

# City of Detroit Leverages ZeroedIn Platform to Improve Hiring, Recruitment, and Workforce Management Practices

**Detroit, Michigan's** local government is run by a mayor, a nine-member City Council, an eleven-member Board of Police Commissioners, and a clerk. All of these officers are elected on a nonpartisan ballot, with the exception of four of the police commissioners, who are appointed by the mayor.

The Human Resources (HR) department connects Detroiters to a variety of jobs, training programs and opportunities that are available throughout the city. The HR Department ensures that the 9,000 employees and job applicants of the City of Detroit are treated fairly on the basis of race, religion, color, age, gender, national origin, disability and other criteria mandated by City, State and Federal Law.

## The Challenge

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The city's key challenge centered around generating value from historical data, while combining and correlating data across the vast HR systems used by siloed workforces. This included HRIS, payroll, time and attendance, recruitment, talent management systems, City budget, and position-related data.

## The Solution

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ZeroedIn has cleaned and combined data from both historical and current systems, including multiple disparate historical HRIS systems, historical data from legacy payroll systems, and historical



### **CHALLENGE:**

Provide tailored insights into workforce management, recruitment, and position management

### **SOLUTION:**

Software to correlate and manage the city's budgeted positions in relationship to current staffing demographics and recruitment efforts

### **PRODUCT:**

ZeroedIn Analytics Platform

time and attendance data. This includes more than 60 million lines of data that were all cleaned and staged. During this process ZeroedIn applied effective dating, forecasting, and other predictive models to the data set. Additionally, there are daily updates from a core HRIS system and regular updates from the City's recruitment system.

## The Results

The unified data was organized to create relationships that allow for the analysis of information. This repository serves as the source of truth for generating the City's key metrics that are displayed and explorable through the ZeroedIn dashboard and reporting solution. It also allows for multi-level drilldowns from the user interface itself, fostering a deeper understanding of employee engagement insights at all levels of the city workforce.

These insights, in turn, provide the foundation for the prediction of an employee's propensity to leave an organization, or flight risk. Explainable AI provides the City of Detroit the ability to drill into the reasons that indicated a flight risk was present such as number of promotions, number of demotions, tenure, and pay rate. Proactive steps can then be taken to address flight risk before it occurs.

In addition, ZeroedIn linked the city budgets with the current workforce demographics. The management team can see how their areas are aligned with the budgeted positions that stem from the Mayor's priority. In turn, the structured data was then used to feed the City's Recruitment and HRIS systems to ensure recruitment effort aligns to the City's budget positions. The HR department is well-supported in making and measuring their position management decisions.

The City's team reached out to ZeroedIn in March 2020 and the initial implementation was completed that summer. With ZeroedIn, the City's capabilities will continue to expand and improve as we work together to match their ever-evolving needs and directives.

*"ZeroedIn is more than just a software provider; it's a strategic partner in talent management, committed to driving success for the City of Detroit. By collaborating with ZeroedIn, we are redefining the future of work and building a brighter tomorrow for our city."*

— **Marcus Holmes**

HR Operations General Manager, City of Detroit

