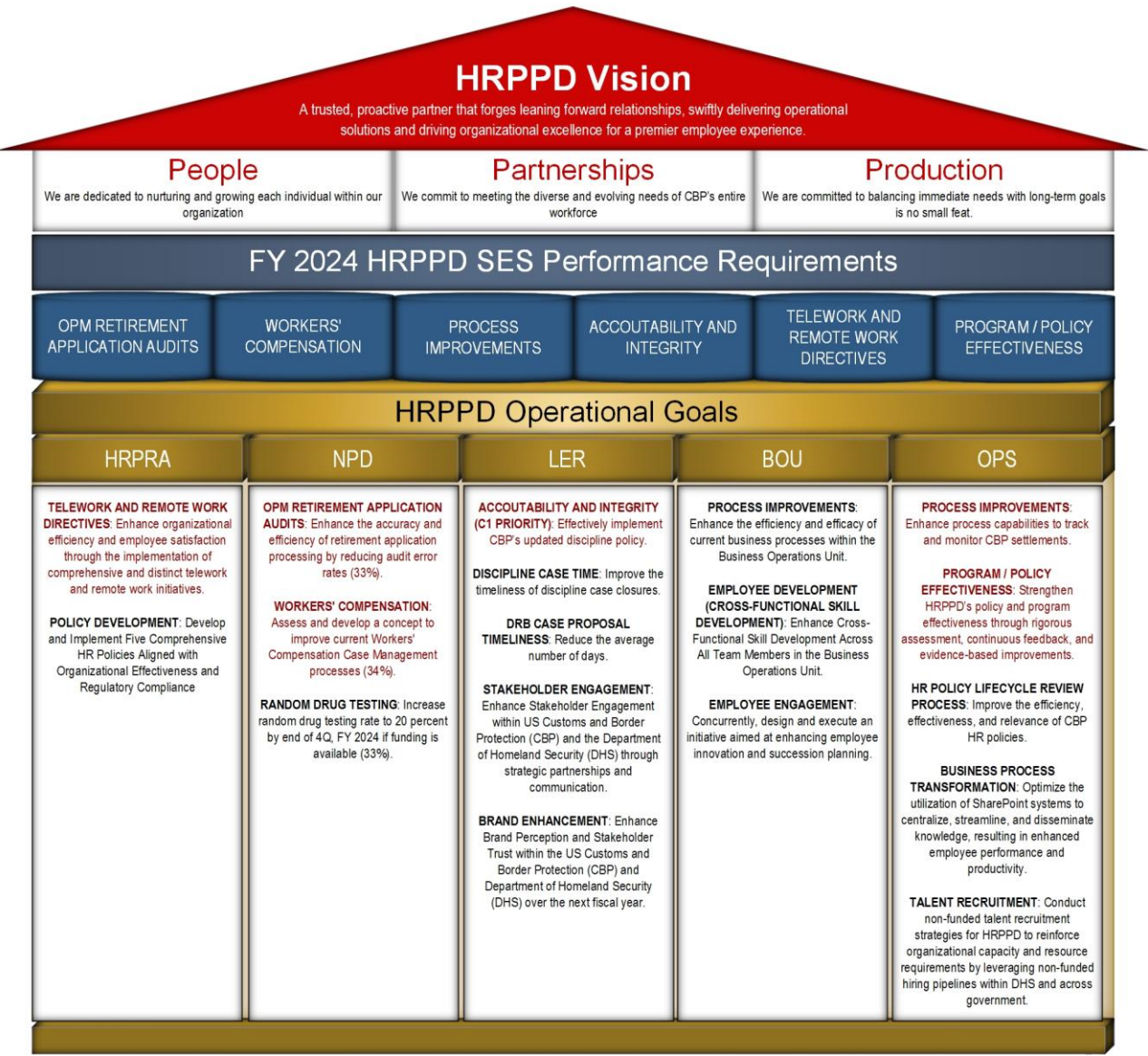


HR Policy and Programs Directorate | Office of Human Resources Management

FY 2024 Performance Goals

HRPPD Performance Operations Roadmap

CBP's Workforce Is Our First Priority



■ **HRPPD Vision:** Leaning Forward to Swift Excellence

■ **North Stars:** The pillars of our success are grounded in our People...Partnerships...and Production.

■ **HRPPD Executive Requirements:** Capabilities-based portfolio to execute and monitor programs and activities.

■ **HRPPD Operational Map:** Mission specific workflows, functions, and tasks to deliver strategic objectives and goals.



Human Resources Policy and Regulatory Affairs Division (HRPRA)

Goal	Required Action	North Star	HRPPD SES Performance Requirements			HRM Goal/Objective			Enterprise Services Goal/Objective			C1 Priority	LOB 4
			1	2	3								
TELEWORK AND REMOTE WORK DIRECTIVES	Enhance organizational efficiency and employee satisfaction through the implementation of comprehensive and distinct telework and remote work initiatives.	Production			X	Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: HR Policy Delivery and Transparency			Goal 3: RESULTS – Deliver at the “Speed of Operations” Objective 3.3–Transform Solution Design and Delivery				
POLICY DEVELOPMENT	Develop and Implement Five Comprehensive HR Policies Aligned with Organizational Effectiveness and Regulatory Compliance.	Production				Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: HR Policy Delivery and Transparency			Goal 3: RESULTS – Deliver at the “Speed of Operations” Objective 3.3–Transform Solution Design and Delivery				



National Programs Division (NPD)

Goal	Required Action	Status	HRPPD SES Performance Requirements			HRM Objective/Activity			Enterprise Services			C1 Priority	LOB 4
			1	2	3								
OPM RETIREMENT APPLICATION AUDITS	Enhance the accuracy and efficiency of retirement application processing by reducing audit error rates.	Production	X			Strategic Goal 3: Inform & Guide Objective 3.2: Benefits Guidance Key Activity: Retirement & Benefits Application			Goal 3: RESULTS – Deliver at the “Speed of Operations” Objective 3.2–Strengthen ES Business Process through Innovation				
WORKERS' COMPENSATION	Assess and develop a concept to improve current Workers' Compensation Case Management processes.	Production	X			Strategic Goal 2: Strengthen & Advocate Objective 2.2: Safety Management Key Activity: Safety Performance Tools			Goal 3: RESULTS – Deliver at the “Speed of Operations” Objective 3.2–Strengthen ES Business Process through Innovation				
RANDOM DRUG TESTING	Increase random drug testing rate to 20 percent by end of 4Q, FY 2024 if funding is available (33%).	Production				Strategic Goal 2: Strengthen & Advocate Objective 2.2: Safety Management Key Activity: Risk Management Tools			Goal 1: PEOPLE – Build & Develop an Engaged, Mission-Ready, ES Workforce Objective 1.3: Strengthen Employee Health, Wellness, and Retention				



Labor and Employee Relations Division (LER)

Labor and Employee Relations Division (LER)
FY 2024 LER Performance Goals



Goal	Required Action	Status	HRPPD SES Performance Requirements			HRM Objective/Activity			Enterprise Services			C1 Priority	LOB 4
			1	2	3								
ACCOUNTABILITY AND INTEGRITY (C1 PRIORITY)	Effectively implement CBP’s updated discipline policy.	Production		X		Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: LER Guidance and Training	Goal 2: TRUST – Foster a Culture of Reliability, Transparency, & Accountability Objective 2.3–Establish Accountability as a Key Component of Service Delivery			X			
DISCIPLINE CASE TIME	Improve the timeliness of discipline case closures.	Production				Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: LER Guidance and Training	Goal 2: TRUST – Foster a Culture of Reliability, Transparency, & Accountability Objective 2.3–Establish Accountability as a Key Component of Service Delivery						
DRB CASE PROPOSAL TIMELINESS	Reduce the average number of days.	Production				Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: LER Guidance and Training	Goal 2: TRUST – Foster a Culture of Reliability, Transparency, & Accountability Objective 2.3–Establish Accountability as a Key Component of Service Delivery						

Labor and Employee Relations Division (LER)
FY 2024 LER Performance Goals



Goal	Required Action	Status	HRPPD SES Performance Requirements			HRM Objective/Activity			Enterprise Services			C1 Priority	LOB 4
			1	2	3								
STAKEHOLDER ENGAGEMENT	Enhance Stakeholder Engagement within US Customs and Border Protection (CBP) and the Department of Homeland Security (DHS) through strategic partnerships and communication.	Partnerships				Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: LER Guidance and Training			Goal 2: TRUST – Foster a Culture of Reliability, Transparency, & Accountability Objective 2.3–Establish Accountability as a Key Component of Service Delivery				
BRAND ENHANCEMENT	Enhance Brand Perception and Stakeholder Trust within the US Customs and Border Protection (CBP) and Department of Homeland Security (DHS) over the next fiscal year.	Production				Strategic Goal 3: Inform & Guide Objective 3.1: Workforce Communications Key Activity: HRM Website Modernization			Goal 2: TRUST – Foster a Culture of Reliability, Transparency, & Accountability Objective 2.2–Empower and Expect ES Employees to Build Meaningful Relationships that Foster Collaboration Across CBP				



Business Operations Resource (BOU) Center

HRPPD Business Operations
FY 2024 BOU Performance Goals



Goal	Required Action	Status	HRPPD SES Performance Requirements			HRM Objective/Activity			Enterprise Services			C1 Priority	LOB 4
			1	2	3								
PROCESS IMPROVEMENTS	Enhance the efficiency and efficacy of current business processes within the Business Operations Unit by employing Lean methodology and technology integration over the next fiscal year, to yield a measurable 15% improvement in process speed and a 10% reduction in resource utilization.	Production				Strategic Goal 4: Focus & Accelerate Objective 4.1: Transformation & Technology Key Activity: HRM Business Process Transformation			Goal 3: RESULTS – Deliver at the “Speed of Operations” Objective 3.2–Strengthen ES Business Process through Innovation				
EMPLOYEE DEVELOPMENT (CROSS-FUNCTIONAL SKILL DEVELOPMENT)	Enhance Cross-Functional Skill Development Across All Team Members in the Business Operations Unit.	People				Strategic Goal 4: Focus & Accelerate Objective 4.4: HRM Empowerment Key Activity: HRM Training & Development			Goal 1: PEOPLE – Build & Develop an Engaged, Mission-Ready, ES Workforce Objective 1.1–Equip the ES Workforce for Success				

HRPPD Business Operations
FY 2024 BOU Performance Goals



Goal	Required Action	Status	HRPPD SES Performance Requirements			HRM Objective/Activity			Enterprise Services			C1 Priority	LOB 4
			1	2	3								
EMPLOYEE ENGAGEMENT	Concurrently, design and execute an initiative aimed at enhancing employee innovation and succession planning.	People				Strategic Goal 2: Strengthen & Advocate Objective 2.3: Engagement Key Activity: Employee Engagement Action Plans				Goal 1: PEOPLE – Build & Develop an Engaged, Mission-Ready, ES Workforce Objective 1.1–Equip the ES Workforce for Success			



HRPPD Performance Operations (OPS)

Goal	Required Action	Status	HRPPD SES Performance Requirements			HRM Objective/Activity			Enterprise Services			C1 Priority	LOB 4
			1	2	3								
PROGRAM / POLICY EFFECTIVENESS	Strengthen HRPPD’s policy and program effectiveness through rigorous assessment, continuous feedback, and evidence-based improvements.	Production	X			Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: LER & HR Policy Analytics			Goal 3: RESULTS – Deliver at the "Speed of Operations" Objective 3.3–Transform Solution Design and Delivery				
PROCESS IMPROVEMENTS	Enhance LER understanding and management of employee grievances through comprehensive information dissemination and robust analytics.	Production	X			Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: LER & HR Policy Analytics			Goal 3: RESULTS – Deliver at the "Speed of Operations" Objective 3.2–Strengthen ES Business Process through Innovation				
HR POLICY LIFECYCLE REVIEW PROCESS	Improve the efficiency, effectiveness, and relevance of CBP HR policies.	Production				Strategic Goal 3: Inform & Guide Objective 3.3: Organizational Excellence Key Activity: LER & HR Policy Analytics			Goal 3: RESULTS – Deliver at the "Speed of Operations" Objective 3.2–Strengthen ES Business Process through Innovation				

HRPPD Performance Improvements
FY 2024 OPS Performance Goals



Goal	Required Action	Status	HRPPD SES Performance Requirements			HRM Objective/Activity			Enterprise Services			C1 Priority	LOB 4
			1	2	3								
BUSINESS PROCESS TRANSFORMATION	Optimize the utilization of SharePoint systems to centralize, streamline, and disseminate knowledge, resulting in enhanced employee performance and productivity.	Production				Strategic Goal 4: Focus & Accelerate Objective 4.1: Transformation & Technology Key Activity: HRM Business Process Transformation			Goal 3: RESULTS – Deliver at the “Speed of Operations” Objective 3.2–Strengthen ES Business Process through Innovation				
TALENT RECRUITMENT	Conduct non-funded talent recruitment strategies for HRPPD to reinforce organizational capacity and resource requirements by leveraging non-funded hiring pipelines within DHS and across government.	Partnerships				Strategic Goal 1: Build & Reinforce Objective 1.1: Targeted Sourcing Key Activity: Amplify Sourcing Techniques			Goal 1: PEOPLE – Build & Develop an Engaged, Mission-Ready, ES Workforce Objective 1.2–Optimize Sourcing and Hiring				



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