

PROGRAM DESCRIPTION

Department: Social Services

Program Name: Office of Director

Program is found in the following core budget(s): Human Resource Center (HRC)

HB Section(s): 11.015

1a. What strategic priority does this program address?

Effective human resource management oversight

1b. What does this program do?

The Human Resource Center (HRC) plans, develops, and implements statewide human resource programs; providing leadership, direction, and coordination of related services and support to all divisions. Human resource staff assigned to the Family Support Division, Children's Division, and Division of Youth Services are included in that division's budget request. For efficient and effective human resource management department-wide, these staff are provided management and oversight by HRC. The service and support functions provided by the HRC are necessary to maintain a qualified and productive workforce, and to ensure compliance with applicable state and federal law. HRC's mission is to serve the divisions in a timely and responsible manner through training, guidance, and assistance, thus contributing to the retention and continuing development of a productive and harmonious workforce. HRC provides training, interpretive and technical assistance to staff ensuring personnel decisions are made and actions are taken within relevant guidelines including state personnel rules and regulations, state and federal employment laws, state and federal civil rights laws, and administrative policies and procedures in order to assist the divisions in meeting their programmatic goals.

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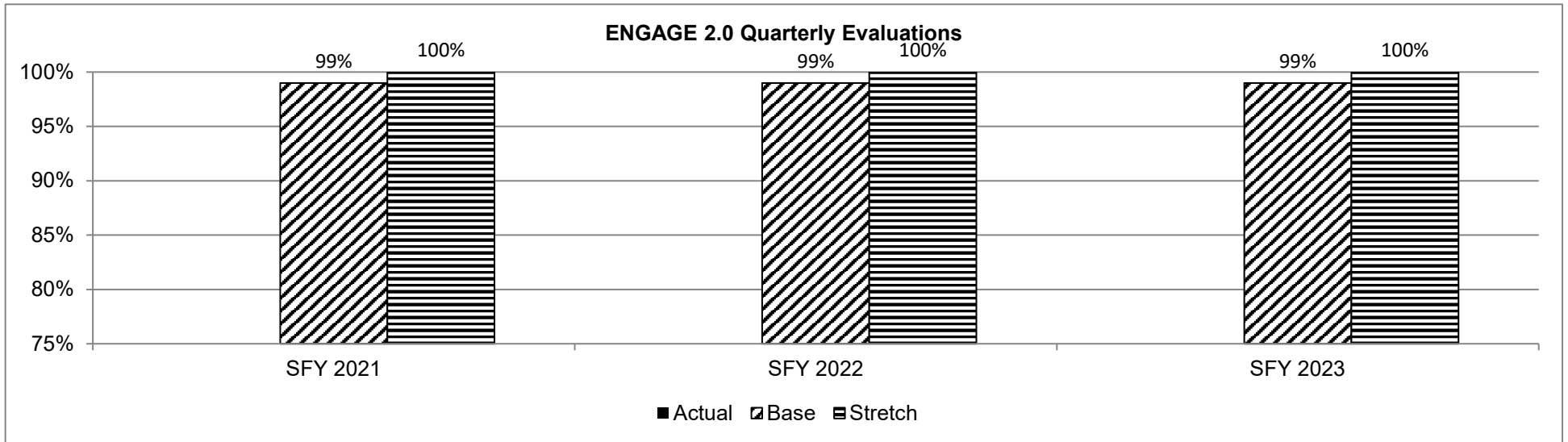
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2a. Provide an activity measure(s) for the program.



ENGAGE 2.0 quarterly evaluations began in March 2020 so data is not available for prior years.

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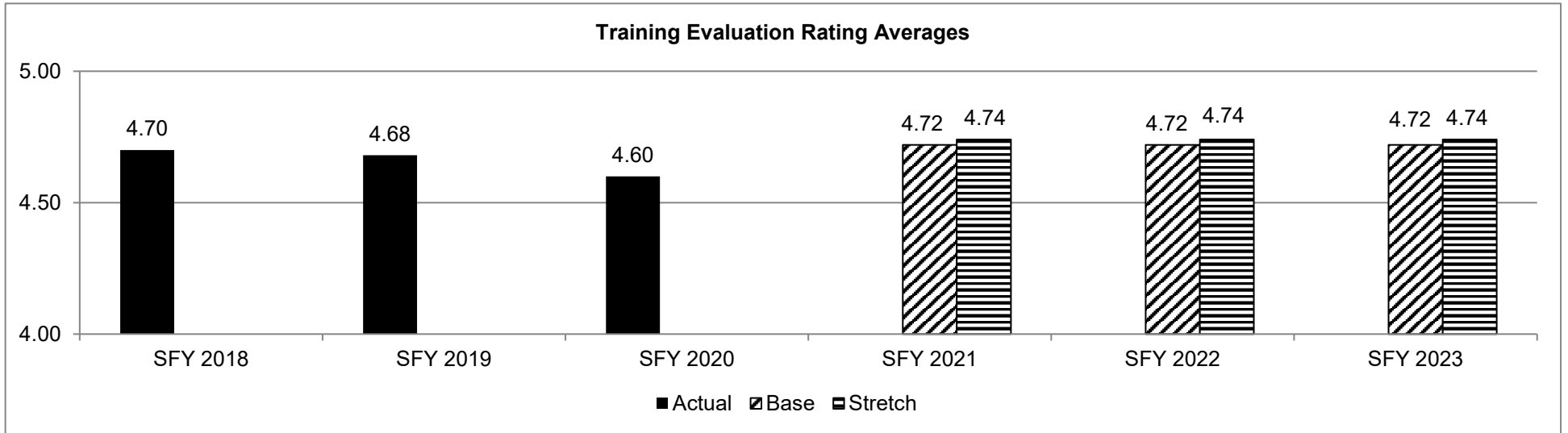
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2b. Provide a measure(s) of the program's quality.



Participants completing courses conducted by the Human Resource Center rate the training content and instructor on a 1-5 scale (strongly disagree to strongly agree).

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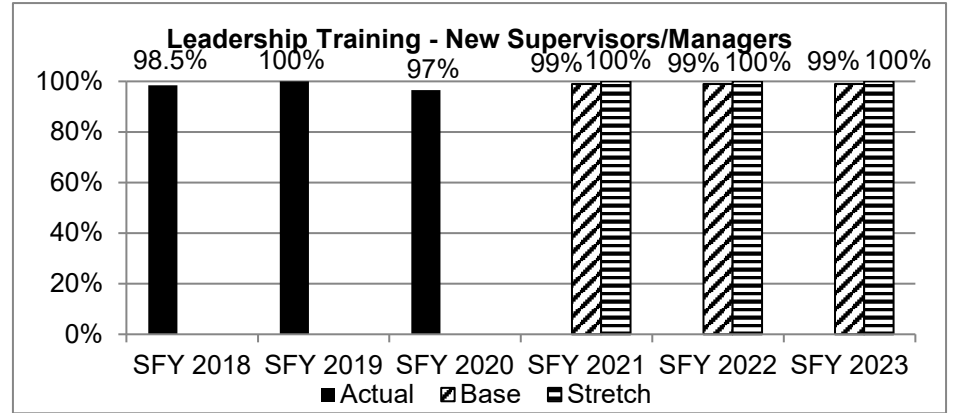
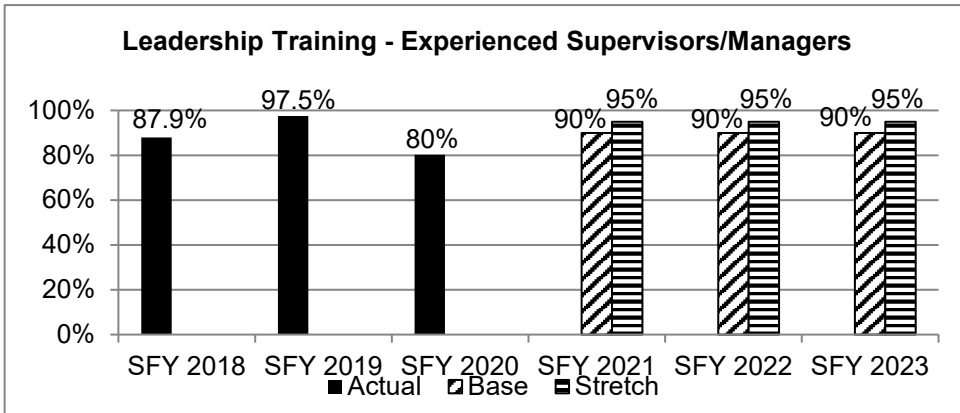
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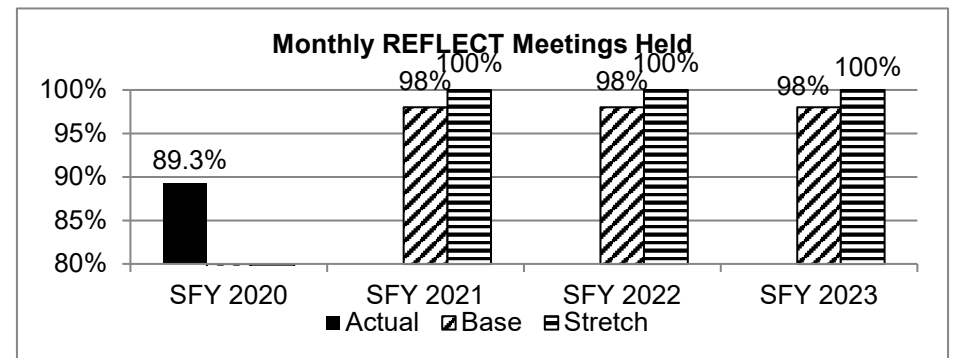
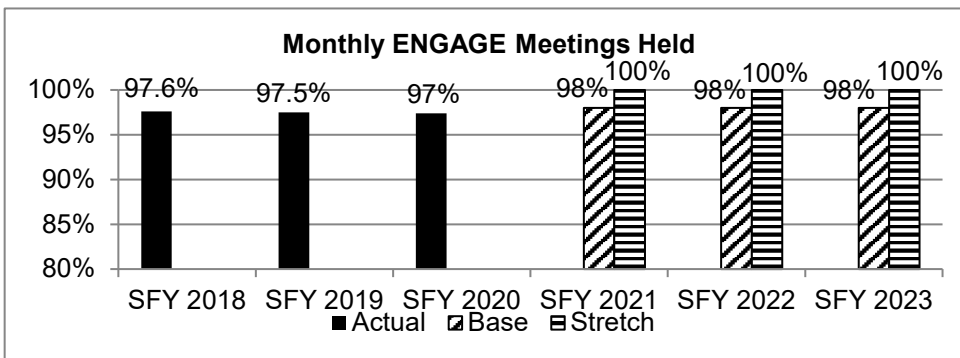
2c. Provide a measure(s) of the program's impact.



Experienced supervisors/managers are required to complete 52 hours of leadership training beginning in FY2021. In prior years, 16 hours were required. Remote work due to COVID-19 impacted our ability to complete training.

New supervisors must complete assigned curriculum in compliance with the Leadership Development Rule within six months of hire/promotion. In prior years, supervisors were given one year to complete. Remote work due to COVID-19 impacted our ability to complete training.

2d. Provide a measure(s) of the program's efficiency.



ENGAGE, the State of Missouri's professional development approach, was implemented in January 2018.

REFLECT meetings began in January 2019.

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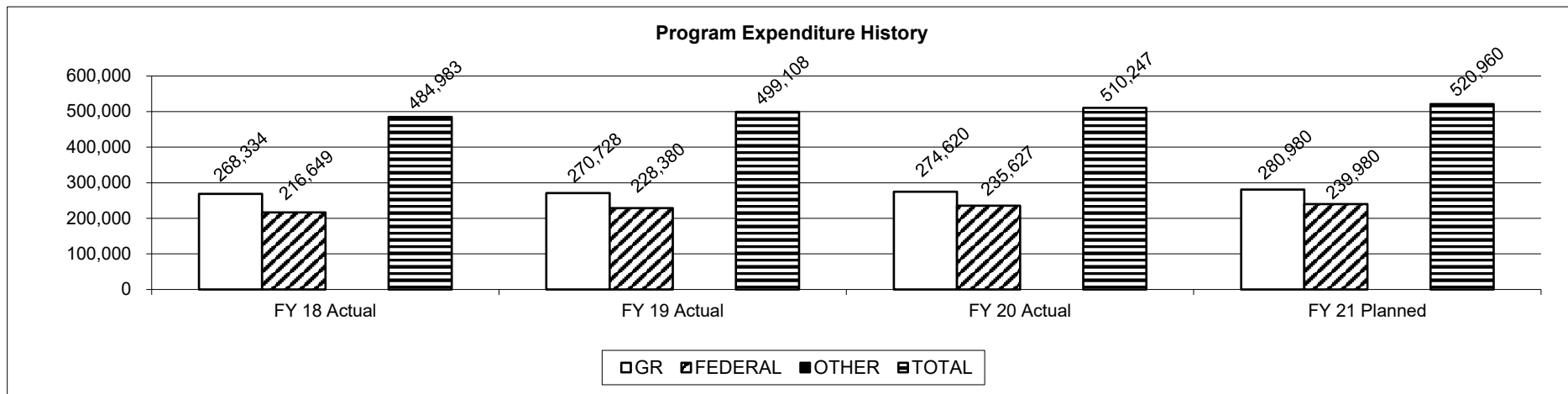
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



Planned FY 2021 expenditures are net of reserves and reverted.

4. What are the sources of the "Other " funds?

N/A

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

State Statute: Section 660.010, RSMo.

6. Are there federal matching requirements? If yes, please explain.

Expenditures are allocated in accordance with the methodology outlined in the department's cost allocation plan and charged to corresponding grants or used as maintenance of effort as appropriate.

7. Is this a federally mandated program? If yes, please explain.

N/A