



2020 Highlights

Mission

To lead enterprise human capital management for the optimal customer experience.

Vision

For the State of Tennessee to be the best place to work in the Southeast.

Values

Customer Focus
Integrity & Trust
Data Informed Decision Making
Continuous Improvement

BEST PLACES **TO** WORK 2020



In August 2020, Forbes released the second annual America’s Best Employers by state report, ranking the State of Tennessee No. 10 out of 75 Tennessee employers having 500 or more employees. To determine the list, Forbes enlisted American workers to rate their employers on a variety of criteria, including safety of work environment, competitiveness of compensation, opportunities for advancement, openness to telecommuting, and if they would recommend their employer to others.

The Impact of COVID-19

COVID-19 has had a significant impact on the way state employees serve customers and perform work. DOHR played a key role in facilitating agile, creative responses to meet the needs of agencies and employees to respond to the pandemic.



Expansion of Work from Home

To support COVID-19 safeguarding measures and continuity of operations, DOHR supported the expansion of work from home from less than 22% to up to 57% of the total state workforce in May.

- Relaxed policy to allow children and dependents to be present while working from home, as long as there is no impact to business operations
- Streamlined and expedited training requirements
- Identified “virtually enabled” and “site critical” employees

Office Safeguarding

Up to 43% of the state workforce was site critical, serving on the frontline to provide essential services to Tennesseans throughout the duration of the pandemic. DOHR served on the Governor’s Taskforce Reimagine to relay important safeguarding measures to prioritize safety at state offices and worksites.



DOHR Gone Virtual

DOHR transitioned 100% of the department’s 140 full-time employees to a work from home setting. Thus, key HR services transitioned to a virtual platform, including: employee mediations, records management & records requests, Step III Employee Appeals, career fairs, interviews and internships. We implemented electronic documents & signatures to complete HR transactions, and, within months, we made all enterprise leadership academies and mandatory learning available online.

To support the statewide HR community, DOHR held a virtual COVID-19 weekly meeting to share important updates and agency best practices.

Initially the transition to virtual work was made to support COVID-19 safeguarding measures and continuity of operations. However, work from home has been successful, while delivering many cost savings benefits to our agency and employees. Today, we foresee leveraging virtual work in both our agency and state government going forward.

Mission Critical Hiring Focus

Beginning in April 2020, DOHR implemented a hiring focus on mission-critical positions to support the continuity of essential state services during the pandemic. The policy also delivered important cost savings as resources were directed to the most critical areas to combat COVID-19.

Month	Positions Filled
April	368
May	301
June	293
July	188
August	245
September	254
October	268
November	259
December	384

COVID-19 Contact Tracing Support

To support the need for expanded COVID-19 contact tracing, DOHR partnered with Department of Health to recruit and temporarily assign more than 250 state employees from 17 different state agencies to provide COVID-19 contact tracing support. We also amended Alternative Workplace Solutions (AWS) policies and training to facilitate the rapid transition of employees to a work from home setting, where possible. Overall, we have worked to support customers, including agency leadership and state employees, as we face and overcome the challenges of COVID-19.

- State employees volunteered from 17 different state agencies and logged a total of 8,025 hours of COVID-19 contact tracing support.



2020 Key Accomplishments



A new career portal www.TN.gov/Careers launched to provide candidates a cutting-edge, customer-focused applicant experience.



Career fairs transitioned to a virtual setting where DOHR recruiters engaged candidates over online conferencing platforms to promote and fill 2,758 mission critical roles.



Launched a new, automated online Family and Medical Leave Act (FMLA) module to systematically manage the program across the state enterprise



Launched the LinkedIn Learning platform to provide employees with access to more than 16,000 courses and insights-driven online learning and development content.



Launched a new, online State of TN Employee Discount Program discount through Perk Spot, which provided more than \$200K in realized savings for employees



Through the Tennessee Employees Charitable Campaign, state employees have donated \$1,537,490 to charities across the state since 2014, impacting more than 1,300 different organizations working to improve the lives of citizens.