

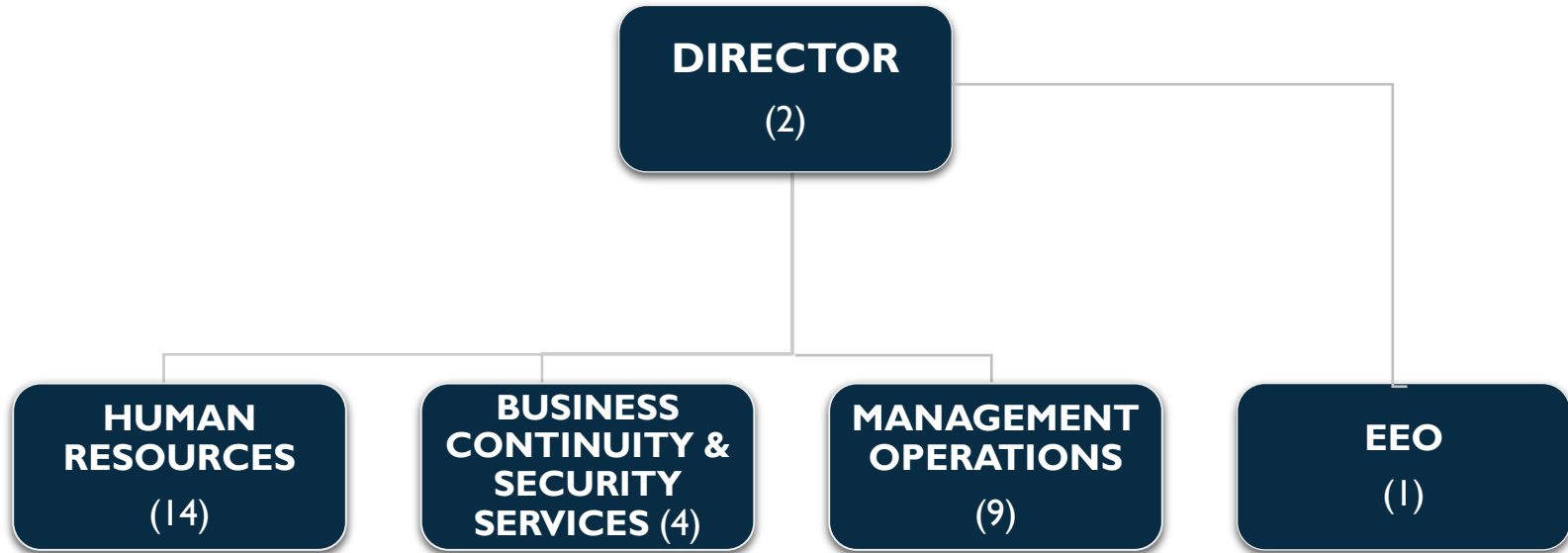
Office of Resource Management (ORM) Update

Presented By
Gisile Goethe
Director, ORM
February 27, 2024

Agenda

Topic	Slide
Organizational Structure	3
What We Do - ORM Functional Statement	4
Office Accomplishments 2023	5
Human Capital Update	6

Organizational Structure



Authorized Staff: 30

- FTE: 29
- Vacancies: 1

What We Do

ORM serves as a strategic partner with leadership to develop and deliver programs designed to support the Agency mission and its employees



Human Capital

- Organizational Structure and Classification, Hiring and Personnel Management, Training and Development, Performance Management, Employee Relations, Reasonable Accommodation, Compensation and Benefits

Business Continuity and Security Services

- Business Continuity Plans and Operations, Personnel Security, Insider Threat Program, Physical Security, PIV, and Drug-Free Workplace

Management Support Operations

- Records and Information Management, Controlled Unclassified Information (CUI), Facilities and Space Management, Travel Policy and Operations, Travel Purchase Card program, Time and Attendance, Supply and Mail Operations, Transit Benefits, Office-level budget

Equal Opportunity, Diversity and Inclusion

- EEO Compliance Reporting, EEO Complaints, DEIA, Special Emphasis programs

ORM 2023 Accomplishments

Human Resources

- Implemented POMP related reorganizations for OCFO, OTS, and OPS/OCE
- Implemented integrated workforce planning tool and learning management tool (OASIS)
- Implemented Work-Life policy enhancements (i.e., Hours of Work, fitness membership reimbursement)

Management Operations

- Close-out of lease and return of 7th & 8th floors at 77K Street
- Records Management assistance in office-level set-up of electronic file structures in SharePoint
- Collaboration with OTS to implement additional tools and features to assist with CUI identification and labeling of Agency information
- Successful internal audit of new E2 Travel system, Agency Travel, and Travel Credit Card Management programs

Business Continuity and Security Services

- Initiated 296 background investigations and adjudicated 334 investigations
- Successful transition from e-Qip to DCSA's eApp for all background investigations
- Successful internal audit of Insider Threat Program (InTP)

Human Capital Programs Update

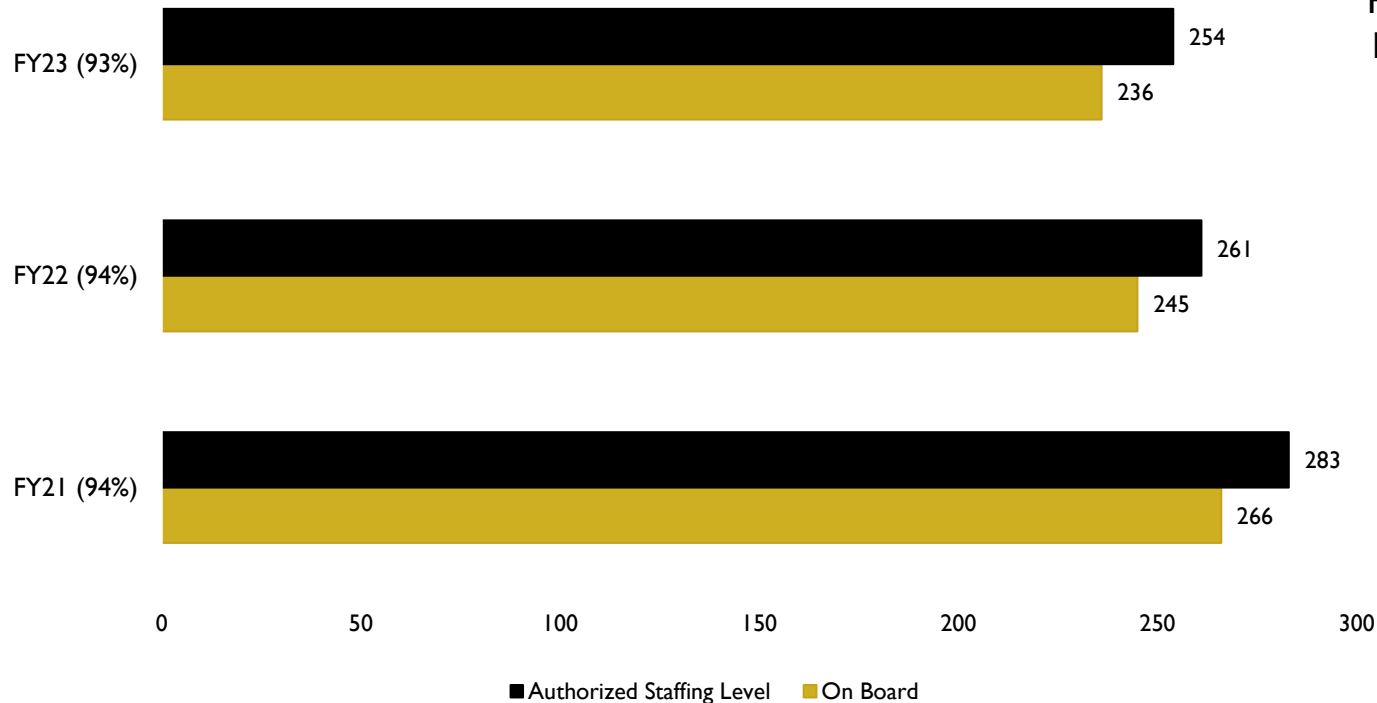
Human Resources – Hiring Progress

Attrition Rates:

FY23: **17.8%**

FY22: **18.4%**

FY21: **12.8%**



Talent Management – Human Capital Framework Focus Areas



Workforce Planning

Completed agencywide competency assessment

Held personnel impact assessment meetings

Coordinated three office reorganizations – OTS, OPE, and OCFO



Recruitment & Outreach

Updated the FRTIB Careers page

Implemented USA Jobs Branded Page

Automated the onboarding and offboarding processes



Employee Development

Administered the Mentor, Academic Degree, and Employee Coaching programs

Held soft skill workshops on customer service, organizational savvy, and managing up communication

Talent Management – Human Capital Framework Focus Areas



Leadership Development

Administered the Leadership Development, Executive Development, and Executive Coaching programs

Held quarterly supervisory all hands meetings and hosted a new supervisor training



Retention

Conducted and gathered information from exit and stay interviews

Utilized retention incentives



Knowledge Management

Developed a Knowledge Management Tool for supervisors

Hosted a HR Program Highlight Series to provide a refresher on a wide variety of HR topics, programs and P&Ps

Performance Culture – Human Capital Framework Focus Areas

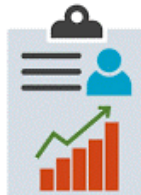


Work-Life

Hosted an Employee Benefits Week and “Ask the Expert” series

Provided one-on-one retirement counseling sessions and offered Annual Retirement Planning Courses

Rolled out the Fitness Membership Reimbursement program



Performance Management

Created performance management resources for employees

Enhanced the performance management policy and procedures

Held Honorary Awards to recognize exceptional performance



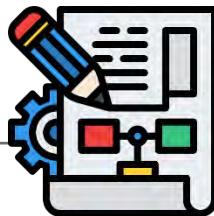
Diversity & Inclusion

Integrated DEIA elements into the performance management system

Strengthened recruitment partnerships to enhance access to underrepresented groups

Enhanced job announcement templates to reflect FRTIB's commitment to DEIA

Strategic Alignment and Evaluation – Human Capital Framework



Strategic Alignment & Evaluation

Developed the FY23 Human Capital Operations Plan (HCOP)

Tracked progress of HCOP initiatives

Administered hiring satisfaction surveys

Conducted a Human Capital Accountability self-audit

Partnered with OPM to conduct annual staffing and recruitment audit

Questions?