 workdays
-  % of time to hire from date Job Requisition is submitted to date selected applicant begins employment is within 50 workdays
-  % of new full-time City employees will remain employed with the City past their probationary periods
-  % of customers surveyed that are satisfied with the quality and timeliness of talent acquisition services provided

Talent Development Program

-  Amount of E-Learning Total Benefit
-  % of participants surveyed that are satisfied with training and development courses



Talent Management Program

- 🔑 % of employees responding to the Employee Engagement Survey who indicate:
There is someone at work who encourages my development
- 🔑 % of employees responding to the Employee Engagement Survey who indicate: My
supervisor gives continuous feedback to help me improve my performance
- 🔑 % of employees responding to the Employee Engagement Survey who indicate: This
last year, I have had opportunities at work to learn and grow

Branding and Communications Program

The purpose of the Branding and Communications Program is to develop and implement a brand strategy and collaborate in the development and promotion of Human Resources activities, programs, and services to position the City of Oklahoma City as an employer of choice so the organization will be able to effectively recruit, engage, and retain employees.

Program Manager: Maria Chaverri

Program Budget: New Budget in FY25

Program Services:

- Bilingual, Biliterate, and Multicultural Support Activities
- Multi-channel Branding, Advertising, and Marketing Campaigns
- Web Pages, Websites, and Social Media Sites Maintenance
- Written Communications

Family of Measures

Results	🔑 % of customers surveyed who are satisfied with the quality and timeliness of information provided about Human Resources activities, programs, and services
	🔑 % of employees responding to the Employee Engagement Survey who indicate: I am well informed about what is going on in my organization
Outputs	# of graphics projects completed

Human Resources Information Systems Program

The purpose of the Human Resources Information Systems Program is to provide human resources records management, systems administration, data analytics, and reporting services to City departments so they can have accurate and timely information needed to make employment-related decisions.

Program Manager: Bart Schott

Program Budget: \$546,321 (FY24)

Program Services:

- Data Analytics, Reporting, and Information Request Services
- Employee ID Badge Administration
- Employee Records
- HR System Implementation, Training, and Administration
- HRIS Consultations
- I-9 Form Compliance/Verifications
- Job Record Updates
- Oracle, Kronos, and SharePoint Systems
- Regulatory Compliance Services

Family of Measures

Results	🔑 % of customers surveyed that are satisfied with the quality and timeliness of human resources-related information provided by Human Resources Information Systems (HRIS)
Outputs	# of employment transactions completed

Talent Acquisition Program

The purpose of the Talent Acquisition Program is to provide recruitment and employment services to applicants, employees, and City departments so that a diverse, inclusive, and high-performing workforce can be hired and retained.

Program Manager: Debbie Boyer

Program Budget: \$1,088,826 (FY24)

Program Services:

- Alternate Placements
- Application Screenings
- Consulting Services
- Eligibility/Referral Lists
- Employment Screenings
- Entrance Salary Reviews
- Equal Employment Opportunity Plan
- Recruitment Events
- Reduction-in-Force Services
- Regulatory Compliance Services
- Selection Process Administration
- Staffing Analyses
- Training Sessions
- Vacancy Announcements

Family of Measures

Results	🔑 % of time to fill from date Job Requisition is submitted to date selected applicant accepts the conditional offer of employment is within 30 workdays
	🔑 % of time to hire from date Job Requisition is submitted to date selected applicant begins employment is within 50 workdays
	🔑 % of new full-time City employees will remain employed with the City past their probationary periods
	🔑 % of customers surveyed that are satisfied with the quality and timeliness of talent acquisition services provided
Outputs	# of full-time, non-uniformed positions filled
	# of decentralized interview processes prepared/reviewed
	# of applications processed
	# of selection procedures conducted

Talent Development Program

The purpose of the Talent Development Program is to provide quality learning and development opportunities to City employees so they can be high performing in their current positions and prepared for future advancement.

Program Manager: Maria Chaverri

Program Budget: \$329,179 (FY24)

Program Services:

- E-Learning Course Management
- Learning Management System Administration
- Learning Partner Course and Curriculum Development
- Training Needs Assessments
- Training Records and Reports

Family of Measures

Results	🔑 Amount of E-Learning Total Benefit
	🔑 % of participants surveyed that are satisfied with training and development courses
Outputs	# of training needs assessments conducted
	# of facilitated training sessions delivered
	# of facilitated training participants

Talent Management Program

The purpose of the Talent Management Program is to assess potential, performance, and readiness of employees, provide development opportunities, and plan for career growth so the organization will have a sustainable, high-performing, and engaged workforce.

Program Manager: Debbie Boyer

Program Budget: New Budget in FY25

Program Services:

- Calibration of Performance Ratings
- Competency Development Programs
- Performance Management System Administration
- Performance Management Training Sessions
- Skills to Jobs and Talent Profiles Matches
- Succession Planning
- Talent Reviews

Family of Measures


Results	🔑 % of employees responding to the Employee Engagement Survey who indicate: There is someone at work who encourages my development
	🔑 % of employees responding to the Employee Engagement Survey who indicate: My supervisor gives continuous feedback to help me improve my performance
	🔑 % of employees responding to the Employee Engagement Survey who indicate: This last year, I have had opportunities at work to learn and grow
Outputs	# of performance evaluations reviewed during calibration sessions
	# of talent reviews conducted
	# of performance management training sessions offered
	# of participants trained

Total Rewards Line of Business


The purpose of the Total Rewards Line of Business is to provide health and wellness-related services and classification and compensation plans to employees so that they can have equitable and competitive pay and benefits.

Programs and Key Measures



Classification and Compensation Program

-  % of classification and compensation reviews completed within 60 days of receipt of all required information
-  % of customers surveyed that are satisfied with the quality and timeliness of classification and compensation services provided



Employee Medical Center Program

-  % of available provider hours utilized at the employee medical center as reported by the provider

Health and Wellness Benefits Program

-  % change in the annual medical premium costs for active employee plan members as compared to the City providers' average medical premium change for Oklahoma clients
-  % of active employees surveyed that are satisfied with the service levels and coverage of their benefits

Retirement Savings Program

-  % of eligible employees participating in the 457 Deferred Compensation Plan
-  # of savings plan/investment education sessions provided

Classification and Compensation Program

The purpose of the Classification and Compensation Program is to provide job analysis and salary administration services to City departments so they can have accurate job classifications and descriptions and organizational and pay structure for recruiting and retaining a diverse, inclusive, and high-performing workforce.

Program Manager: Veronica Blakely

Program Budget: \$206,637 (FY24)

Program Services:

- Classification and Compensation Administration
- Equity Reviews
- FLSA Reviews and Recommendations
- Job Description Analysis
- Organizational/Budget Change Recommendations
- Pay Plans
- Regulatory Compliance Services
- Salary Survey Reporting
- Total Compensation Analyses

Family of Measures

Results	🔑 % of classification and compensation reviews completed within 60 days of receipt of all required information
	🔑 % of customers surveyed that are satisfied with the quality and timeliness of classification and compensation services provided
Demands	# of classification and compensation reviews received
	# of requests to create or modify job descriptions

Employee Medical Center Program

The purpose of the Employee Medical Center Program is to reduce health plan costs and to provide quality health and wellness services to eligible employees, eligible retirees, and their eligible dependents so they can experience overall improved health.


Program Manager: Jason Long

Program Budget: Costs are in Oklahoma City Municipal Facilities Authority (OCMFA) budget

Program Services:

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ Chronic Condition Management Services ▪ Employee Health Education Services ▪ Immunization Services ▪ Limited Laboratory Services ▪ Marketing and Outreach Communication Services and Mobile App ▪ Medical Center Utilization and Satisfaction Reports | <ul style="list-style-type: none"> ▪ Personal Health Assessments ▪ Pharmacy Services ▪ Preventative Care Services ▪ Primary Healthcare Services ▪ Public Safety Pre-employment Screenings ▪ Wellness Services |
|--|---|

Family of Measures

Results	<p> % of available provider hours utilized at the employee medical center as reported by the provider.</p> <p>% of eligible participants utilizing the medical center as reported by the employee medical center provider.</p> <p>% of members surveyed that are satisfied with the Employee Medical Center Program service levels and coverage</p>
Outputs	<p># of eligible participants utilizing the medical center</p> <p># of prescription fills</p>
Efficiencies	Average cost per encounter at the Employee Medical Center

Health and Wellness Benefits Program

The purpose of the Health and Wellness Benefits Program is to provide insurance and benefit-related services to employees and retirees so they can have access to comprehensive health and wellness services.

Program Manager: Jeanna Jordan

Program Budget: \$619,559 (FY24)

Program Services:

- Account Reconciliation Reports
- Benefit Consultations
- Benefit Eligibility Reports
- Benefit Program Administration
- Benefit Statements
- Claims Payments
- Educational Services
- Federal and State Regulatory Compliance Services
- Health & Wellness Resource Guides
- Joint Insurance Committee Reports
- Legal Notices
- Medical/Dependent Care Flexible Spending Accounts
- New Employee Orientation Sessions
- Open Enrollment Services
- Retiree Benefit Administration and Billing
- Wellness Services

Family of Measures

Results	🔑 % change in the annual medical premium costs for active employee plan members as compared to the City providers' average medical premium change for Oklahoma clients
	🔑 % of active employees surveyed that are satisfied with the service levels and coverage of their benefits
	% of Other Post-Employment Benefits (OPEB) liability funded
Outputs	# of City and Trust participants enrolled in a medical insurance plan
Demands	# of consultations requests received

Retirement Savings Program

The purpose of the Retirement Savings Program is to provide retirement planning and investment education services to active and retired City employees so they can plan for their financial future beyond employment.

Program Manager:	Regina Story
Program Budget:	\$9,221 (FY24)
Program Services:	
<ul style="list-style-type: none"> 401A Money Purchase Plans 457 Tax Deferred Savings Plans Account Disbursements Account Reconciliation Reports Contribution Verifications Employee Account Statements Investment Change Notifications 	<ul style="list-style-type: none"> Investment Compliance Recommendations Legal Notices Money Purchase Benefit Records Plan Summary Documents Savings Plans & Investment Education Sessions

Family of Measures	
Results	🔑 % of eligible employees participating in the 457 Deferred Compensation Plan
	% of Employee Retirement System (ERS) liability funded
Outputs	🔑 # of savings plan/investment education sessions provided