

HR Exchange

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Third Quarter 2004

Meet Susan Bussey!

Susan Bussey was named Executive Director of the Oklahoma Merit Protection Commission (MPC) on August 1, 2004. The mission of MPC is to design systems to enforce the protections for classified employees and citizens under the Merit System of Personnel Administration, as required by law, and to provide for administrative flexibility and adequate and reasonable protection and security for those under the state personnel system. The mission is accomplished through the training, consultation, and advice given by the Commission in conjunction with a voluntary mediation program, mandatory alternative dispute resolution program, and administrative hearings.

Susan Bussey was born in Norman, Oklahoma on November 18, 1949, and is a graduate of Norman High School. Her family was actively involved in the community and emphasized the importance of public service.

She earned her undergraduate degree and juris doctorate at the University of Oklahoma and obtained her Masters Degree in Public Administration at Texas Christian University.

Her mother, Mary Ruth Bussey, is a retired Social Worker. Her father, the late Hez Bussey, served as a Judge on the Court of Criminal Appeals for many years. Her younger sister, Beth Bussey, lives in Washington, D.C., and is a reporter with the oldest worldwide news service, *Renters*.

Ms. Bussey has worked in the private and public sector and has lived and worked abroad, having served as an Assistant Attorney General for the Federated States of Micronesia. Her experience in Micronesia instilled in her an appreciation for the use of mediation as a way of resolving conflict in the workplace. It also gave her an opportunity to practice in the Administrative Law field. Later, when she returned to the United States, her predecessor at the Commission, James Howard, gave her a chance to serve as



Susan Bussey

an Administrative Law Judge. She served as an Administrative Law Judge for eight years before assuming her Executive Director duties.

When asked what goals she has for the agency, she emphasized her interest in continuing to maintain the working relationships that Mr. Howard worked very hard to create. "He established an open, positive dialogue between the Commission and its clients, and I want to continue that tradition," Ms. Bussey stated.

When asked what goals she had for the Commission, Ms. Bussey said her top priority was to work with the Commissioners in an effort to recoup some of the agency funding lost over the past three years. "I realize that all agencies have suffered as a result of the budget crunch, but I want the Commission to have the resources necessary to respond to employment disputes quickly and efficiently. Whenever possible, conflict in the workplace is ideally resolved through mediation. Sometimes, however, that isn't possible. When matters do go to hearing, the hearings will be fair and impartial."

You may contact Ms. Bussey and her staff at 201 NE 38th Terrace, Suite 5, Oklahoma City, OK 73105; (405) 525-9144.

An Election Year Reminder

Reprinted from the July 2002
"HR Exchange"

Because campaign season only comes along every two years, it is easy to forget the provisions of law relating to state employees and elections. The Oklahoma Personnel Act and Merit Rules are generally silent with regard to election-year matters; however, there are other provisions of law and rule of which state employees should be aware.

For example, Section 7-101 of Title 26 of the Oklahoma Statutes allows employees (including state employees) time to vote without loss of pay or leave. To be eligible for time off from work to vote, the employee must be a registered voter and must request the time off the day before election day. In most cases, employers must allow up to two hours for the employee to vote, except in situations in which the employee is such a distance from the polling place that two hours is insufficient (in which case the employee must be allowed the time necessary to vote). Employers are allowed to schedule the hours which employees are given to vote. Employees whose work day begins after 10:00 a.m. or ends before 4:00 p.m. are ineligible for time off to vote under this statute.

At one time, this provision of law did not apply to school board or bond elections, but an amendment made during the 2000 legislative session by Senate Bill 883, removed this exception. Thus, employees must now also be allowed time to vote in school board and bond elections if the other requirements of the law are met.

Another provision of law that affects state employees is Ethics Rule 257:10-1-4. This rule prohibits classified and unclassified *state employees* (except for elected officials) to wear campaign paraphernalia while in work status. Other prohibitions in this

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From the Desk of the Administrator

In 1991, the state of Oklahoma began a long-term initiative known as *Quality Oklahoma*, state government's version of Total Quality Management. *Quality Oklahoma* is still with us, most notably through the annual *Quality Oklahoma* Team Day. The state's continuing commitment to quality was again emphasized during the 2004 session when the Legislature amended the Oklahoma Personnel Act to require OPM to establish a quality management function to assist state agencies in fully integrating quality management concepts and models into their business practices for the purpose of improving the overall efficiency and effectiveness of state government.

For a number of years, state agencies have been required to provide budget information to the Legislature that includes performance measures. These performance measures support agencies in achieving the purposes for which they are funded.

In 1998, the Legislature created the *Quality Improvement Task Force* to "research, develop, and implement ways to improve the quality and efficiency of state government services in Oklahoma." That Task Force spent 1998 benchmarking with other states to identify best practices for a state government that "works better and costs less."

Together, the *Quality Oklahoma* initiative, the Legislature's budgetary performance measures, and the Quality Improvement Task Force report sent a clear signal to Oklahoma state government that it was now time to evolve to the next level—strategic planning. As a result, the Legislature passed and Governor Frank Keating signed the *Oklahoma Program Performance and Accountability Act* in 1999. This Act required each state agency to make a strategic plan for its operations. The first strategic plan was due October 1, 2001, and each year thereafter.

In 2001, we established the *OPM Mission*, the *OPM Vision*, and *OPM Values and Behaviors*. We have recommitted ourselves to these things in every Strategic Plan we have developed since 2001, including the one we submitted earlier this month:

OUR MISSION

We serve the people of Oklahoma by delivering reliable and innovative human resources services to our partner agencies to achieve their missions.



OUR VISION
*Office of Personnel Management
Human Resources Provider of Choice
State of Oklahoma
Employer of Choice*

VALUES AND BEHAVIORS

Integrity

We are trustworthy. Our actions are consistent with our words and we pursue the highest good for the State of Oklahoma. We keep our promises and we do what we say we will do.

We accept full responsibility for our decisions and our actions.

Customer Service

We listen. We treat others as they wish to be treated. Our work reflects our best effort. We continually examine ourselves, our systems, and our processes to ensure that we can meet our internal and external customers' requirements.

Diversity

We value the ideas, background, experiences, and talents of each employee of the Office

of Personnel Management. We respect each other. We are committed to ensuring that Oklahoma's state government workforce reflects the diversity of its citizenry.

Human Resources Excellence

We offer leadership in service to the Human Resources professional community through our ongoing efforts to discover, implement, and share best practices. We are experts in the field of HR Management and share our expertise with each other and with our partners throughout state service, and both the public and private sectors. We empower each other to achieve.

Innovation

We seek innovative solutions to human resources issues. We actively encourage creative approaches to human resources management. We are willing to experiment and take risks.

Partnering for Results

We create mutually-beneficial partnerships and work with our external and internal customers on an equal basis toward common goals, recognizing the obligations we have to one another.

Congratulations

*to Oscar B. Jackson, Jr.,
OPM Administrator and Cabinet
Secretary of Human Resources and
Administration, on his appointment
to the Central Oklahoma Workforce
Investment Board as a representative of
business. The purpose of the Board is
to promote the development of central
Oklahoma's workforce and economy.*

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OPM Contributors

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rule apply only to classified employees. Under this rule, a classified employee may not:

- Use his or her official authority to interfere in an election or affect the result of an election;
- Become a candidate in a partisan election;
- Solicit contributions for a partisan political candidate or party committee;
- Solicit, accept, collect, disburse or handle funds for a partisan political purpose;
- Organize, sell tickets to, promote or actively participate in fundraising activities of a candidate for partisan office or of a party committee; and
- Engage in political activity while in work status, while in a uniform identifying him or her as a state employee, or while in the assigned work areas of a state agency.

Additional prohibitions apply to classified employees of the Oklahoma State Bureau of Investigation and the Oklahoma State Bureau of Narcotics and Dangerous Drugs Control who have peace officer powers.

The rule does not prohibit classified employees from registering and voting in elections, attending political gatherings (including fundraising activities), and making voluntary financial contributions to a committee. The rule also specifically allows classified employees to express political opinions as individuals, display political paraphernalia, serve as officers of party committees, serve as election judges or clerks, and otherwise participate fully in public affairs, except as prohibited by law.

The full text of OAC 257:10-1-4 is available on the Ethics Commission Website at <http://www.ethics.state.ok.us>.

Editor's Note: This article is provided for informational purposes only and is not intended as legal advice. Any questions regarding the applicability of the above information to individual situations should be addressed to your agency's legal counsel.

See also the First Quarter 2004 issue of the "HR Exchange" (<http://www.opm.state.ok.us/HRExchange0104.pdf>) for an article by Ethics Commission Executive Director Marilyn Hughes regarding the participation of state employees in political campaigns.

Third Quarter 2004



**The 2004 General Election
is Tuesday, November 2.
Don't forget to vote!**

OPM Assists State Agencies with FLSA Changes

Tom Patt & Dayna Petete, OPM

On April 23, 2004, after five decades of "maintaining the status quo," the U.S. Department of Labor (DOL) published long-awaited changes to the rules for administering the Fair Labor Standards Act (FLSA). Those changes became effective August 23, 2004.

The major changes embodied in the new rules relate to exemptions from the overtime provisions of the FLSA for "white collar" jobs.

"Soon after publication of the FLSA rule changes in April, the staff of OPM's Compensation and Workforce Planning Division revised OPM's FLSA Policy Guidelines to conform to the new rules," commented Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources. "In addition, staff members also reviewed the state's classified job family de-

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OPM Honors 2004 CPM Graduates

Carrie Robr, OPM

On Thursday, September 9, 2004, 35 individuals representing 15 state agencies received the designation of *Certified Public Manager*. Each graduate completed 300 hours of training, passed four examinations, and submitted four job-related projects.

More than 200 family members, friends, co-workers, and agency heads were present for the ceremony held in the Senate Chamber of the State Capitol. Howard Hendrick, Director of the Department of Human Services and Cabinet Secretary of Human Services, addressed this year's graduates.

"There are leaders and there are leaders among leaders," Mr. Hendrick remarked in his keynote address. "You are the leaders among leaders."

Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, welcomed graduates and guests. "Today does not mark the end of a process," he noted, "but the continuation of lifelong learning."

The *Good Works Award*, an annual award given for the outstanding project (see related article, page 4), was awarded to Steven Sawyer from the Department of Transportation. His project, "Contracting the Okla-

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Carrie Robr, OPM HRDS Director and CPM Coordinator (left), and Kay Hagerman, Department of Human Services, and President of the Oklahoma Society of Certified Public Managers (right) prepare for the 17th CPM graduation.

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homa Highway Construction Materials Technician Certification Board QC/QA Training and Certification Modules,” was one of seven nominated from the more than 130 projects submitted during the year.

The Certified Public Manager Program, offered through OPM’s Human Resource Development Services Division, is designed to professionalize public management by giving Oklahoma state managers and supervisors the tools necessary to improve their management skills.

Oklahoma’s CPM program was first accredited by the National Consortium of Certified Public Managers in 1988 and received continuing accreditation in 1993, 1998 and 2003. Currently, there are 27 Certified Public Manager Programs nationwide. Oklahoma’s program has been recommended for college credit, both on the undergraduate and graduates levels, by the American Council of Education.

This year’s graduates are:

Sheila Adkins

Office of the Auditor & Inspector

Chris Sutterfield

**Council on Law Enforcement
Education & Training**

Jeff Hoogendoorn & Saba Tabmasebbi

Department of Environmental Quality

James Talley, Jr.

Department of Health

*Adeolu Abioye, Susan Bohl, Sherry Ehrbart,
Jana Gildon, Janet Hailey, Verla Kirk, Kaye Kirk,
Sherrill Pallotta, Maeleatha Patterson,
Michelle Smith, Samuel Westfall,
Jackie Whiteaker, & Wendell Williams*

Department of Human Services

Leah Price

**Department of Mental Health &
Substance Abuse Services**

Tavanna White

Department of Public Safety

*Chris Bobannon, Rolan Christensen,
Gregory Massey, Tammy Robinson, Donna Roche,
Steven Sawyer, & Gary Webber*

Department of Transportation

Lisa Knauf

Oklahoma Conservation Commission

Rosalyn Jacquett

Oklahoma Corporation Commission

Seless Kelly

**Oklahoma Employment
Security Commission**



Oklahoma’s 2004 Certified Public Managers.

Carol Dodge

Oklahoma Housing Finance Agency

Sara Jordan

Oklahoma Military Department

Greg Nicholas & Lea Ann Reynolds

Oklahoma Tax Commission

Thelma Jefferies

Office of the State Treasurer

Good Work! Indeed

Reprinted from the September 2002 and Third Quarter 2003 “HR Exchange”

Editor’s Note: CPM Graduate Steven Sawyer, Department of Transportation, received the 2004 CPM “Good Works Award” for his project, “Contracting the Oklahoma Highway Construction Materials Technician Certification Board QC/QA Training and Certification Modules” during graduation ceremonies September 9, 2004, at the State Capitol. The following article was written in 2002 by Larry Fisher, former OPM

Assistant Administrator for Human Resource Development Services. Though it has appeared in the “HR Exchange” twice, and Larry retired over a year ago, his story is timeless and well worth reading again!

What is the Good Works Award and why does OPM give a Good Works Award at each

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The recipient of the 2004 Good Works Award was Steven Sawyer, Department of Transportation (r), for his project, “Contracting the Oklahoma Highway Construction Materials Technician Certification Board QC/QA Training and Certification Modules”. Pictured with Mr. Sawyer is last year’s recipient, Pamela Clark, Department of Human Services (c), and Lawrence M. Fisher, grandson of Gerald D. Wilkins (l).

Good Works Award, continued from page 4

CPM graduation? Here's the story.

When CPM was being created in 1986, many people were asked for ideas, opinions, recommendations, and other assistance. One such person was Gerald D. Wilkins of the Department of Commerce (actually, the Department of Economic and Community Affairs at that time), who managed the agency's Circuit Rider City Manager program. Gerald's public service career had been outstanding. He had served as a manager of a public housing project in Wichita during World War II and had been city manager for Liberal and Newton, Kansas, as well as Enid, Ardmore, and Seminole, Oklahoma.

Gerald was an interesting guy. He was highly motivated, always positive, and thanked people profusely for the smallest of favors. He carried cards he made himself which said, "Good Job!" on them and he would give those cards to people who did him a kindness, including leaving a "Good Job!" card with tips for wait staff and other service employees. If, back in the 1980s, someone handed you a small card that said, "Good Job!"; you had met Gerald.

Gerald and his wife Marguerite had one son, Gerald W., and one daughter, Carol. Carol married Larry Fisher and Larry was the person charged with creating a CPM Pro-

gram for the state of Oklahoma. Larry called his father-in-law, Gerald Wilkins, for guidance. They spent many hours discussing requirements, standards, and approaches to creating a program worthy of the state of Oklahoma. Gerald's advice and guidance were invaluable.

Gerald was still a full-time employee of Commerce in 1987 when he died of heart complications at the age of 80. Sadly, he did not get to see the first CPM graduates complete the program nor read any of the more than 1,000 CPM projects that have been written.

Gerald's family wanted to remember him so they decided to create an award for the best CPM project each year. They called it the *Good Works Award* because of Gerald's initials, GW, and because of his practice of handing out "Good Job!" cards to people. The family buys a plaque and each year the name of the *Good Works Award* recipient is added; that individual keeps the plaque for one year. During each CPM graduation, the last recipient announces the next recipient of the *Good Works Award*. At that time, the family gives the presenter a desk set (to keep!) that has his or name engraved on it and the words *Good Work!*

*Check the OPM Website for
Fall 2004 HRDS classes:
[http://www.opm.state.ok.us/html/
hr_hrds_schedule.htm](http://www.opm.state.ok.us/html/hr_hrds_schedule.htm)*



Members of the OPM Team attended the Annual Meeting and Recognition Luncheon of the Latino Community Development Agency on September 21, 2004, at the National Cowboy & Western Heritage Museum. Pictured (l to r) are Linda Williamson, OPM Office of Equal Opportunity and Workforce Diversity; Hank Batty, OPM Deputy Administrator for Programs; Brenda Thornton, Director of OPM's Office of Equal Opportunity and Workforce Diversity; Giovanni Perry, member of the Governor's Advisory Council on Latin American and Hispanic Affairs (which is staffed by OPM); and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration.



OPM Team members (l to r) Everett Slavik and Tom Patt conducted the OPM-sponsored FLSA training on July 27 at the Department of Libraries.

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scriptors and made changes to the listing of exempt/nonexempt determinations in the Policy Guidelines where there appeared to be a clear and compelling need to do so."

"Staff members have tended to be conservative in their classifications, preferring to label a job nonexempt unless there is clear and unambiguous evidence in the description of duties that it falls under one of the exempt duties tests," Jackson added. "Staff members have cautioned state agencies that these determinations are only tentative and should not be exclusively relied upon by agencies in deciding whether a job is exempt or nonexempt."

"In the final analysis," Jackson continued, "it is the responsibility of each employing agency to ensure that jobs under its purview are properly classified based on the actual duties and responsibilities assigned."

In July, OPM hosted a training seminar for state agency human resources professionals to familiarize them with the revised rules and assist them in making determinations on the exempt/nonexempt status of classified jobs under their purview, in particular those jobs that are common to several agencies. Over 80 participants representing 44 state agencies attended the seminar.

The new FLSA rules are published on the DOL Website, www.dol.gov, under "FairPay Overtime Rules."

*Story ideas for the "HR Exchange"?
Contact the Editor at
dayna.petete@opm.state.ok.us*

OPM Participates in Government Performance Project

Hank Batty, OPM

No doubt most public servants thought they had escaped the effect of grades on their lives when their formal education ended and their professional careers began. But, as your grandmother may have told you, things that seem to be too good to be true usually aren't.

In 1999, *Governing Magazine* published the results of the initial "Grading the States," study conducted by the Maxwell School of Syracuse University. The study included interviews with key state officials and the examination of laws, rules, and procedures affecting state government. The 50 states received a letter grade for each of five areas of public service management: financial management; capital management; human resources; "managing for results;" and technology. After being graded on each element, the state then received a comprehensive letter grade. The published study included a thorough narrative focusing on strengths and weaknesses for each area.



Hank Batty

OPM Deputy Administrator for Programs

By the time *Governing Magazine* published a second "Grading the States" in 2001, the study had become recognized as a powerful tool for state governments to measure themselves against other states. Oklahoma has not fared well in these surveys, receiving "C" overall grades both times. Oklahoma's human resources, despite the major overhaul of the *Classification and Compensation Act of 1999* and the concomitant flexibility and decentralization it provided to state agencies, received "C-" grades in both the 1999 and 2001 surveys.

Oklahoma recently completed its response to the third "Grading the States" project, now named the *2004 Government Performance Project (GPP)*. There have been significant changes since the first study: the general areas of public service that are evaluated now are money, people, infrastructure, and information, as well as agency-specific looks at transportation and the environment; and much of the survey data will be gained from on-line responses provided by each state's central service agencies. Ultimately, however, the GPP will result in published grades for the states in *Governing Magazine*, just like the earlier studies.

This year, OPM staff members prepared responses to the "People" portion of the survey, while the Office of State Finance has responsibility for submitting the entire Oklahoma response to the GPP researchers. Questions in the "People" portion range from the very specific, e.g., "How many classified employees are in state service?", to the very general, e.g., "What obstacles, if any, have inhibited the state from recruiting, motivating and retaining state employees?"

Not surprisingly, states that received high grades in the earlier surveys were elated, while states that received lower grades understood that they had a great deal of work ahead of them. The study is not without its critics, however. Some state officials believe that the study values certain policies favored by the researchers over others, regardless of whether the criticized policy enjoys the support of lawmakers or policy makers within the state. Others may find the assignment of letter grades as an overly simplistic method for evaluating complex systems and policies.

Regardless of grades, however, the GPP unquestionably will produce a substantial amount of valuable data that will benefit all of state government. It will make us more aware of innovations that work (and, maybe, a few that do not) in other states and give us insight into how we are viewed by others. Now . . . if we can just convince the researchers at GPP that the dog ate our homework!

OJA Appeals MPC Case

Chanda Graham, OPM

On March 24, 2004, the Merit Protection Commission (MPC) awarded costs of representation to a non-attorney in the case of *Tim Crawford v. Office of Juvenile Affairs*, MPC 04-071. MPC awarded \$1,550.00 in costs to the Oklahoma Public Employees Association (OPEA) for Scott Barger's representation of Mr. Crawford.

On October 8, 2003, Tim Crawford, a permanent classified employee, received final notice of his Suspension Without Pay from the Office of Juvenile Affairs (OJA). The notice was dated September 29, 2003. Mr. Crawford was suspended for three days for an incident that took place June 5, 2003. Mr. Crawford appealed the action to MPC on October 9, 2003. An arbitration was held January 20, 2004, which resulted in an order sustaining Mr. Crawford's appeal. OJA was ordered to compensate Mr. Crawford for any pay and benefits lost as a result of the three day suspension.

Mr. Crawford appealed to MPC for an award of costs of \$1,550.00 pursuant to Title 74, Section 840-6.8(A), and OAC 455:10-15-1(a) for his representation by OPEA staff member Scott Barger, a non-attorney. The arbitrator determined that OJA had not taken the action against Mr. Crawford without reasonable basis or frivolously, and denied Mr. Crawford's application. Mr. Crawford filed a Petition for Reconsideration on March 4, 2004. OJA argued that non-attorneys could not be paid costs pursuant to the cited statutory and rule provisions. After going into Executive Session, MPC awarded costs to Mr. Crawford in a 6-2 decision.

The decision in this case has established the precedent of cost awards to non-attorney representatives in actions before MPC. OJA appealed the action on April 20, 2004, to the Oklahoma County District Court where it was assigned to Judge Noma Gurich. MPC filed a Disclaimer of Interest and will have no further participation in the action. OJA filed its brief on the issue on September 7, 2004. Tim Crawford's response brief was due October 7, 2004, and oral argument on the matter is scheduled for November 8, 2004 at 1:30 pm.



On August 5, a greeting card and numerous boxes of Krispy Kreme donuts were delivered to “Mr. Jackson, Dayna P., Tom Patt and the Compensation Crew, David Hays, and Ron Thatcher” from the ABLÉ Commission. The card noted that the gesture was in appreciation of the group’s efforts on behalf of the employees of the ABLÉ Commission, and was signed by ABLÉ Director Keith Burt and HR director Luke Simms. The happy folks pictured above (l to r, David Hays, Tom Patt, Hank Batty, Ron Thatcher, Austin Gilley, Everett Slavik, and Dayna Petete) gratefully accepted the offering and took time from their “appreciation” of the gesture to pose for a photo.

OSCPM Hosts Annual Conference

Carrie Robr, OPM

More than 350 people attended the Oklahoma Society of Certified Public Manager’s (OSCPM) 15th Annual Educational Conference. The conference was held Friday, September 10, 2004, at the National Center for Employee Development in Norman.

Gene Childress, from Kentucky, was this year’s keynote speaker. His topic, *Looking for a Wizard*, examined leadership through the characters of the *Wizard of Oz*. His humorous and motivational presentation was a favorite among participants.

Conference participants chose from eight concurrent sessions offered throughout the day. Tom Jaworsky, Director of Purchasing, Department of Central Services, gave an update on purchasing laws to a group of Certified Purchasing Officers. Dr. Eric Anthony Joseph, Langston University, discussed the macros and micros of life during his presentation, *The Macro & Micro—Cultures Paradigm in the workplace is the HEART of the Matter: Can’t We All Get Along?* Dr. Joseph explained that everything in life is “bigger” than the individual. The individual is the micro, with our life, cultures, and experiences shaping who we become. Every addition to our life, our fam-

ily, careers, and dreams are macros. He encouraged the audience to become the best they can be and live life to the fullest.

Dana Hansen, United States Postal Service, shared important tips on preventing Identity Theft. Norma Goff, CPM, Department of Human Services, discussed the importance of service in her presentation, *Getting Hooked Up to Make a Difference in the Community*. Dr. Martin Belsky presented *Ethics As a Core Value for Professionals: Protecting Yourself, Your Agency and Your Clients*, to an overflow audience. Keni Thomas ended the day with an inspiring presentation, *Courage In Leadership*. Keni shared the real life lessons he learned and the courage he saw demonstrated under the most dire of circumstances, during the mission which inspired the book and the movie, *Blackhawk Down*.

Dennis Zotigh, Oklahoma Historical Society, shared a Native American story during his luncheon presentation, *Having Heart to Express Traditional Values in Leadership*.

This year, in an agreement between OSCPМ and the Department of Central Services, Certified Procurement Officers were able to receive continuing education

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Paper-and-Pencil v. ICE: Is One Easier Than the Other?

Juan Benavidez, OPM

On January 22, 2003, OPM became one of the few state “civil service” agencies to offer electronic test administration to its applicants. The Integrated Computerized Examination System (ICE) allows almost instant placement on the register and informs applicants of their test score immediately after test completion.



The author, Juan Benavidez (pictured, left, with OPM Team member Bernie Buchenau) was chosen as one of OPM’s “Employees of the Year” for 2004.

Currently, OPM offers its Merit System tests in paper-and-pencil and computerized formats. Given that there are two different methods by which applicants may be tested, it is important to determine if scores obtained via computerized testing can be interpreted in the same way as scores obtained from the traditional paper-and-pencil format. This is very important because an applicant’s test score is used to determine ranking on the register and it would not be fair if there were an advantage in using one method over another. Furthermore, The American Psychological Association’s *Guidelines for Computer-Based Tests and Interpretations* (1986) directs test developers to establish the equality of test scores from different testing methods.

OPM’s Personnel Assessment Division is responsible for test development and validation. Therefore, it was the Personnel Assessment Division’s responsibility to de-

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termine if scores obtained via the different testing methods are equitable. Staff members decided to initiate testing with both formats and then examine the similarity of test scores after a sufficient number of persons had been tested. This seemed a reasonable strategy for three reasons:

- First, previous research has shown that when the speed at which a person finishes is not a factor in overall score, there is not a significant difference in test scores obtained in a paper-and-pencil format from those obtained in a computerized format.
- Second, the change in format is not a substantial change in the presentation of tested stimuli. In fact, the computerized format has been described as an “electronic page turner” in that the material is exactly the same and presented in the same order as it would be on a paper-and-pencil test.
- Finally, it did not seem reasonable to have applicants take two versions of the test, of which only one would count, and that were exactly identical. Therefore, staff members decided to collect data for approximately one and a half years to reach a stable sample size to test.

Members of the Personnel Assessment Division analyzed the three most widely used Merit System tests given by OPM: #0373 (basic clerical positions, e.g., Administrative Assistant, Customer Service Representative), #0419 (advanced clerical positions, e.g., Legal Secretary, Retirement Benefit Analyst), and #0477 (Correctional Security Officer). Table 1 below summarizes information for each test. Applicant scores included in the analysis were for individuals taking the test in either format between January 2003 and August 2004.

As can be seen from Table 1, there is less than a one-point difference between test means for each testing format. However, it is necessary to conduct statistical tests of significance to determine if there were “real” differences between obtained test scores for



On September 8, 2004, members of the OPM Management Team attended a luncheon, hosted by The Oklahoma Academy, that featured a presentation by David Osborne and Peter Hutchinson, authors of “The Price of Government: Getting the Results We Need in an Age of Permanent Fiscal Crisis.” Pictured (l to r) are Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration; State Treasurer Robert Butkin; Mr. Hutchinson; Dayna Petete, OPM Assistant Administrator for Communications and Legislative Liaison; Mr. Osborne; Hank Batty, OPM Deputy Administrator for Programs; and Marilyn Capps, OPM Associate Administrator for Financial Management Services and OPM Chief Financial Officer.

each format. The statistical test is based on the mean and variance of the distributions for each format. **The analysis indicated that there are no significant differences between formats for all three tests.**

For test #0373 there were enough applicants taking the test in each format that a stronger statistical test, i.e., correlational analysis, could be conducted. A correlational analysis provides information about the degree of similarity between scores for the same person across the two formats. A correlation of “1.0” would indicate that a person scored the exact same score on both tests, whereas a score of “0” would indicate that there is no relationship between test scores obtained in the two formats. For the 61 persons taking test #0373 in both formats, the correlation was equal to .92. This indicates that people receive very similar scores for the two formats.

This was very good news; however, there is more to the story. At the recent annual conference of the IPMA-HR Assessment Council, there was discussion about the

“digital divide” that is being experienced by ethnic minorities. There is evidence that Hispanic Americans and African Americans tend to have fewer computer skills than Asian Americans and Caucasian Americans. The reasons given are less opportunity to learn computer skills and stereotype threat.

To investigate if there is a digital divide in the current system, Personnel Assessment staff members also conducted an analysis by race for each test. Similar to the previous analysis, there was no difference by race for test format.

In conclusion, OPM has initiated a computerized testing system that has provided a tremendous service to the public. To date, 60 percent of all Merit System tests administered statewide are in ICE, which is subject to increase as more *CareerTechs* are added to the ICE system. Of the tests administered at OPM, 82 percent are administered in ICE. Therefore, it is encouraging to know that applicants taking the test in ICE perform the same as those who take the test in paper-and-pencil format.

Table 1: Summary Information for Analyzed Tests

Test	# Taking in ICE	# Taking with Paper-and-Pencil	ICE Average	Paper-and-Pencil Average	Difference Between Averages	Significant Difference
0373	1372	897	62.53	63.11	.58	NO
0419	1725	864	75.32	74.86	.46	NO
0477	319	479	85.65	84.99	.66	NO

Conference, continued from page 7

credit for attending the conference. In addition, Carl Albert Public Internship Program Undergraduate Interns and Executive Fellows received credit for their mandatory training requirements for participating in this year's conference.



A "meeting of the training directors" occurred the evening before the OSCPM Conference when (l to r) Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration (who served as state government training director from 1980 - 1984); Carrie Robr, Director of OPM's Human Resource Development Services Division; and Gene Childress, Human Resources consultant and former director of training for Kentucky state government; gathered in Norman.

Attorney General Agrees to Review Legislation

Chanda Graham, OPM

On August 20, 2004, Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, requested an official Attorney General's opinion regarding the provisions of House Bill 2005 and House Bill 2006, both passed during the 2004 legislative session and signed into law by Governor Brad Henry.

Section 2 of HB 2006 establishes a salary schedule for the directors of non-appropriated state agencies, and Section 3 establishes a salary maximum for directors of appropriated agencies. HB 2005 provides a state employee pay increase that may or may not apply to the directors of non-appropriated agencies.

In a letter to Mr. Jackson dated August 24, Attorney General Drew Edmondson agreed to address the following questions:

1. Does Section 2 of HB 2006 allow for the increase of non-appropriated state agency director salaries prior to January 1, 2005?

2. If non-appropriated state agency directors are not allowed pay increases prior to January 1, 2005, is the same true for appropriated state agency directors whose new salary ranges are delineated in Section 3 of HB 2006?
3. What limitations, if any, does Section 2 of HB 2006 provide relative to the increase for non-appropriated agency directors whose salary levels are between the midpoint and the maximum?
4. Does HB 2005 provide a pay increase to non-appropriated agency directors?
5. What is the applicability of HB 2005 to agency directors not provided for in HB 2006?

OPM looks forward to receiving the Attorney General's opinion in this matter and will utilize it as a service tool to provide assistance to other agencies who may desire to increase a Director's salary pursuant to the new legislation.

OPM Announces New Testing Schedule

Hank Batty, OPM

Like many other state agencies, OPM has been forced by budget cuts of the past two years to re-examine the services that we provide. Despite having fewer staff members in OPM's Applicant Services Division than we had two years ago, the number of applications we receive for state employment continues to increase. Unfortunately, we must reduce some applicant services if we are to continue reviewing these applications in a timely and accurate manner.

Since September 10, 2004, OPM has no longer offered walk-in testing and full applicant services on Fridays. Any applications left at our office on Friday will be reviewed the following week, and applicants will be informed by mail of test scheduling or other application determinations.

This change to our schedule does not affect the applicant testing services we offer Monday through Thursday, nor does the change have any effect on test dates available statewide at Oklahoma CareerTech campuses or at the Workforce Oklahoma office in Tulsa.

Additional information regarding the new testing schedule and testing locations may be accessed on the OPM Website at http://www.opm.state.ok.us/html/emp_sel_testinfo.htm.

State agency HR staff members with questions regarding the testing schedule or sites should contact their agency liaison in the OPM Applicant Services Division.

HRDS Releases 2004 Fall Workshop Schedule

Grayson Bedwell, OPM

In August OPM's Human Resource Development Services (HRDS) Division released the 2004 Fall HRDS Workshop Schedule to state agency nominating officials and training coordinators. This schedule features 55 different workshops representing 146 days of training at two sites across the state. Over 5,100 seats will be available for enrollment between September 13 and December 16, 2004.

HRDS workshops are designed to meet

HRDS, continued on page 13

2004 State Charitable Campaign Marks 15th Anniversary

Diane Haser-Bennett, OPM

The 2004 State Charitable Campaign (SCC) began on September 15 with a kickoff celebration commemorating the 15th anniversary of the Campaign. Howard Hendrick, Director of the Oklahoma Department of Human Services and Cabinet Secretary of Human Services, and Lt. Governor Mary Fallin hosted this year's state charitable campaign celebration, which was held on the State Capitol North Plaza.

This year, Community Health Charities has served as the new State Principal Combined Fund Raising Organization (SPCFRO) for the campaign. The SPCFRO is responsible for overseeing the solicitation of public funds for the campaign, as well as providing financial and administrative support for charitable agencies involved within the campaign. The State Agency Review Committee, a board of state employees, governs the SCC. The SPCFRO reports to the State Agency Review Committee (SARC) on the progress of the campaign throughout the campaign year.



Members of the SARC Committee include (l to r) Mike Wester, Department of Human Services; Brenda Sullivan, Oklahoma Tax Commission; Nancy Barrett, Department of Transportation; Rhonda Burgess, Office of Juvenile Affairs; Michelle Kirby, Department of Veterans Affairs; Diane Haser-Bennett, Office of Personnel Management; and Norma Goff, Department of Human Services.

Since the campaign's inception in 1989, state employees have contributed nearly \$3 million to charities. Last year, the SCC raised \$402,450 in charitable contributions throughout the state. This was a five percent increase from 2002. Traveling trophies in three categories were presented to agencies with the *Most Contributions*, *Largest Percentage Increase*, and *Highest Per Capita Gift Average*. This year's campaign will end November 30.

OPM Team Member is Francis Tuttle "Success Story"

OPM Network Management Services Team member Jeff Marsden was one of several Francis Tuttle Technology Center students featured on a July 12, 2004, KWTW Channel 9 news program on Higher Education in Oklahoma. Channel 9 reporter Jennifer Eve interviewed Jeff on the topic of computer network security.

Jeff also was one of the students Francis Tuttle recognized during their October 17, 2004, 25th anniversary observance as a Francis Tuttle "Success Story."



Human Rights Commission Accepting Award Nominations

From the Human Rights Commission

The Oklahoma Human Rights Commission (OHRC) is currently accepting nominations for its 21st annual *Human Rights Day* ceremonies to be held on December 10, 2004, at the State Capitol.

On December 10, 1948, the United Nations adopted the *Universal Declaration of Human Rights* aimed at securing basic human rights for all people, and declared December 10 as *International Human Rights Day*.

In recognition of *International Human Rights Day*, OHRC will honor human rights contributions made by Oklahoma residents. The human rights contribution must be an outstanding effort, which strives to remove friction, eliminate discrimination, and promotes unity and understanding by improving group relations and is in accordance with anti-discrimination laws.

Nominations must be accompanied by a statement limited to one page; supporting documentation; and the address and telephone number of both the nominator and nominee.

OHRC will review nominee information and select award recipients for 2004; recipients will be recognized and receive their awards during the December 10, 2004 ceremonies.

The closing date for nominations is 5:00 p.m. on November 1, 2004. All nominations should be forwarded to Diane Stouwie, Community Relations Specialist, OHRC, 2101 North Lincoln Blvd., Room 480, Oklahoma City, OK, 73105-4904.

For more information, please call (405) 522,2945, fax (405) 522-3635, or e-mail diane.stouwie@ohrc.state.ok.us.



*State agencies will be closed on
Thursday, November 11, 2004,
in observance of Veterans Day.*

Agency HR Changes Since 7/04

Oklahoma Aeronautics Commission
Denise Manek
HR Office Administrator

**Center for the Advancement
of Science & Technology**
Harold Norton
Director of Operations and Finance
Interagency transfer from
Oklahoma State Bureau of Investigation

**Alcoholic Beverage Laws
Enforcement Commission**
Karen Pilkington
Administrative Programs Officer

Department of Corrections
Spencer Anthony
Senior Compensation Analyst
Interagency transfer to
Oklahoma Health Care Authority

Chris Kennedy
Senior Compensation Analyst

Oklahoma State Department of Health
Kara Kearns
Director of Staff Development/Training

Department of Human Services
Anita Cook
HR Management Specialist IV

Tamar Hinton
HR Management Specialist III

Oklahoma Merit Protection Commission
Gloria Schratweiser
HR Management Specialist

Oklahoma Pardon & Parole Board
Lila Johnson
Administrative Assistant I
Resigned

Kristina Piper
Account Technician III

Office of Personnel Management
Sheree Allen
Administrative Technician (Receptionist)
Financial Management Services

Pearl Barnes
Administrative Technician (Receptionist)
Financial Management Services
Retired

Sara Dean
Carl Albert Public Internship Program
Executive Fellow
Management Services/Classification

Linda Roe
Accountant
Financial Management Services
Interagency transfer to Office of State Finance

Everett Slavik
HR Management Specialist
Management Services/Compensation
Interagency transfer to Compsource Oklahoma

Tiffany Tomlinson
Carl Albert Public Internship Program
Executive Fellow
Management Services/Compensation

Cynthia Williamson
HR Management Specialist
Employee Selection Services/Applicant Services
Interagency transfer to Oklahoma
Turnpike Authority

Public Employees Relations Board
Margaret Cox
Executive Secretary
Retired

Debbie Tieben
Executive Secretary
Interagency transfer from Board of Examiners for
Speech-Language Pathology & Audiology

Oklahoma Tax Commission
Robin Stowe
HR Management Specialist

**Oklahoma Commission for
Teacher Preparation**
Barbara Taft
Manager of Administrative Services

Oklahoma Transportation Authority
Gloria Schratweiser
Interagency transfer to
Merit Protection Commission

Department of Tourism & Recreation
Nanneeusha Young
HR Assistant

Department of Veterans Affairs
Dana Campbell
HR Programs Manager

Tina Green
HR Management Specialist

Worker's Compensation Court
Mary Scott
Assistant Court Administrator
Resigned

OPM Committee Calendar

Affirmative Action Review Council
11/17/04, 12/15/04, 1/19/05—8:30 a.m.
Department of Agriculture, Food & Forestry

CPM Advisory Board
Meets at the call of the chair

Child Day Care Advisory Committee
Meets at the call of the chair

OPM State EAP Advisory Council
11/10/04—10:00 a.m.
419A State Capitol

**Governor's Advisory Council
on Asian-American Affairs**
2005 Schedule TBA
Office of Personnel Management
Conference Room G-91

Calendar, continued on page 12



Members of the National Association for Government Training and Development (NAGTAD) gathered in Asheville, North Carolina, September 26 - 29, 2004, for their annual conference. Pictured (l to r) with the beautiful Biltmore Mansion in the background, are NAGTAD officers Kathy McNeill, Montana, Treasurer; Jody Zauha, Idaho, Public Relations; Jack Lemons, NAGTAD Executive Director; Carrie Rohr, Oklahoma, Secretary; Cindy Fauerbach, Delaware, President-Elect; and Ann Cobb, North Carolina, President.



During the monthly OPM Team meeting on July 9, OPM Team member Joyce Smith (right) presented a "Certificate of Appreciation" to members of the OPM Team "for financial contributions, school supplies, and valuable time given in support of the children of Longfellow School." Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, accepted on behalf of OPM Team members. Since February 1998, OPM Team members have participated in the "State employees Having an Active Role in Education" (SHARE) Program through which employees may use one hour a week of paid leave to volunteer time at an Oklahoma City school tutoring students in reading. For more information on using SHARE in your agency, please contact Joyce Smith at (405) 522-3617 or joyce.smith@opm.state.ok.us.

Draft Regulations Offer Guidance to Safeguard Reserve and Guard Jobs and Benefits

Reprinted with permission—9/24/04 IPMA-HR Bulletin
International Public Management Association for Human Resources

The U.S. Department of Labor (DOL) has published draft regulations in the Federal Register that interpret the Uniformed Services Employment and Reemployment Act of 1994 (USERRA). Congress passed USERRA to safeguard the employment rights and benefits of service members upon their return to civilian life.

This action by the Department represents the first time regulations have been developed to help enforce USERRA since passage of the law in 1994. It is the latest in a series of proactive steps the department has taken to ensure job security for the largest group of mobilized National Guard and Reserve service members since World War II.

To date, more than 420,000 citizen-soldiers have been mobilized since 9/11. This number includes more than 260,000

of those service members who have been demobilized after generally serving longer tours of duty than occurred during the last comparable conflict, Operation Desert Storm. Despite these longer tours, the rate of complaints has decreased by almost 30 percent from one for every 54 demobilized service members after Desert Storm to one in 76 in the War on Terrorism.

The regulations interpreting USERRA have been drafted in plain language, and are set forth in an easy-to-read question and answer format. The regulations explain how USERRA protects against discrimination and retaliation because of military service. It also prevents service members from suffering disadvantages due to performance of their military obligations and affords them ample time to report back to their jobs fol-

USERRA, continued on page 13

Calendar, continued from page 11

Governor's Ethnic American Advisory Council

11/19/04, 2/18/05, 5/20/05,
8/19/05, 11/18/05—3:00 p.m.
Office of Personnel Management
Conference Room G-91

Governor's Advisory Council on Latin-American & Hispanic Affairs

2005 Meeting Schedule TBA
Office of Personnel Management
Conference Room G-91

Committee for Incentive Awards for State Employees

Meets at the call of the chair

Mentor Selection Advisory Committee

Meets at the call of the chair

State Agency Review Committee

11/10/04—2:30 p.m.
Office of Personnel Management
Conference Room G-91

Oklahoma Commission on the Status of Women

11/18/04—1:30 p.m.
Office of Personnel Management
Conference Room G-91

Note: Calendar subject to change. Call (405) 521-2177 for most recent information concerning OPM Advisory Bodies and other entities staffed by OPM.

For agendas, log on to the OPM Website at www.opm.state.ok.us and open the "OPM Advisory Body Meetings" link under "Quick Links."

3A Memos Since 7/04

OPM 04-38 (10/27/04)

Employee Voting Time

OPM 04-37 (10/18/04)

Proposed Emergency Amendments to the Oklahoma State Employee Charitable Contribution Campaign Rules

OPM 04-36 (10/18/04)

Proposed Emergency Amendments to Oklahoma State Employees' Direct Deposit Rules, Productivity Enhancement Program Rules, Voluntary Payroll Deduction Rules, and Merit System of Personnel Administration Rules

OPM 04-35 (9/10/04)

Certified Personnel Professional Training

OPM 04-34 (7/23/04)

Nominees Sought for 2005 National Public Service Awards

Need an outstanding, hard-working graduate or undergraduate intern? OPM's Carl Albert Public Internship Program can help! Call Dayna Petete at (405) 521-6293 for all the details!

HRDS, continued from page 9

the professional development needs of agency supervisors and managers, as well as other employees preparing to assume roles at this level.

For the Fall 2004 semester, OPM contracted with ten instructors to teach HRDS workshops: Joe Davenport, Dina Ables Denison, Susan Ferguson, Vic Jackson, Mary Jo Major, Buddie Massey, Thomas Nolan, Gayla Sherry, Ron Stewart, and Julia Teska. In addition, 16 instructors who are current state employees also teach HRDS classes: Carrie Rohr, Joyce Smith, Lee Hayden, Natasha Riley, Dayna Petete, Diane Haser-Bennett, Karen Luman, Robert Stevens, Warren Thompson, Deanna Miller, all of OPM; Paula Land, Department of Rehabilitation Services; Darrin McDaniel, Office of Juvenile Affairs; Norma Goff, Department of Human Services; Kara Morrow, Office of Handicapped Concerns; Scott Lange, Merit Protection Commission; and Jim Ennis, State Supreme Court.

USERRA, continued from page 12

lowing completion of their service obligations. Most significantly, service members can be assured that the Department of Labor (DOL) stands ready to render assistance when employment concerns arise.

In addition to the regulations, Secretary Chao and the DOL's Veterans' Employment and Training Services (VETS) have taken other steps to reduce the rate of USERRA complaints including:

- Providing briefings to more than 158,000 service members and others on USERRA;
- Responding to almost 26,000 requests for technical assistance;
- Distributing more than 240 televised Public Service Announcements, with a second announcement to be released shortly; and
- Addressing most of the major human resource and employer organizations.

For more information on the amended USERRA regulations, link to http://www.regulations.gov/AGCY_VETERANSEMPLOYMENTANDTRAININGSERVICE.cfm.



On August 16, members of OPM's Human Resource Development Services (HRDS) Division and current HRDS contract and state employee instructors gathered at the Tom Steed Center on the campus of Rose State College for a trainers meeting. In addition to discussing plans and procedures for the Fall 2004 semester, attendees also reminisced about memorable workshop experiences. Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration (c) talked about the very first workshops, "Public Sector Manager" and "Challenges of Supervision," which were taught by Vic Jackson (r) in May 1981. Retired OPM Team member and current HRDS contract instructor, Joe Davenport (l) attended the inaugural "Public Sector Manager" workshop and he and his class members received their workshop certificates in a special Blue Room Ceremony at the State Capitol, with Governor George Nigh providing the address and having his photo taken with each class member. Mr. Jackson served as State Personnel Board (now OPM) Training Director from 1980 - 1984.



OPM HRDS Director Carrie Rohr (r) and Rose State College Tom Steed Center computer support staff member Courtney Hileman (l) at the trainers meeting on August 16.



HRDS contract instructors (l to r) Buddie Massey and Julia Teska at the August 16 trainers meeting.

Offensive E-Mails Ongoing Workplace Problem

Reprinted with permission—9/24/04 IPMA-HR Bulletin
International Public Management Association for Human Resources

More than one in five employers (21%) has had employee e-mail and instant messages (IM) subpoenaed in the course of a lawsuit or regulatory investigation. That is more than double the 9% reported in 2001, and a 7% increase over the 14% reported last year. Another 13% have battled workplace lawsuits triggered by employee e-mail. Yet, in spite of the fact that e-mail and instant messages are a primary source of evidence—the electronic equivalent of DNA evidence—employers remain largely ill prepared to manage e-mail and instant messaging risks. These are the findings of the new 2004 *Workplace E-Mail and Instant Messaging Survey* of 840 U.S. companies from the American Management Association and The ePolicy Institute.

The failure to properly retain e-mail and IM reflects employers' failure to educate employees about e-mail and IM risks, rules, and policies. "The fact that 37% of respondents do not know or are unsure about the difference between an electronic business record that must be retained, versus an insignificant message that may be deleted,

suggests that employers are dropping the ball when it comes to effectively managing e-mail and IM use," said Nancy Flynn, executive director of The ePolicy Institute. This year, 54% of respondents say their organizations conduct e-mail policy training, a 6% increase over the 48% reported in 2003.

While over a third of survey respondents are in the dark about business record retention, 42% perform a job function that is governed by government or industry regulations. Fully 43% of those regulated employees either do not adhere to regulatory requirements governing e-mail retention, or are unsure if they are in compliance. While employers have been slow to put e-mail and IM retention policies into place, fully 79% of employers have implemented a written e-mail policy. Unfortunately, only 20% have adopted a policy governing IM use and content.

The failure to impose written instant messaging rules and policies is particularly

E-mail, continued on page 15



Several state of Oklahoma HR professionals attended the annual meeting of the National Association of State Personnel Executives held in early August in Biloxi, Mississippi. Pictured (l to r) are Anne Soileau, Louisiana Department of State Civil Service, and 2004-2005 NASPE President-Elect; Sam Wilkins, South Carolina Office of Human Resources, and 2004-2005 NASPE President; Al Smith, Oklahoma Department of Human Services; Oscar Jackson, Oklahoma Office of Personnel Management, and NASPE Past-President; Elizabeth Sharon, Oklahoma Department of Mines; Sue Roberson, Indiana Department of Personnel, and 2003-2004 NASPE Past-President; and Jeff Schutt, Colorado Division of Human Resources and 2003-2004 NASPE President.

IPMA-HR Offers Two Certifications

Reprinted with permission
August 2004 IPMA-HR News
International Public Management
Association for Human Resources

One of our purposes as a professional organization is to enhance the image of human resources professionals and to develop HR practitioners as an integral part of the leadership of any organization. To help you achieve this success, IPMA-HR developed two certifications: IPMA-CP (Certified Professional) and IPMA-CS (Certified Specialist).

IPMA-Certified Professional (IPMA-CP)

The IPMA-CP credential recognizes individuals for their broad knowledge and abilities across the following areas of the HR function:

- Organization and employee development,
- Employee/labor relations,
- Selection,
- Classification and compensation, and
- Employee benefits/risk management.

IPMA-Certified Specialist (IPMA-CS)

The IPMA-CS credential recognizes individuals with a specialized skill in one of the areas of HR function listed above.

Unlike other certifications, the IPMA-HR Certification Programs have a public sector focus because we know that you face situations and challenges not present in a private sector setting. And we specialize in knowing what goes on in the public sector environment.

If you are currently practicing HR in the public sector—chances are you are already on your way to becoming certified. Why not take that next step?

Minimum Qualifications

- MA plus two years of public sector HR experience, **or**
- BA plus four years of HR experience, at least two of which must be in the public sector, **or**

Certification, continued on page 16

E-mail, continued from page 14

disturbing considering that only 11% of organizations employ IM gateway/management software to monitor, purge, retain, and otherwise control IM risks and use. With 31% of employees using IM at the office, and 78% of those users downloading free IM software from the Internet, 89% of organizations are vulnerable to a growing array of IM-related legal, compliance, productivity, and security threats—on top of a myriad of e-mail challenges they have yet to master.

Employers do a comparatively better job of monitoring employee e-mail than IM. Fully 60% use software to monitor external (incoming and outgoing) e-mail. However, only 27% take advantage of technology tools to monitor internal e-mail that take place between employees. “Management’s failure to check internal e-mail is a potentially costly oversight. Off-the-cuff, casual e-mail conversations among employees are exactly the type of messages that tend to trigger lawsuits and arm litigators with damaging evidence,” said Flynn.

The majority (58%) of workplace users engage in personal IM chat. Survey respondents report sending and receiving the following types of inappropriate and potentially damaging IM content: attachments (19%); jokes, gossip, rumors, or disparaging remarks (16%); confidential information about the company, a coworker, or client (9%); sexual, romantic, or pornographic content (6%). From the standpoint of content and retention, employers should view IM as a form of turbocharged e-mail, creating a written business record that must be monitored and managed. Employers are advised to take control of instant messaging risks today, or face potentially costly consequences tomorrow.

For an executive summary of the 2004 *Workplace E-Mail and Instant Messaging Survey*, link to <http://www.epolicyinstitute.com/survey/survey04.pdf>.

Kudos

to Jean Kirk,

*Department of Human Services,
who received her
“Certified Personnel Professional”
designation on July 21, 2004.*



Joanie Batty, HR Programs Director for the Department of Rehabilitation Services (DRS), was honored for 25 years of state service during the DRS Commission meeting on October 6, 2004. Ms. Batty is a former OPM Team member and wife of Hank Batty, OPM Deputy Administrator for Programs. Pictured (l to r) are Hank Batty, Joanie Batty, and Ben C. White, Chair of the DRS Commission.

Governor Declares October 2004 Benefits Coordinator Month

From the Employees Benefits Council—September 27, 2004

On September 27, in a letter addressed to over 200 state agency benefits coordinators, Governor Brad Henry praised their work and recognized the important service they provide to state employees.

The Employees Benefits Council (EBC) conducts an open enrollment option period once a year. During the option period, employees choose among numerous health, dental and vision plans offered through the state’s Flexible Benefits program, which is known as *SoonerChoices*. State employees can elect their benefit options by using EBC’s state-of-the-art Internet-based Benefits Administration System (BAS). The system uses advanced technology to provide a user-friendly environment for employees and benefits coordina-

Benefits, continued on page 17



Members of the Governor’s Ethnic American Advisory Council include (seated, l to r) Dr. Riaz Adhmad; Dr. Sandra K. Rana, Chair; Mohammad Farzaneh; (standing, l to r) Linda Williamson, OPM Office of Equal Opportunity and Workforce Diversity; Dr. Basel S. Hassoun; Malaka A. Elyazgi; Marjaneh Seirafi-Pout, Vice Chair/Secretary; Karen E. Bak; Dr. Mohammad Karami; and Brenda C. Thornton, Director of OPM’s Office of Equal Opportunity and Workforce Diversity. Governor Brad Henry created the Council on May 27, 2004, to, among other things, provide advice and assistance to the Governor on the development and implementation of policies, plans, and programs relating to the needs and values of the Ethnic American community.

Certification, continued from page 14

- AA plus six years of HR experience, at least two of which must be in the public sector, **or**
- No degree and eight years of HR experience, at least two of which must be in the public sector.

Our new Executive Level Category for qualification is now available. This is not another certification type, but rather, another means of qualifying for certification based on position held and number of years of service. This application is not yet available online; to receive it, please contact Debbie Tankersely-Snook (see contact information below). You may qualify for the Executive Level IPMA-CP designation without taking the certification examination if you are the current HR director for your organization, have at least ten years of HR managerial experience, and have at least three years of public sector HR experience.

If you meet one of the above qualifications, take the next steps:

- Complete the IPMA-HR Certification Application found online at www.ipma-hr.org under “Professional Development,” after which you will be asked to
- Complete a Personal Profile, and
- Take an online exam.

The exam is the same exam given upon completion of the IPMA-HR Competency Training. If you have already been through the Competency Training program (and passed the exam) and wish to pursue IPMA-CP or IPMA-CS certification you will receive a \$99 discount off of the normal \$199 certification fee for having taken the course.

For more information about certification, visit www.ipma-hr.org or contact Debbie Tankersely-Snook at (703) 549-7100 or tankersely@ipma-hr.org.

Do it today!

Interested in OPM's Certified Public Manager Program? HRDS Director Carrie Rohr can tell you all about it! Call her at (405) 521-6344 for all the details.



On August 16, members of the Governor's Ethnic American Advisory Council met with OPM Team members to discuss plans for their initial meeting, which was held September 24. Pictured (l to r) are Brenda Thornton, Director of OPM's Office of Equal Opportunity and Workforce Diversity, who provides staff support for the Council; Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration; Council member Marjaneh Seirafi-Pour of Norman; Hank Batty, OPM Deputy Administrator for Programs; and Council member Dr. Riaz Ahmad of Edmond.

OPM Hosts CPM Executive Development Seminar

Carrie Rohr, OPM

Twenty-nine Certified Public Manager (CPM) candidates participated in the Executive Development Seminar held October 19 - 22 at Lake Murray State Lodge.

The participants were divided into four groups that worked to prepare a task force report on how to improve state government in the areas of corrections, education, and transportation.

These reports will be sent to the Governor and members of his Cabinet. Each group worked with a facilitator who assisted them in the process. This year's facilitators were Lou Logan, Oklahoma Tourism and Recreation Department; Jane Lake, Oklahoma Department of Transportation; and Joyce Smith, OPM.

In addition, participants attended workshops presented by consultants Kerry Robertson (*Managing the Media*) and Gayla Sherry (*Know Thyself, Then Understand Others*) and State Department of Health staff member Mark Jones (*Dealing With Difficult People*).

One of the highlights of the seminar is

Seminar, continued on page 20



Members of the CPM Executive Development Seminar Education Task Force included Jim Brandon, Tulsa County District Attorney's Office; Valerie Marr, Oklahoma City-County Health Department; Larry Hicks, Oklahoma City-County Health Department; Sherrill Pallotta, Department of Human Services (DHS); Stephanie Henderson, DHS; Seless Kelly, Oklahoma Employment Security Commission; Linda Johnson, DHS; Brenda Reichert, DHS; Michelle Green Gilbert, State Department of Health; and Jim Nutt, Council on Law Enforcement Education and Training.

CORE/ PeopleSoft Training



On August 5 and 6, state agency HR staff members and others attended a CORE/PeopleSoft train-the-trainer workshop at the Department of Human Services training facility in Norman. Pictured above (l to r) are Paula Land, Department of Rehabilitation Services (DRS); Tom Pavlik, Maximus; Linda Quinton, DRS; Mary Martin, DRS; Kathy James, DRS; and Drew Hall, Office of State Finance. On July 21, Kathy Clowers, Maximus (l), and Carrie Rohr, OPM (r), hosted a CORE/PeopleSoft meeting for agencies with "view only" access to the new PeopleSoft HRMS system.



Benefits, continued from page 15

tors, a convenient method to access benefits-related information, faster on-line data entry, more effective interface with other state agencies and contracted health carriers, and far superior accounting and reporting capabilities.

In preparation for this year's option period, which began October 1, 2004, and ended October 29, 2004, EBC conducted a two-day training event September 27 and 28 for state benefits coordinators. Training topics included online enrollment, enrollment guide information, supplemental life insurance applications and procedures, plan designs, BAS premium accounting, flexible spending accounts, followed by a question and answer period.

During the event, Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, and a member of the EBC governing board, presented the benefits coordinators in attendance with Governor Henry's proclamation. In his presentation, Mr. Jackson said, "Although Governor Henry has de-

clared October as "State Benefits Coordinator Month" in the state of Oklahoma, we understand that each of you throughout the year assist your respective state agency employees in making one of the most important decisions they will make during the year for themselves and their family members. Your role in the benefit selection process is significant and sincerely appreciated."

The October option period was for Plan Year 2005 (January 1, 2005 through December 31, 2005). Active state employees are required to purchase health, dental, basic life, and disability benefits known as core benefits. Employees may also purchase vision benefits, which are optional plans outside the core benefits package. EBC serves as the Section 125 administrator, which allows employees to choose their benefits on a "pretax" basis. In addition, active state employees have the choice of participating in a tax savings medical spending account and dependent day care account.

Need PEP?

*Joyce Smith can help!
Call her at (405) 522-3617*

749

The 9th Annual State Employees Health and Safety Expo is scheduled for November 4, 2004, 9:00 am - 4:00 pm, in the first floor rotunda of the State Capitol. The Expo, which is co-sponsored by the Employees Benefits Council's Wellness program, features information about athletic clubs, chair massages, natural foods, blood pressure testing, consumer credit counseling, health and wellness materials, vision and glaucoma screening, air quality product information, laser eye correction discounts, stroke evaluation, sickle cell screenings, and hearing screenings.

IPMA-HR Hosts Annual Training Conference

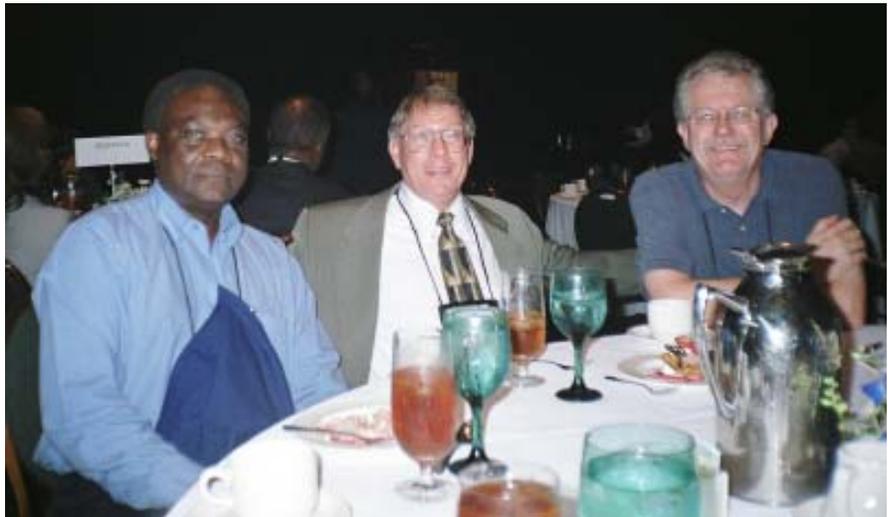
Dayna Petete, OPM

The International Public Management Association for Human Resources (IPMA-HR) hosted its 2004 International Training Conference and Exposition October 17 - 20, 2004 in Phoenix, Arizona.

This year's Conference topics included *Managing the 4 Generations*; *Civil Service Reform: Who's Driving the Bus*; *Managing Succession: Strategies for the Coming Decade*; *Emotional Intelligence*; *Restoring Humanity to Human Enterprise*; *Avoiding the Ethics Hot Seat*; and *Breaking Out of the Box: HR as a Partner*.

The Oklahoma delegation to the Conference included OPM Team members Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration; Hank Batty, OPM Deputy Administrator for Programs; and Dayna Petete, OPM Assistant Administrator for Communications and Legislative Liaison.

IPMA-HR is a membership organization that represents the interests of public sector HR professionals at the federal, state, and local levels of government. Among the Association's many objectives is the promotion of excellence in HR management through the ongoing development of professional and ethical standards. To that end, IPMA-HR is involved in the development and delivery of professional development programs and products and services that assist public sector HR professionals in reaching their potential.



Hank Batty, OPM Deputy Administrator for Programs (r) visits with tablemates (l to r) O.M. Shane Bendera, Tanzania; and John Absmeier, California; during the annual IPMA-HR Awards Luncheon.



IPMA-HR Executive Council member Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration (r), visits with IPMA-HR Past Presidents (l to r) Fagan Stackhouse, Virginia; and Jim Stratton, Wisconsin; during the IPMA-HR Conference.

Stevens Appointed to Board

Dayna Petete, OPM

On September 23, 2004, Governor Brad Henry appointed OPM State Employee Assistance Program Coordinator Robert Stevens to serve a five-year term as a member of the Oklahoma Board of Licensed Alcohol and Drug Counselors.

The purpose of the Board, which was created by the Legislature during the 2004 session (HB 2464), is to determine, among other things, eligibility for certification and licensure of individuals as alcohol and drug counselors; deny the issuance of a certificate or license; suspend, revoke or refuse to renew a certificate or license, or place a holder of a certificate or a licensee on probation; levy administrative penalties or initiate disciplinary, prosecution and injunctive proceedings against anyone who violates any of the provisions of the Licensed Alcohol and Drug Counselors Act.

Mr. Stevens has served as OPM State EAP Coordinator since 1993. He also is employed as an Oklahoma County Deputy Sheriff.



Compensation Conference Reaches “Rocky Mountain High”

Tom Patt, OPM

From October 3–6, 2004, the Central States Compensation Association (CSCA) held its 20th Annual Conference in the magnificent setting of the YMCA of the Rockies in Estes Park, Colorado. Spectacular mountain scenery and herds of wandering elk added to the enjoyment of conference attendees as they spent two and a half days honing their compensation knowledge and skills in this Rocky Mountain setting. The state of Oklahoma was represented at the conference by Diane Haser-Bennett, OPM Assistant Administrator for Manage-

presentation on a new process for dealing with repetitive motion injuries, which included a live demonstration of some deep massage therapy techniques on willing volunteers from among the conference attendees.

The second day of the conference included an in-depth explanation of the Occupational Employment Statistics Survey by the U.S. Department of Labor’s Bureau of Labor Statistics (BLS). This presentation dovetailed nicely with the current initiative by the CSCA to link its survey benchmark

the CSCA. Long-time conference attendees shared stories from earlier conferences, going back to the first conference in Kansas in 1984.

The Conference concluded on Wednesday, October 6, with presentations on the CSCA annual compensation survey, which was conducted by Wyoming; the benefits survey, conducted by New Mexico; and the executive survey, which was handled this year by Washington. All attendees left with a sense of satisfaction that they had enhanced their compensation knowledge; a sense of wonder at the spectacular mountain scenery and awesome wildlife in this Rocky Mountain resort; and a sense of anticipation as they look forward to next year’s conference in Salt Lake City, Utah.



Justin Najaka, New Mexico Compensation Director and 2004 CSCA President; Sue Huang, Colorado Compensation Director and 2005 CSCA President-Elect; and Tom Patt, OPM Director of Compensation and Workforce Planning and 2006 CSCA President-Elect.

ment Services, and Tom Patt, OPM Director of Compensation and Workforce Planning.

The first day of the conference began with a living history of Estes Park, presented by Lynne Swanson, an employee of the Laramie County Library in Cheyenne, Wyoming. Ms. Swanson captivated the audience with a dramatic portrayal of a 19th century traveler in Estes Park. The conference then began in earnest, with presentations on strategic planning, health care cost containment, and the revisions to the exemption rules of the Fair Labor Standards Act. The state of Colorado provided an especially interesting

jobs to the appropriate Standard Occupational Classification codes. Many feel that this addition to the survey will not only improve the survey job matching of the member states, but will also enable states to obtain valuable data from the BLS survey. This presentation was followed by the CSCA’s annual business meeting, the highlight of which was the election of Tom Patt as President-Elect of the Conference for 2006. The Oklahoma delegation was also honored by being selected as the site of the 2007 conference. The second day was capped by a banquet at the historic Stanley Hotel in Estes Park, marking the 20th anniversary of

Higher Ed Society Honors Advisory Council Member

Dayna Petete, OPM

On October 5, 2004, Dr. Yoshi K. Sasaki, was inducted into the Oklahoma Higher Education Hall of Fame. Dr. Sasaki, a University of Oklahoma George Lynn Cross Research Professor Emeritus, has been a member of the Governor’s Advisory Council on Asian American Affairs since its creation in 1995. OPM provides staff support to this Council, which was established to provide advice and assistance to the Governor on policy issues related to the arts, economic development, health and human services, human resources, and education affecting the Asian American population of Oklahoma. All members are appointed by the Governor.

Dr. Sasaki was born in Akita, Japan, in 1927, and emigrated to the United States in 1956 immediately after completing his doctorate. He moved to Norman, Oklahoma, in 1960 to assist in founding the now world-class meteorology program at the University of Oklahoma. Dr. Sasaki became a United States citizen in 1974.

The Oklahoma Higher Education Hall

Dr. Sasaki, continued on page 20



Dr. Yoshi Sasaki (third from left) with members of the Governor's Advisory Council on Asian-American Affairs who served during 2003 (l to r) Vasithy Sengdara, Tinny Chang, Dr. Sasaki, Dr. Rita Raman, the late Rex Chen, and Hung Le.

Seminar, continued from page 16

building a tower with only newspaper and masking tape. This exercise demonstrates the different personality types and how they relate in a team environment.

The Executive Development Seminar is the capstone of the Oklahoma CPM program. For more information regarding the CPM program, please contact Carrie Rohr, Director of OPM's Human Resource Development Services Division, at (405) 521-6344, or carrie.rohr@opm.state.ok.us.

Applicants Like ICE

Melissa Jolly, OPM

It is not unusual for all 16 ICE computers to be in use throughout the day in OPM's Test Room. ICE (Integrated Computerized Examination) is the computerized test development, administration, and scoring system for Merit System testing for state jobs.

The test that people take most often on the computers is 0608, which is for Administrative Technician Clerk I, II, III; Typist Clerk I, II, III; Secretary I; Rehabilitation Technician; Administrative Technician; and Transportation Field Clerk. Another popular computer test is 0529, which is for Customer Service Representative I and II.

Computer testing is first come, first served. If an applicant comes in to take a test and the computers are full, Test Room staff members give the applicant an option to wait for a computer or take the test in written form. We have had people wait up



Back to front:
Brenda Whitley
Rolanda Robinson
Crystal Pounds
Denotria Cuble
Julie Ann Linse
Elvannie Rogers

ICE Testing



Front to back:
Sherry Jaramillo
Vincent Perry
Vonda Johnson
Allison Adams
Elizabeth Hay*
Kimberly Young
Kesha Dyas
Donna Benjock

*Hired by the Department of Human Services as a Typist Clerk III.

to 30 minutes to take the test by computer, and up to ten people waiting to take their test by computer.

Most applicants like the computer because they receive their results that day and are placed on the register about ten minutes after they have finished their test.

If applicants need help while they are taking their test, they can push a button on

Dr. Sasaki, continued from page 19

of Fame is sponsored by the Oklahoma Higher Education Heritage Society and recognizes and honors individuals, living and deceased, for outstanding meritorious service to higher education in the state of Oklahoma. To be eligible for induction, an individual must have been employed for one or more institutions of public and private higher education in the state of Oklahoma on a full-time basis for a minimum of ten years. Individuals not so employed, but who have performed outstanding service to higher in the state, or organizations or institutions, are also eligible for consideration, such service to be above and beyond financial contributions.

the screen labeled Contract Proctor. When they push that button, Test Room staff members receive a message on their computer monitors telling us which computer needs assistance. This is for the convenience of the applicant.

As you can see from the photos above, August 31, 2004, was a good day for an ICE test!