



CHAMPIONING BETTER GOVERNMENT PERFORMANCE

# OSIG NEWS

Office of the State Inspector General • P.O. Box 1151 • Richmond, VA 23218

**News Release Contact:**

Kate Hourin – 804-625-3276/ 804-929-0297

Email: [kate.hourin@osig.virginia.gov](mailto:kate.hourin@osig.virginia.gov)

**For Immediate Release:** April 20, 2020

## **OSIG RECOMMENDS DHRM BETTER UTILIZE ITS RECRUITMENT MANAGEMENT SYSTEM AND IDENTIFIES FEATURES FOR NEW RECRUITMENT SYSTEM**

The Virginia Office of the State Inspector General (OSIG) conducted an audit of the Department of Human Resource Management (DHRM) Recruitment Management System (RMS) to determine whether DHRM was using RMS to its full potential to attract high-quality state employees and identify value-added features for a replacement system DHRM is evaluating.

OSIG recommended that DHRM improve the consistency of data entered by state agencies into RMS and the newly planned system to ensure metrics accurately portray performance. For 35 of 38 recruitments tested with a long time-to-hire (TTH) metric, agencies failed to update the RMS timely, which lead to inaccurate performance metrics. For 32 of these recruitments, data entry took place more than 200 days after the employee's start date.

“OSIG also recommended that TTH be split into two more meaningful metrics - time-to-acceptance and time-to-start of employment - to ensure that more useful and accurate performance metrics are gained by state agencies,” said State Inspector General Michael C. Westfall. “Implementing changes to the way data is put into the RMS will help DHRM report more accurately performance metrics by state agencies and will help them in carrying out recruitment and hiring responsibilities.”

OSIG also found that DHRM was missing a detailed procedure for using RMS and recommended that DHRM develop systematic instructions on how to use the system. DHRM has agreed with all of the audit findings and has developed a corrective action plan to address OSIG's recommendations.

Read The Department of Human Resource Management Employee Recruitment Management Performance Audit [here](#).

###

Established in 2012, the Virginia Office of the State Inspector General manages the State Fraud, Waste and Abuse Hotline; conducts investigations and performance audits of state agencies; provides training and standards for the commonwealth's internal audit programs; and conducts inspections and reviews of Virginia Department of Behavioral Health and Developmental Services-run facilities and programs.