



COUNCIL OF THE DISTRICT OF COLUMBIA
1350 PENNSYLVANIA AVENUE, N.W.
WASHINGTON, D.C. 20004

Phil Mendelson
Chairman

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October 13, 2022

Dr. Lewis Ferebee, Chancellor
District of Columbia Public Schools
1200 First Street, N.E.
Washington, DC 20002

RE: DCPS Human Resources

Dear Chancellor Ferebee:

Many Councilmembers have received numerous complaints from District of Columbia Public Schools (DCPS) employees regarding delays and inadequate assistance from the DCPS Human Resources office, including but not limited to delays in responding to retirement applications, delays in processing requests for DC FMLA and paid family leave; delays responding to email and phone inquiries; delays in hiring; and non-payment of owed wages. It is our understanding that these are not issues that have recently arisen, but rather have been persistent for months.

Please provide the following information to the Committee of the Whole by October 31, 2022:

1. (a) Who is the current head of Human Resources at DCPS? Where does the individual appear on the organizational chart? Is this position currently filled by an interim or permanent director?
- (b) Please provide the most recent organizational chart for the division of DCPS that houses HR, including supervisors up to the Chancellor.
2. (a) Please confirm that the position of Deputy Chief, Employee Services, has been posted since February, and please explain why the position has not yet been filled.
- (b) What is the status of the hiring process? When does DCPS intend to hire a permanent replacement?
3. How many FTEs were budgeted within the human resources office for each of fiscal years 2021, 2022, and 2023? How many employees total currently work in DCPS HR, as of Oct. 1, 2022? Of the employees on-board as of October 1st, how many were hired or transferred to HR since January 1, 2022?
4. Please provide a list of all DCPS human resources staff as of Oct. 1, 2022, and their duties (e.g. processing leave requests, answering general inquiries, processing retirement applications).

5. (a) Does DCPS maintain a tracking system (i.e. case management system) for employee inquiries to the human resources office?
(b) If so, how are inquiries or requests categorized (i.e. payroll, leave issues, retirement applications, etc.)?
(c) Does this system track the completion or resolution, as well as timing of completion or resolution, of inquiries/issues?
6. Please provide a copy of the standard operating procedure(s) utilized by the human resources office to receive, address and resolve employee inquiries, including leave requests, retirement applications, and the like.
7. Overall, what factors are contributing to this year's surge in complaints alleging the problems in DCPS HR enumerated in the opening paragraph of this letter?
8. Please outline the steps DCPS is taking to reduce the backlog in HR requests, such as leave requests.



Phil Mendelson
Chairman

Sincerely,



Elissa Silverman
Councilmember, At-Large