

**State of Oklahoma**

**Office of Personnel Management**

**Annual Report**

**FY 2001**

**State of Oklahoma**

**Office of Personnel Management**

**Oscar B. Jackson**

**Administrator & Cabinet Secretary of Human Resources**

**Dayna R. Petete**

**Assistant Administrator for Special Projects  
& Legislative Liaison**

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**Annual Report**

**FY 2001**

**FY 01 OPM  
Annual Report**

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# FY 01 OPM Annual Report

## Foreword

### The Who, What, When, Where, and Why of the Office of Personnel Management

Every year when it comes time to prepare the OPM Annual Report, we face somewhat of a dilemma—how do we tell our story, the basics of which do not change from year to year, in a way that is interesting, informative, attractive but not flashy, and truly illustrative of who we are and what we do. And, this year we decided to do just that—talk about *who* we are, *what* we do, and *when* and *where* and *why* we do what we do. Anyone at all familiar with journalism has heard of the Five W's of news—if you cover these, you've covered the whole story.

#### Who

In the OPM FY 01 Annual Report, you'll learn that OPM is made up of 100 + dedicated public servants whose duties range from conducting classification audits, to creating training and development courses, to sorting mail—and everything in between.

#### What

You'll learn that regardless of the language used in each employee's job family descriptor, we're all dedicated to one important task—the effective and efficient administration of the state Merit System.

#### When

Of course, because this is the FY 01 Annual Report, you'll learn what happened during Fiscal Year 2001, but you'll also learn a little bit about our history—the genesis of the Merit System, the changes it has undergone through the years, and why the Merit System has been, and remains, important to the citizens of the state of Oklahoma.

#### Where

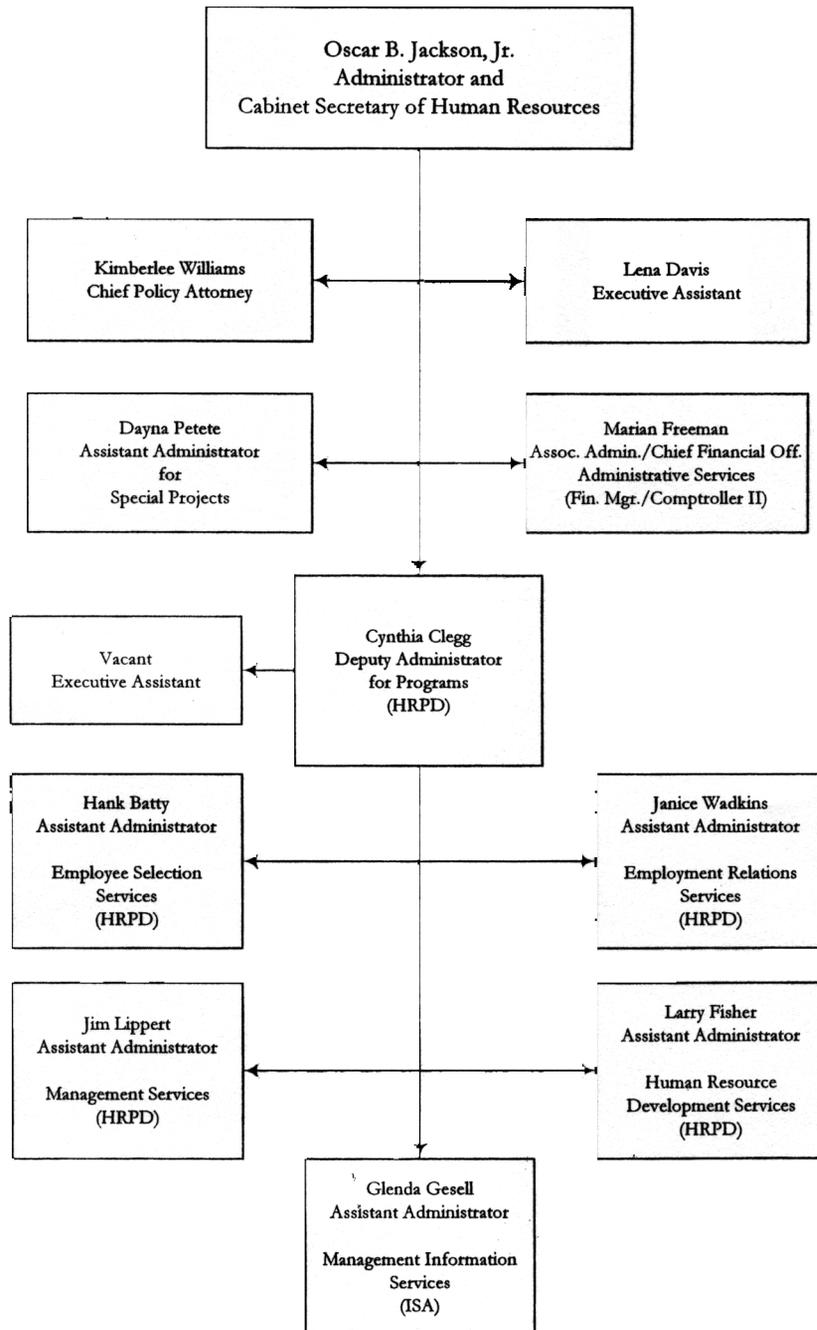
You'll learn that although our primary location is the Jim Thorpe Building at 2101 North Lincoln Boulevard in Oklahoma City, our presence is felt in every corner of the state thanks to a unique partnership with the Oklahoma Department of Career and Technology Education that permits the testing, each day, of hundreds of individuals for state jobs at 21 CareerTech sites.

#### Why

You'll also learn that, not surprisingly, most of what we do we do because it is required by the Oklahoma Personnel Act and the Merit Rules of Personnel Administration.

# FY 01 OPM Annual Report

## Organization



# FY 01 OPM Annual Report

## Office of Personnel Management

### Who

The Office of Personnel Management is headed by the Administrator who is appointed by the Governor and confirmed by the Oklahoma State Senate. The work of OPM is divided among eight departments:

- Office of the Administrator,
- Administrative Services,
- Employee Selection Services,
- Employment Relations Services,
- Human Resource Development Services,
- Management Information Services,
- Management Services, and
- Special Projects.

OPM administers the Merit System of Personnel Administration. In FY 01, the agency had an FTE limit of 116.5 and an annual budget of approximately \$6 million.

OPM also is more informally organized into three Teams: the Executive Team is comprised of department heads (Associate and Assistant Administrators) and others who report directly to the Administrator; the Administrative Team is made up of Executive Team members and other supervisory staff who report to members of the Executive Team; and the OPM Team, which is composed of all OPM Team members.

*Members of the OPM Team gather once a month for agency activity updates and to honor those who have earned longevity pins and certificates.*



## What

In 1936, state voters adopted the Social Security Amendment to the state constitution to comply with the federal Social Security Act. The Social Security Act required employment standards based on merit for state agencies supported by federal grants-in-aid. This action led to the state's first Merit System. In August 1938, a three-member Merit System Council was appointed by the Governor to administer the Merit System, which applied only to grants-in-aid agencies: Public Welfare (now the Department of Human Services), Employment Security, Health, and Civil Defense (now the Department of Civil Emergency Management).

The purpose of the Merit System was to foster a competent career service free from political patronage. The System was patterned after a standard model provided by the federal Office of State Merit Systems and had no basis in Oklahoma law.

*Charles R. Scruggs, Dr. E.F. Webber, and Mr. Thomas R. Benedum were members of the Merit System Council in FY 1946.*



In 1959, the state Legislature created the Merit Act, thus giving the Merit System a statutory basis, and provided for the extension of the Merit System to other state agencies through the issuance of Executive Orders. The Act replaced the Merit System Council with a seven-member State Personnel Board to be appointed by the Governor. The Board appointed a director who employed staff.



*The State Personnel Board in the early 1960s: (standing) A.E. Plume, Ardmore; Raymond Fields, Guymon; Dale A. Schmitt, Oklahoma City; James B. Miller, Shawnee; (seated) Phyllis Fenimore, Woodward; James J. Hunter, Bartlesville; Roy Smith, Norman.*

## What

In 1982, the Oklahoma Legislature passed major reform legislation that replaced the Merit Act with the Oklahoma Personnel Act and created the Office of Personnel Management (OPM) as the administrative agency for the state personnel system. It also created the Ethics and Merit Commission (now the Oklahoma Merit Protection Commission) as a quasi-judicial entity to decide personnel-related disputes.



*James L. Howard, Executive Director of the Merit Protection Commission; Mary Ann Karns, Chairperson of the Merit Protection Commission, and Oscar B. Jackson, Jr., Administrator of the Office of Personnel Management and Cabinet Secretary of Human Resources.*

Additional reforms were passed in the 1990s to provide state agencies with more flexibility while maintaining the basic protections of the Merit System. Since that time, OPM's role within state government has evolved from one that is primarily regulatory to one involving leadership, service, and consultation.

The Merit System is a mature, comprehensive personnel system consisting of position classification; compensation and benefits; salary administration; recruitment; certification; human resource development; the Certified Public Manager Program; the Carl Albert Public Internship Program; and the State Employee Assistance Program.

Agencies, positions, and employees that are subject to the Merit System are "classified". Procedures for the appointment of personnel to Merit System positions, the conditions of employment, and procedures for removal are governed by the Oklahoma Personnel Act and the Merit Rules of Personnel Administration. In FY 01, there were 64 Merit System or classified state agencies.

The Oklahoma Personnel Act also contains provisions that apply to agencies, positions, and employees that are not subject to the Merit System. These agencies, positions, and employees are considered "non-Merit System" or "unclassified". There are few universal procedures for the recruitment and appointment of unclassified officers and employees or for the terms and conditions of their employment or removal; practices vary from one agency to another. In FY 01, there were 51 non-Merit System or unclassified state agencies.

OPM also administers programs which affect both classified and unclassified employees, including agency payroll, direct deposit, and voluntary payroll deduction. Additionally, a number of state and federal personnel laws apply to all state employees.

## When

July 1, 2000 - June 30, 2001

## Where

Jim Thorpe Building, 2101 N. Lincoln Boulevard, Oklahoma City, OK.

## Why

"It is the purpose of [the Oklahoma Personnel Act] to protect the public from improper use of authority, to protect public officials and employees from unwarranted assaults on their integrity and to enforce the protections for classified employees and citizens under the Merit System of Personnel Administration. It is further the general purpose of [the Oklahoma Personnel Act] to establish for the state a system to recruit, select, develop and maintain an effective and responsive work force; to provide for administrative flexibility and adequate and reasonable protection and security for those who have entered and will enter into the service of the state; to provide for the preservation and protection of the Merit System; and to provide policies and procedures for the selection, hiring, retention, advancement, career development, job classification, salary administration, discipline, discharge and other related activities, all in accordance with principles of merit and fitness and equal employment opportunity, and to maintain a high level of morale, motivation and productivity among state employees."

*Title 74, Section 840-1.2 of the Oklahoma Statutes.*

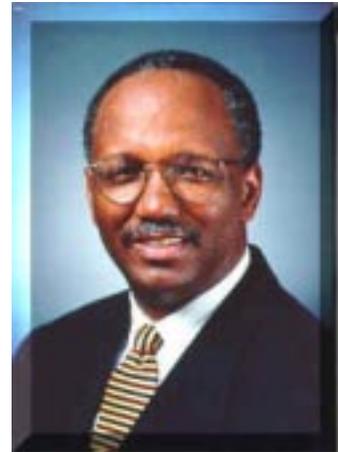
"There is hereby created the Office of Personnel Management. The chief administrative officer of said Office of Personnel Management shall be the Administrator who shall be experienced in the field, theory, and application of personnel administration. The Administrator shall be appointed by the Governor with the confirmation of the Senate, and serve at the Governor's pleasure."

*Title 74, Section 840-1.6A of the Oklahoma Statutes.*

# Human Resources Cabinet

## Who

OPM Administrator Oscar B. Jackson, Jr. serves as Governor Frank Keating's Cabinet Secretary of Human Resources. Mr. Jackson was initially named OPM Administrator and Cabinet Secretary of Human Resources in June 1991, by Governor David Walters. In January 1995, he was reappointed to both positions by Governor Frank Keating. As Cabinet Secretary, Mr. Jackson provides general oversight and liaison with several state government agencies in Oklahoma, including the Oklahoma Employment Security Commission, Oklahoma Merit Protection Commission, Oklahoma State and Education Employees Group Insurance Board, and the Employees Benefits Council.



*Employees Benefits Council (EBC): Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources; Charles Butler, Chair; Kim Holland, Secretary; Bryce Fair, Vice-Chair; and Mitch Parsons, EBC Executive Director. Not pictured is Council member Rick Maddux.*



*Oklahoma Employment Security Commission (OESC): George Ollie, Jr., David Hill, Rev. W.B. Parker, Ted Weber, DeWayne Goodwin, and OESC Executive Director Jon Brock.*

## Who

*Oklahoma State and Education Employees Group Insurance Board (OSEEGIB): John Freese, Secretary; B. Steve Burrage, Member; Bill Crain, OSEEGIB Administrator; Jack Riley, Member; William Bartley, Chair; Carroll Fisher, State Insurance Commissioner; and Richard Womack, Vice-Chair. Not pictured is Tom Daxon, Director of the Office of State Finance and Cabinet Secretary of Finance and Revenue.*



*Oklahoma Merit Protection Commission (MPC): (standing) James L. Howard, MPC Executive Director; Jerry Rackley, member; Linda Brinkworth, member; Oscar Sparks, member; Don Smitherman, member; (seated) Gene Moses, member; James Rhymer, vice-chair; Mary Ann Karns, chair; Donnie McKnight, member.*

## What

In 1986, the state Legislature created the "Executive Branch Reform Act" for the purpose of organizing the various departments, agencies, boards, commissions, and other executive branch entities into a cabinet system of government in order to improve the effectiveness, efficiency, and accountability of state government.

### **Employees Benefits Council**

The Employees Benefits Council (EBC) was created in 1992, for the purpose of furnishing state employees with choices among various employee benefits, including health, life, dental, and disability insurance, optional plans, and flexible spending accounts. EBC also exists to provide for the coordination, design, preparation, communication, and administration of all plans offered to state employees.

The mission of the agency is to recognize the differing needs of each state employee; provide a plan design proficient in balancing cost effectiveness with choice of flexible benefits; and provide clear communication, ease of enrollment, and expert administration.

## What

### **Oklahoma Employment Security Commission**

Created by the Legislature in 1941, the Oklahoma Employment Security Commission (OESC) administers employment service throughout the state for labor exchange activities. OESC is part of a national network of employment service agencies which receive administrative funding from the federal government. OESC's governing body is a five-member Commission appointed by the Governor with the consent of the Senate.

Local Employment Service offices provide testing, counseling and placement services for job seekers; solicit job orders from employers; refer applicants for jobs; provide Computerized Job Banks for job information throughout the state; provide special placement services for veterans, including job development and counseling. OESC collects Unemployment Insurance taxes from Oklahoma employers to finance payment of unemployment benefits to jobless workers. Claims are filed in Local Employment Service offices throughout the state.

### **State and Education Employees Group Insurance Board**

The Oklahoma State and Education Employees Group Insurance Board (OSEEGIB) was created in 1967, for the purpose of administering the State and Education Employees Group Insurance Act. The purpose of the Act is to

- provide uniformity in accident and health insurance and/or benefits coverage and life insurance on all state employees of the State of Oklahoma;
- enable the state to attract and retain qualified employees by providing health, dental and life insurance benefits similar to those commonly provided in the private sector;
- recognize and protect the state's investment in each permanent employee by promoting and preserving good health and longevity among state employees;
- recognize the service to the state by elected and appointed officials by extending to them the same health, dental and life benefits provided to state employees; and
- recognize long and faithful service, and to encourage employees to remain in state service until eligible for retirement by providing health, dental and life insurance benefits for employees.

### **Oklahoma Merit Protection Commission**

Created in 1982, the Oklahoma Merit Protection Commission (MPC) has three primary functions:

- Administration of the Merit System appeals process, including review and evaluation of appeal requests; scheduling hearings and maintaining case files; issuing subpoenas; contracting with examiners to conduct hearings; and providing assistance to the parties to an appeal.
- Enforcement of the provisions of the Oklahoma Personnel Act and investigation of alleged violations, including the conduct of fact-finding conferences, interviews with complainants, respondents, and their representatives, and on-site reviews and record searches.
- Assisting agencies in voluntarily complying with the Oklahoma Personnel Act and enhancement of the state's personnel management system.

The mission of MPC is to design systems to enforce the protections for classified employees and citizens under the Merit System of Personnel Ad-

## What

ministration, 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.

## When

July 1, 2000 - June 30, 2001.

## Where

Employees Benefits Council, 200 N. Harvey, Oklahoma City, OK  
Oklahoma Employment Security Commission, 218 Will Rogers Building,  
Oklahoma City, OK

State and Education Employees Group Insurance Board, 3545 N.W. 58th  
Street, Suite 1000, Oklahoma City, OK

Oklahoma Merit Protection Commission, 201 NE 38th Terrace, Suite 5,  
Oklahoma City, OK

## Why

"Within forty-five (45) days of assuming office, each Governor shall create a cabinet system for the executive branch of state government. Said cabinet system shall be an organizational framework created by executive order which includes all executive agencies, boards, commissions, or institutions and their assignments to specific cabinet areas. The cabinet system shall consist of no fewer than ten or more than fifteen cabinet areas and each cabinet area shall consist of executive agencies, boards, commissions, or institutions with similar programmatic or administrative objectives; provided, one cabinet area shall consist of the Oklahoma Department of Veterans Affairs, its institutions and other executive agencies, boards, commissions and institutions which are related to veterans. The Governor's cabinet shall be in effect until the Legislature supersedes each cabinet area by providing by law for specific cabinet areas or departments, or removes by law the authority of the Governor to create a cabinet area.

The Governor shall appoint, with the advice and consent of the Senate, a Secretary to head each cabinet area . . . . The cabinet Secretaries shall:

1. Advise the Governor of any policy changes or problems within the area they represent;
2. Advise the entities represented of any policy changes or problems as directed by the Governor; and
3. Coordinate information gathering for the Legislature as requested."

—*Title 74, Section 10.3 of the Oklahoma Statutes.*

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**Office of the Administrator**

**Oscar B. Jackson, Jr.  
OPM Administrator and Cabinet Secretary of Human Resources**

**Who**



*Cynthia Clegg, Deputy Administrator for Programs; Lena Davis, Executive Assistant; and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources.*



*Steven K. Snyder, Assistant Attorney General, and Kimberlee D. Williams, OPM Chief Policy Attorney.*

**FY 01 Team members:**

Oscar B. Jackson, Jr., Administrator of the Office of Personnel Management and Cabinet Secretary of Human Resources

Cynthia B. Clegg, Deputy Administrator for Programs

Lena Davis, Executive Assistant

Steven K. Snyder, Assistant Attorney General

Kimberlee D. Williams, Chief Policy Attorney

## What

During FY 01, the Office of the Administrator was comprised of Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources; Lena Davis, Executive Assistant; and Cynthia Clegg, Deputy Administrator for Programs. The Office of the Administrator functions as the central operations team for OPM internal activities and provides administrative services to Mr. Jackson as Cabinet Secretary of Human Resources. Steven K. Snyder, Assistant Attorney General, and Kimberlee D. Williams, Chief Policy Attorney, provide legal services to the Office of the Administrator.

### **Administrator**

Mr. Jackson was named OPM Administrator and Cabinet Secretary of Human Resources by Governor David Walters in June 1991; he was reappointed to both posts by Governor Frank Keating in January 1995.

As Cabinet Secretary, Mr. Jackson has general oversight of several state agencies, including the Merit Protection Commission, the Employees Benefits Council, the Employment Security Commission, and the State and Education Employees Group Insurance Board.

Mr. Jackson is a member and chair of the Human Resources Management Advisory Committee, member of the Board of Trustees for the Oklahoma Public Employees Retirement System, member of the Employees Benefits Council, and member and vice-chair of the Committee for Incentive Awards for State Employees for the Productivity Enhancement Program and the State Agency Review Committee for the Oklahoma State Employee Charitable Contribution Campaign.



*During FY 01, Lena Davis, Executive Assistant, celebrated her 30th anniversary with the state of Oklahoma. She received a Productivity Enhancement Program Length of Service lapel pin and certificate commemorating the event. Ms. Davis worked for the Department of Human Services for 28 years before transferring to OPM in June 1999.*

### **Deputy Administrator for Programs**

Cynthia Clegg was appointed Deputy Administrator for Programs on June 1, 2001. The Deputy Administrator has responsibility for coordinating the work of the following Departments: Employee Selection Services, Employment Relations Services, Human Resource Development Services, Management Services, and Management Information Services.

## What

In June 2001, Ms. Clegg initiated a survey of state agencies to (1) assess the perceptions of the quality of service provided by OPM, and (2) identify opportunities to improve services currently provided. The results of the survey will be used to fuel the strategic planning process.

Ms. Clegg is a certified Senior Professional in Human Resources and a Certified Personnel Professional. She is a member of the Society for Human Resources Management, American Association of School Personnel Administrators, National Association of State Personnel Executives, and the International Personnel Management Association.

### **Executive Assistant**

Lena Davis serves as Mr. Jackson's Executive Assistant. In this capacity, Ms. Davis provides administrative support to Mr. Jackson and to Cynthia Clegg, Deputy Administrator for Programs. Additionally, Ms. Davis provides liaison support on behalf of the Administrator for his Cabinet Secretary responsibilities and is the primary point of contact for the Governor's Office, Legislature, and other agency Appointing Authorities.



*During FY 01, Executive Assistant Lena Davis (right) was selected "Employee of the Year" along with Linda Belinski, Management Information Services, and Spencer Anthony, Management Services.*

### **Assistant Attorney General**

Steven K. Snyder has served as an Assistant Attorney General in the General Counsel Division of the Office of the Attorney General since October 1991. He is the legal counsel to the Oklahoma Police Pension and Retirement System, as well as to OPM. As legal counsel for OPM, Steve Snyder advises the Administrator and senior staff on legal issues that affect the agency, and represents the agency before the Merit Protection Commission, Equal Employment Opportunity Commission, and the Oklahoma Human Rights Commission, as well as state and federal district and appellate courts.

Among his other responsibilities, Mr. Snyder is the legal liaison in the Attorney General's Office for the state retirement systems, including the Oklahoma Public Employees Retirement System, the Oklahoma Firefighters Pension and Retirement System, the Oklahoma Law Enforcement Retirement System, as well as the Oklahoma State Pension Commission, the Oklahoma Military Department (National Guard), and the Department of Civil Emergency Management. He serves as the in-house consultant in the Attorney

## What

General's Office on the Americans with Disabilities Act (ADA), the Age Discrimination in Employment Act (ADEA), the Family and Medical Leave Act (FMLA), the Fair Labor Standards Act (FLSA), and the Uniformed Services Employment and Reemployment Rights Act (USERRA).

Mr. Snyder is a member of the American Bar Association, the Oklahoma Bar Association, the Oklahoma Association of Defense Counsel, and the Oklahoma District Attorneys Association. Mr. Snyder, a Major in the Oklahoma Air National Guard, is also a decorated veteran of Operation Desert Shield/Storm. He received his Bachelor of Arts degree in History and International Relations from the University of Oklahoma and is a graduate of the University of Oklahoma College of Law.

### Chief Policy Attorney

OPM's Chief Policy Attorney, Kimberlee Williams, has lead responsibility for administrative rulemaking. She assists the OPM Administrator, the State Agency Review Committee, and the Committee for Incentive Awards for State Employees in assessing their rulemaking needs, researching and drafting rule proposals, and preparing rulemaking documents in compliance with the Administrative Procedures Act. After rules have been promulgated, Ms. Williams is responsible for distributing the rules in hard copy and electronic formats to interested parties.

In FY 01, two emergency amendments were made to the Merit Rules to assist agencies experiencing critical recruitment and retention issues. One amendment allowed agencies to grant a sign-on pay incentive for people accepting positions in job family levels experiencing critical recruitment and retention problems. The other amendment authorized agencies to establish a continuous service incentive plan to reward continuous service in job family levels having recruitment and retention issues. The emergency rules became effective December 28, 2000, and were made permanent July 1, 2001. Other permanent amendments were also made to Subchapters 3, 7, 9, 11, 15, 17, and 21 of the Merit Rules.

Ms. Williams researches and drafts memoranda, letters, and declaratory rulings on questions of law, and advises OPM staff on compliance with the



*During FY 01, Chief Policy Attorney Kimberlee Williams (far right) marked her fifth anniversary with OPM. Also receiving recognition in January 2001 for five years of service were Sheila Oakley, (second from the left next to OPM Administrator Oscar Jackson) and Melissa Jolly (second from right).*

Oklahoma Personnel Act, the Administrative Procedures Act, the Open Meetings Act, the Open Records Act, and other provisions of law. She also works closely with OPM legal counsel Steven Snyder.

Another area of responsibility for the Chief Policy Attorney is delegation projects, through which the OPM Administrator may delegate responsibility for functions traditionally performed by OPM (such as position allocation or certification of minimum qualifications) to other state agencies. Ms. Williams is responsible for drafting the written document outlining the terms and conditions for the delegation project, and advising OPM staff on questions regarding the exercise of the delegation authority. She also prepares agreements authorizing agencies to conduct Model Projects, through which agencies may test innovative human resources policies, standards, and procedures.

Ms. Williams also serves as OPM's liaison to the Merit Protection Commission. In this capacity, she attends all meetings of the Commission, and reports to the OPM Administrator regarding issues of interest to him in his roles as Administrator and Cabinet Secretary of Human Resources. Ms. Williams also has responsibility for tracking and maintaining files on all MPC cases in which OPM is a named party, and preparing status reports on such cases for the Administrator. She also serves OPM as its Alternate Grievance Manager in situations in which the Grievance Manager is unable to serve.

Finally, Ms. Williams has lead responsibility for producing the Annual Agency Self-Evaluation of Human Resource Management and Human Resource Management Plan (Agency Self-Evaluation), which provides agencies a way to assess their human resource activities, identify areas for improvement, and develop a strategic plan for lawful and effective human resource management.

July 1, 2000 - June 30, 2001.

## When

Jim Thorpe Building, 2101 North Lincoln Boulevard, Oklahoma City, OK.

## Where

## Why

"The chief administrative officer of the Office of Personnel Management shall be the administrator who shall be experienced in the field, theory, and application of personnel administration."

—*Title 74, Section 840-1.6A of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall . . . adopt and implement rules necessary to perform the duties imposed by law on the Office of Personnel Management in accordance with the provisions of the Administrative Procedures Act."

—*Title 74, Section 840-1.6A (14) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall . . . develop an efficient and effective system of personnel administration that meets the management needs of the various agencies; assist state agencies in implementing their duties and obligations under the Oklahoma Personnel Act; adopt and implement rules necessary to perform the duties imposed by law

## Why

on the Office of Personnel Management; assist the Oklahoma Merit Protection Commission and the Executive Director in effectuating their duties, enforcement of the rules of the Merit System of Personnel Administration, and implementation of corrective action issued by the Commission; and advise state agencies on personnel policy and administration.

—Title 74, Section 840-1.6A (1), (9), (14), (15) of the Oklahoma Statutes.

“The duties of the Attorney General as the chief law officer of the state shall be . . . [t]o initiate or appear in any action in which the interests of the state or the people are at issue . . . .”

—Title 74, Section 18b of the Oklahoma Statutes.



*In June 2001, Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources addressed the Southwest Intergovernmental Audit Forum on “The Future of Human Capital.” Pictured with Mr. Jackson are Genie Wheeler and Pam Lindsey of the Oklahoma State Auditor and Inspector’s Office.*

*Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources, discussed Oklahoma’s proposed Web-enabled Benefits Administration System (BAS) with Mollie Anderson, Director of the Iowa Department of Personnel, and Mitch Parsons, Executive Director of the Oklahoma Employees Benefits Council, at the Annual Meeting of the National Association of State Personnel Executives (NASPE), which was held July 29 - August 2, 2000, in Princeton, NJ. Mr. Parsons made a presentation concerning BAS during the meeting. Mr. Jackson is a former president of NASPE, and Ms. Anderson was the president-elect of the organization in FY 01.*



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# **Administrative Services Department**

**Marian Freeman  
Associate Administrator and Chief Financial Officer**

## **Who**



*Jean-Marc Hache, Steven Snyder, T.V. Muralidharan, Misty Brandon, Todd Haymore, Lee Ardrey, Kim Gomez, Frances Scowden, Yvette Talley, LaTisha Edwards, Marsha Reeder, Grayson Roulston (standing), Pearl Barnes, Marian Freeman, and Debbie Tingler (seated). Not pictured are Marcia Alexander, Christina Anderson, Andrew Bruxvoort, Donnie Ingram, Lisa Baldwin, Carol Barton, Nelva Wright, and Jose Posa.*



*Frances Scowden and Kim Gomez provide agency payroll support services.*



*Yvette Talley and Jose Posa have responsibility for Accounts Payable.*

# Who



*During FY 01, Jean-Marc Hache, Todd Haymore, and Christina Anderson were members of the Network Management Services Team.*



*Lee Ardrey, Grayson Roulston, and Debbie Tingler are responsible for matters related to OPM personnel, payroll, benefits, and leave.*



*Misty Brandon, Marcia Alexander, and T.V. Muralidharan team up to prepare a print job.*

# Who

*Steven Snyder and Pearl Barnes staff the OPM reception area.*



*The Purchasing Team of Marsha Reeder and LaTisha Edwards was selected as OPM "Team of the Year" for FY 01 because they exemplify the spirit of the OPM Quality Policy "to meet the requirements of our internal and external customers, to value all our customers, and to treat each one with courtesy and respect".*

## **FY 01 Team members:**

Marcia Alexander	Graphic Artist
Christina Anderson	Information Systems Network Management Specialist
Lee Ardrey	Accountant
Lisa Baldwin	Graphic Artist
Pearl Barnes	Receptionist
Carol Barton	Human Resources Program Manager
Misty Brandon	Administrative Technician
Andrew Bruxvoort	Information Systems Network Management Specialist
LaTisha Edwards	Contract and Acquisition Agent
Marian Freeman	Associate Administrator and Chief Financial Officer
Jean Marc Hache	Network Management Services Supervisor
Todd Haymore	Information Systems Network Management Specialist
Kim Gomez	Agency Payroll Support Supervisor
Donnie Ingram	Administrative Technician

## Who

T.V. Muralidharan	Customer Service Representative
Jose Posa	Accountant
Marcia Reeder	Purchasing, Inventory, & Support Services Supervisor
Grayson Roulston	Personnel Manager
Frances Scowden	Agency Payroll Support Administrative Assistant
Steven Snyder	Accountant
Yvette Talley	Accountant
Debbie Tingler	Administrative Assistant
Nelva Wright	Payroll Administrative Assistant

## What

The Administrative Services Department is responsible for providing such administrative support services as budgeting, fiscal reports, purchasing, inventory, accounts receivable, accounts payable, payroll, benefits coordination, agency HR activities, timekeeping, mail room, printing, records management, publications clearinghouse, graphics, safety, workers' compensation, reception, telecommunications, and network management services. Marian Freeman is the Associate Administrator for Administrative Services and OPM's Chief Financial Officer.

### **Audit**

During FY 01, the State Auditor and Inspector's Office completed the fiscal year audit for FY 00. The audit report indicated that there were no instances of noncompliance that are required to be reported under Government Auditing Standards, and no matters involving the internal control over financial reporting and its operation that were considered to be material weaknesses.

### **Budget**

The final budget work program for OPM for FY 01 was \$5,890,237. During the year, the agency deposited a total of \$4,717,758.54 from quarterly Merit System billings to the General Revenue Fund.

Total receipts from the Certified Public Manager Program, special training, and other income deposited in OPM's revolving fund for FY 01 was \$72,397.13.

### **Direct Deposit and Payroll Clerical Support**

The Payroll Clerical Support Unit provides payroll activities for 38 other state agencies. This unit also processes all direct deposit enrollments and changes. During FY 01, this unit processed 14,854 direct deposit enrollments and changes for state employees.

### **Network Management Services**

Network Management Services Team members perform management and maintenance of OPM office automation systems involving utilization of PC-driven networks, and commercial off-the-shelf software packages providing productivity tools to OPM Team members.

### **Personnel**

The Administrative Services Team is responsible for internal personnel services for all OPM employees, including development of agency personnel policies, processing of personnel transactions, leave accounting, payroll,

## What

benefits, grievance processing, and all required personnel reports.

During FY 01, Team members processed all employee benefits changes during the annual open enrollment season, as well as assisted employees with new enrollments and changes during the remainder of the year.

### **Printing, Graphics, and Mail**

The Administrative Services Team provides printing, graphics, and mail services for OPM. During FY 01, Team members mailed 105,058 test results, in addition to numerous items of miscellaneous agency correspondence.

During FY 01, members of the Administrative Services Team completed 72 special projects, printed 2,521,181 pages of documents for other departments, and assisted members of the Human Resource Development Services (HRDS) Team in assembling participant manuals for HRDS workshops, as well as special workshops presented by other OPM departments.

### **Purchasing**

Administrative Services Team members are responsible for ensuring that all OPM purchasing activities are completed in accordance with rules and regulations of the Department of Central Services. During FY 01, Purchasing processed 532 requests for purchases and travel.

### **Reception**

The Administrative Services Team also is responsible for the OPM administrative reception area. The receptionist greets OPM customers both in person and on the telephone.

During FY 01, Administrative Services Team members handled 32,464 telephone calls and processed 7,228 faxes.

### **Voluntary Payroll Deduction**

The Administrative Services Team administers the state Voluntary Payroll Deduction (VPD) Program through which employees may have employee association dues, credit union payments, and supplemental insurance premiums automatically deducted from their paychecks.

Oklahoma law prescribes the requirements that associations, credit unions, insurance companies, and the Oklahoma College Savings Plan must meet to participate in the VPD program.

Currently, 17 credit unions, three employee associations, and nine insurance billing units participate in the state VPD program. During FY 01, OPM collected \$69,430 for the administrative fees of VPD, which was deposited to the General Revenue Fund. An average of 9,221 employee policy premiums were paid through VPD in FY 01.

July 1, 2000 - June 30, 2001

## When

## Where

Jim Thorpe Building, 2101 North Lincoln Boulevard, Oklahoma City, OK.

## Why

"The Administrator of the Office of Personnel Management shall prepare and submit an annual budget covering the costs of administering the personnel program."

—*Title 74, Section 840-1.6A(12) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management is hereby directed to implement a direct deposit system for any eligible employee opting to have any payroll claim deposited electronically to a financial institution of the eligible employee's choice."

—*Title 74, Section 292.12 of the Oklahoma Statutes.*

"Each state agency, department, and institution shall designate personnel to coordinate its purchasing functions with the Purchasing Division of the Department of Central Services."

—*Title 74, Section 85.3 of the Oklahoma Statutes.*

"Upon the request of a state employee, a state agency, board, or commission shall make voluntary payroll deductions for the employee to a credit union which primarily serves state employees or employees of a political subdivision of the state."

—*Title 62, Section 7.10 of the Oklahoma Statutes.*

*During the 2000 session, the Oklahoma Legislature approved a measure making payments to a college savings account administered under the Oklahoma College Savings Plan Act (Title 70, Section 3970.1, et seq. of the Oklahoma Statutes) eligible for the voluntary payroll deduction program administered by the Office of Personnel Management. Pictured (l to r) are State Treasurer Robert Butkin, chair, Oklahoma College Savings Plan Board of Trustees, and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources.*



**FY 01 OPM  
Annual Report**

# **Employee Selection Services Department**

**Hank Batty  
Assistant Administrator**

## **Who**



*The OPM Recruitment Team: (standing) Herman Johnson, Denise Miles, Tom Impson, Lezlie Thiery, Hank Batty, Patty Nelson, Leann Morrow, (seated) Marilyn Burr, Nikki Montgomery, and Victoria Clarkson. Not pictured is Janaya Sledge and LaNita Warner.*



*The Register and Test Administration Teams: Sandie Wein, Harry Gentry, Emilou Hiebert, and Cassandra Patmon. Not pictured are Janet Bowman, Tomi Latzke, and Rose Mary Mahboob.*

# Who



*Personnel Assessment Team: Joe Davenport, Tasha Riley, Kevin Parent, Barry Breckle, Lance Cullen, and Darla Whitley. Not pictured are David Burch and Sally Cox.*

## **FY 01 Team members:**

Hank Batty	Assistant Administrator
Janet Bowman	Administrative Technician
Barry Breckle	Administrative Assistant
David Burch	Human Resources Management Specialist
Marilyn Burr	Human Resources Management Specialist
Vicki Clarkson	Human Resources Management Specialist
Sally Cox	CAPIP Executive Fellow
Lance Cullen	Human Resources Management Specialist
Joe Davenport	Director of Personnel Assessment
Harry Gentry	Human Resources Assistant
Emilou Hiebert	Administrative Programs Officer
Tom Impson	Human Resources Program Manager
Herman Johnson	Targeted Recruitment Coordinator
Tomi Latzke	Human Resources Assistant
Rose Mary Mahboob	Human Resources Assistant
Denise Miles	Administrative Assistant
Nikki Montgomery	Human Resources Management Specialist
Leann Morrow	Human Resources Management Specialist
Patty Nelson	Human Resources Management Specialist
Kevin Parent	Human Resources Programs Manager
Cassandra Patmon	Human Resources Management Specialist
Natasha Riley	Human Resources Programs Manager
Janaya Sledge	Administrative Technician
Lezlie Thiery	Human Resources Programs Manager
LaNita Warner	Human Resources Management Specialist
Sandie Wein	Human Resources Management Specialist
Darla Whitley	Human Resources Management Specialist

# What

## Recruitment Division

### State Government Recruitment System

The Recruitment Team administers the recruitment system for the state's Merit System of Personnel Administration. Team members process applications submitted by individuals seeking employment with the state to determine if applicants meet minimum qualifications for classified positions. Members of the Recruitment Team also rate applicant education and experience and review agency requests to promote, demote, transfer, or reinstate employees.

Twenty-nine state agencies currently have direct on-line access to job registers established by OPM. These agencies employ over 80 percent of all classified employees in state government.

During FY 01, the Recruitment Team entered a partnership with the Oklahoma Department of Career and Technology Education (ODCTE) to provide on-site Merit System testing at 20 *CareerTech* locations statewide. Federal budget cuts forced the Oklahoma Employment Security Commission to eliminate statewide Merit System testing through *Project OPEN*, the partnership that had provided this service since 1981. OPM's partnership with OESC and ODCTE received a *Governor's Commendation* for the Human Resources Cabinet area during Public Service Recognition Week in May 2001. The new partnership with ODCTE received a *Governor's Quality Award* on *Quality Team Day 2001*.

*On May 9, 2001, Governor Frank Keating (center) presented a Public Service Recognition Week Award to (l to r) Jon Brock, Executive Director, Oklahoma Employment Security Commission; Dr. Ann Benson, State Director, Oklahoma Department of Career and Technology Education; Hank Batty, Assistant Administrator, Employee Selection Services, OPM; and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources.*



Also during FY 2001, members of the Recruitment Team developed the program for and participated in the third annual *Partnering With the States Conference* in Nebraska City, Nebraska. This conference included attendees from Oklahoma, Nebraska, Iowa, Kansas, Missouri, Wyoming, and Arizona. OPM Team members attending the event included Spencer Anthony, Management Services; Debra Martin-Barber, Management Services; Hank Batty, Employee Selection Services; Lezlie Thiery, Employee Selection Services; and Jim Lippert, Management Services.

*In November 2000, OPM served as a co-host for the Third Annual "Partnering with the States" Conference in Nebraska City, Nebraska. Thirty-one representatives from Arizona, Colorado, Iowa, Kansas, Missouri, Nebraska, Oklahoma, and Wyoming attended the conference. Oklahoma attendees included (l to r) Spencer Anthony, Debra Martin-Barber, Hank Batty, Lezlie Thiery, and Jim Lippert. The Conference provided an opportunity for mid-level managers and staff members to share information on workforce planning, HR information systems, HR training programs, and current trends in the HR field.*



## What

In June 2001, the Recruitment Team sponsored the first *State Government Career Fair*. Twenty-two state agencies participated in this event, held at Shepherd Mall in Oklahoma City, which attracted approximately 500 prospective job seekers.

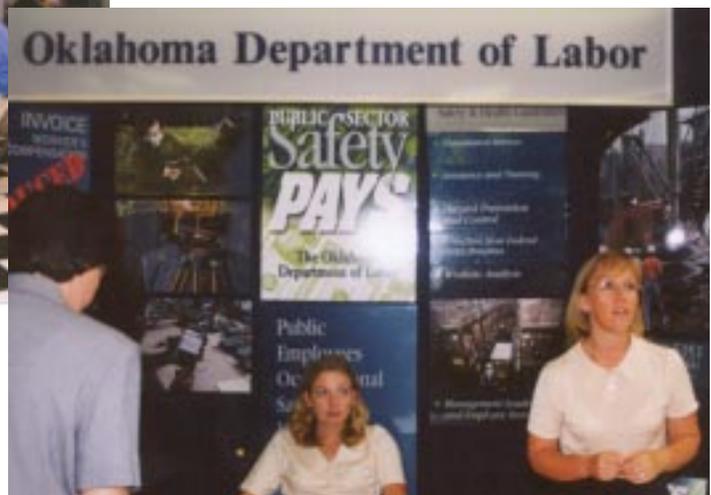
Also during FY 01, Hank Batty, Assistant Administrator for Employee Selection Services, assisted the Federal Trade Commission (FTC) in its investigation of fraudulent companies promising state and federal civil service jobs. He participated in a press conference at the FTC in Washington, DC on March 20, 2001. At this conference, the FTC announced five law enforcement actions against nine companies and seven individuals who had been engaged in these activities.

In FY 01, Recruitment Team members processed 60,880 state employment applications and conducted 8,571 ratings of training and experience. In FY 01, state agencies hired 2,886 applicants from certificates, 37 applicants through the "Persons With Severe Disabilities Employment Program," and two applicants through the "Special Disabled Veterans Program."



*OPM's Recruitment Division, with the assistance of the Department of Human Services HR staff, administered on-site examinations to 42 applicants during the June 12, 2001, Job Fair at Shepherd Mall.*

*Twenty-two state agencies participated in the Job Fair, including the Oklahoma Department of Labor.*



## What

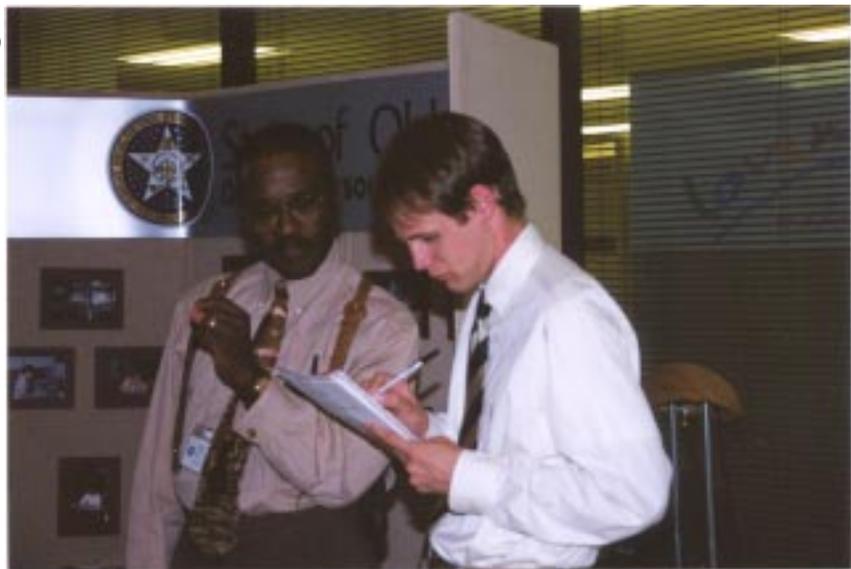
The Recruitment Team also administers the Priority Reemployment Consideration (PRC) program. Since 1982, state law has provided that permanent employees separated through a reduction-in-force may be eligible for PRC. PRC permits separated employees to apply for classified job titles for which they have qualified and successfully completed any required examination, and to be given consideration by Merit System agencies before applicants on Merit System registers. Applicants may be eligible for PRC for up to 18 months or until they are appointed to a state job with the same or higher pay band than their previous job family level.

### **Targeted Minority Recruitment Program**

Members of the Recruitment Team coordinate recruitment activities under the Fair Employment Practices Act (FEPA). FEPA is an optional hiring procedure used by state agencies to employ females, blacks, Hispanics, Asian/Pacific Islanders, and American Indians/Alaskan natives who are legal residents of the state in an effort to satisfy Affirmative Action hiring goals. FEPA applicants must meet minimum qualifications and pass any required examination. Team members also maintain a Female/Minority Talent Bank which enables OPM to better match an agency's hiring needs with the employment interests of applicants.

During FY 01, OPM issued 999 FEPA certificates and agencies hired 124 FEPA applicants.

*OPM Targeted Recruitment Coordinator Herman Johnson (left) provides assistance to a career fair participant.*



### **Register, Test Administration, Applicant File Room**

The Recruitment Division also is responsible for services related to applicant registers, test administration, and applicant files.

Register Team members establish and maintain registers of eligible applicants for jobs in the classified state service. Team members issue certificates of eligible applicants to Merit System agencies and audit appointments and other actions listed by agencies on returned certificates. Members of the Register Team also maintain lists of former state employees who have been separated through reduction-in-force and who are eligible for Priority Reemployment Consideration. During FY 01, members of the Register Team issued 4,905 certificates.

## What

During each workday at OPM, Test Administration Team members administer Merit System examinations. During FY 01, members administered 11,294 employment tests—71 percent of those administered throughout the state. Team members also recorded and scored 3,179 examinations from the 16 local offices of the Oklahoma Employment Security Commission participating in *Project Open*. Twenty percent of the Merit System examinations administered during FY 01 were administered in *Project OPEN* offices. Also during FY 01, 1,359 examinations (nine percent) were administered through *CareerTechs* across the state.

In addition, Team members administer a variety of special examinations, including examinations for Certified Personnel Professionals and Certified Procurement Officers, as well as examinations for the Certified Public Manager Program and Oklahoma Highway Patrol applicants.

Members of the Applicant File Room Team are responsible for establishing and maintaining the files of all active applicants for employment in the classified service; transferring applications of individuals hired to the Employee File Area; and periodically transferring inactive files to the Oklahoma State Archives.

*Test Administration Team member Rose Mahboob (left) assists an applicant.*



*OPM Employee Selection Services Team member Lezlie Thiery.*

### **Sanitarian & Environmental Specialist Registration Advisory Council**

In 1983, the Legislature created the Sanitarian and Environmental Specialist Registration Advisory Council. The Council works in conjunction with the State Board of Health to promulgate rules governing the examination and registration of sanitarians and environmental specialists, define categories and limitations for such registration, and provide continuing education requirements for the renewal of registration.

The Council consists of the Commissioner of Health or designee; the Executive Director of the Department of Environmental Quality or designee; the OPM Administrator or designee; one member appointed by the Director of the Oklahoma City-County Health Department; one member appointed by the Tulsa City-County Health Department; two state employees appointed by the Commissioner of

## What

Health; and two members appointed by the Executive Director of the Department of Environmental Quality—one employed by private industry and one employed by the Indian Health Service or by tribal government.

During FY 01, members of the Council included Jim Echelle, Gary Collins, Employee Selection Services Team member Lezlie Thiery, Mike Bailey, Alisa Forbes, Rocky McElvany, Mark Radzinski, and Jack Christy.

### Certified Personnel Professionals Training

Since 1996 over 250 employees of the state of Oklahoma have successfully completed the coursework and examination to become Certified Personnel Professionals (CPP)—employees assigned to professional HR positions in the executive branch of state government. Not only are these individuals required to attend four days of training, they must successfully complete an examination to attain certification as an HR professional, and a minimum of eight hours of training in professional HR administration each year in order to maintain certification. The curriculum combines classroom sessions taught by a cadre of OPM and state agency “subject matter experts”, with one of the leading HR textbooks around today, *Human Resource Management*, by Robert L. Mathis, University of Nebraska at Omaha, and John H. Jackson, University of Wyoming. Hank Batty, OPM Assistant Administrator for Employee Selection Services, coordinates CPP training.

In November 2000, Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources presented the lapel pin pictured above to each state agency HR professional who received the designation of *Certified Personnel Professional*.



The following agency HR professionals participated in the October 2000 CPP training: Nancy Barnes, Department of Human Services (DHS); Jane Blair, Office of Juvenile Affairs (OJA); Deborah Boyer, Department of Corrections; Debora Brown, Oklahoma Tourism and Recreation Department; Lisa Brown, DHS; Doyle Burns, DHS; Anita Cook, DHS; Mary Downing, Department of Mental Health and Substance Abuse Services (DMHSAS); Joe Garcia, Insurance Department; Carolyn Guthrie, Department of Health; Rhonda Gutierrez, DHS; Arlene Howard, School of Science and Mathematics; Lila Johnson, Department of Agriculture (DOA); J.M. Julian, Regents for Higher Education; Beverly Kehnemund, DHS; Jim McGoodwin, State Auditor and Inspector; Gail Painter, Military Department; Donna Payne, State Auditor and Inspector; Carol Peil, DMHSAS; Joyce Pettey, DMHSAS; Patsy Puckett, Department of Public Safety; Sharon Seabolt, DMHSAS; Lorinda Shelite, DHS; Janica Shoals, DHS; Nathan Simms, Alcoholic Beverage Laws Enforcement Commission (ABLE); Al Smith, DHS; Angela Smith, DOA; Tamara Steele, OJA; Robyn Strickland, Oklahoma Corporation Commission; Gobind Thadani, DHS; Christine Walker, ABLE; Darla Whitley, Office of Personnel Management; Teresa Wolfe, OJA.

## What

In addition to administering state employment exams daily at the "home office" in the Jim Thorpe Building, 2101 N. Lincoln Boulevard in Oklahoma City, in FY 01, Recruitment staff members teamed up with the Oklahoma Department of Career and Technology Education to provide on-site Merit System testing at 20 CareerTech locations statewide:

<b>Ada</b>	Pontotoc Technology Center
<b>Afton</b>	Northeast Technology Center
<b>Alva</b>	Northwest Technology Center
<b>Ardmore</b>	Southern Oklahoma Technology Center
<b>Bartlesville</b>	Tri-County Technology Center
<b>Burns Flat</b>	Western Technology Center
<b>Durant</b>	Kiamichi Technology Center
<b>Enid</b>	Autry Technology Center
<b>Fort Cobb</b>	Caddo-Kiowa Technology Center
<b>Idabel</b>	Kiamichi Technology Center
<b>Lawton</b>	Great Plains Technology Center
<b>McAlester</b>	Kiamichi Technology Center
<b>Muskogee</b>	Indian Capital Technology Center
<b>Okmulgee</b>	Green Country Technology Center
<b>Poteau</b>	Kiamichi Technology Center
<b>Pryor</b>	Northeast Technology Center
<b>Sapulpa</b>	Central Tech
<b>Wayne</b>	Mid-America Technology Center
<b>Wetumka</b>	Wes Watkins Technology Center
<b>Woodward</b>	High Plains Tech

## What

Members of the Recruitment Team attend numerous career fairs each year. Team members participated in the following events during FY 01:

### **August 2000**

Mock Interview, Moore/Norman CareerTech, Norman, OK.

### **September 2000**

Mock Interview, Moore/Norman CareerTech Norman, OK.

Veterans Job Club, Employment Security Commission, Oklahoma City.

Oklahoma Connection Career Fair, University Of Oklahoma, Norman, OK.

### **October 2000**

Mock Interview Moore/Norman CareerTech, Norman, OK.

Career Day 2000, University of Central Oklahoma, Edmond, OK.

Fall Employment Expo, Oklahoma City Community College, Oklahoma City.

Department of Agriculture Forestry Division Retreat, Lake Murray State Park, Ardmore, OK.

Agribusiness Career Fair, Wes Watkins Center for International Trade and Development, Oklahoma State University, Stillwater, OK.

Fall Career Fair, Langston University, Langston, OK.

Fall Job Fair, Workforce Oklahoma Career Center, Heritage Park Mall, Midwest City, OK.

### **November 2000**

Tinker Air Force Base Job Fair, Midwest City, OK.

# What

## **November 2000, continued**

Rose State College Career Fair, Midwest City, OK.

Mock Interview, Moore/Norman CareerTech, Norman, OK.

Martin Luther King Career Fair, University of Oklahoma, Norman, OK.

## **February 2001**

Mock Interview, Moore/Norman CareerTech, Norman, OK.

Math & Science Career Fair, University of Central Oklahoma, Edmond, OK.

Athletic Career Fair, University of Oklahoma, Norman, OK.

Career Fair 2001, Southwestern Oklahoma State University, Weatherford, OK.

## **March 2001**

Jobs and Careers Through the State of Oklahoma, University of Central Oklahoma College of Liberal Arts, Edmond, OK.

Spring Career Fair, University of Central Oklahoma, Edmond, OK.

Opportunity Day 2001, Wes Watkins Tech Center, Wetumka, OK.

Technology Job Expo 2001, Francis Tuttle Career Tech, Oklahoma City.

Mock Interview, Moore/Norman CareerTech, Norman, OK.

## **April 2001**

Spring Career Fair, Langston University, Langston, OK.

Career Day, Oklahoma Christian University, Oklahoma City, OK.

## **May 2001**

Fall Job Fair, Workforce Oklahoma Career Center, Heritage Park Mall, Midwest City, OK.

Employer Marketplace Job Fair, Clarion Meridian Hotel, Oklahoma City.

Department of Corrections Job Fair, Wilburton, OK.

Mock Interview, Moore/Norman CareerTech, Norman, OK.

## **June 2001**

Seagate Career Fair, Biltmore Hotel, Oklahoma City.

State Agency Job Fair, Shepherd Mall, Oklahoma City.



*In early 2001, officials of the Federal Trade Commission (FTC) announced that several businesses advertising in Oklahoma and across the nation who promised state government jobs for clients had been prosecuted and shut down. These businesses claimed to provide their customers test information that would ensure employment to state job seekers. At a March 20, 2001, press conference in Washington D.C., FTC spokespersons announced that the closings came in the wake of a lengthy investigation conducted with the cooperation of several government entities, including the Oklahoma Office of Personnel Management. Hank Batty, OPM's Assistant Administrator for Employee Selection Services, appeared at the news conference to address questions about state hiring practices in Oklahoma. Mr. Batty and other OPM Team members assisted FTC attorneys in the investigation.*

## What

# Personnel Assessment Division

The Personnel Assessment Team develops and validates a variety of employee selection procedures for state government, including written tests, ratings of training and experience, performance tests, structured interviews, and certification tests. Joe Davenport is the Director of the Personnel Assessment Division.

During FY 01, Team members developed seven written content-validated job knowledge tests and developed or revised 20 T & E's (Training and Experience).



*In July 2000, OPM joined with the Oklahoma Corporation Commission (OCC) to administer OCC's new licensure exam for Certified Aboveground Storage Tank Installer. OCC's Aboveground Storage Tank Installers are responsible for installing fuel storage tanks on private and public land throughout Oklahoma. Emphasis is placed on safety and environmental protection. Before certification is granted, individuals must demonstrate that they possess the knowledge and skills to perform these duties properly. Pictured (l to r): David Burch, OPM Personnel Assessment Division, and Larry Shaver, General Administrator of the Oklahoma Corporation Commission.*

Also during FY 01, Personnel Assessment Team members served as consultants to various state agencies on a variety of both routine and innovative projects. Team members advised the Oklahoma Tourism and Recreation Department (OTRD) in purchasing a commercially-developed customer service orientation examination, the "Job Fit Inventory". This exam will be used for the Park Manager and other OTRD supervisory positions involving a high degree of customer service.

The Personnel Assessment Team also assisted in the development of a "willingness" checklist for Correctional Officer positions at the Department of Corrections. A high dropout rate at the Corrections academy suggested that applicants did not truly understand all the tasks for which a Correctional Officer is responsible. The willingness checklist specifically identifies difficult tasks that must be performed; candidates are required to review the list and sign it as an indication that they are willing to perform each and every task before they may continue in the selection process.

In addition, Personnel Assessment Team members revised the Certified Procurement Officer examination and implemented testing procedures for two new examinations created by the Oklahoma Corporation Commission. Other activities included development of alternative versions of OPM's highest-use exams—Social Worker, Clerical Basic, and Clerical Advanced; development of a job description for the unclassified Executive Director position at the Oklahoma Accountancy Board; and revision of the International Personnel Management Association Human Resources Competency Program examination.

## What

The most significant project during FY 01 involving Personnel Assessment Team members was completion of a new resource guide for HR professionals entitled, *How to Develop and Implement Structured Interviews*. This manual provides guidance on creating structured interviews for selection of new employees, as well as information concerning underlying theories and best practices. The manual is in its second printing, having exhausted the initial supply of 1,000 copies. Additionally, the manual is available for downloading on the OPM Website.

*Joe Davenport (left) and Tasha Riley (right) of OPM's Personnel Assessment Division, present a copy of the first edition of "Developing and Administering Structured Interviews" to Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources.*



## What

### **Productivity Enhancement Program (PEP)**

Members of the Personnel Assessment Team staff the Productivity Enhancement Program (PEP). Through PEP, the state of Oklahoma presents cash and non-cash incentive awards to state employees for ideas, programs, and projects which result in increased productivity, cost curtailment, revenue generation, or improved safety, efficiency, morale, or better services. Through PEP, agencies may give non-cash awards or cash awards up to \$10,000 for implemented ideas that save money.

The seven-member Committee for Incentive Awards for State Employees makes the decisions concerning both cash and non-cash PEP awards.



*During FY 01, members of the PEP Committee included Ernest Hellwege; Oscar B. Jackson, Jr., OPM Administrator, ex officio and vice-chair; Pam Warren, Director of the Department of Central Services, ex officio and chair; John Maguire; and Linda Sparks. Not pictured are Tom Daxon, Director of the Office of State Finance, ex officio; and Dr. Kenneth Cherry.*

## What

In FY 01, the Committee authorized a cash award of \$5,000 for one state employee and a Unit Incentive cash award of \$70,137.25 for five state employees for creating first-year savings of \$292,142.00 for the State of Oklahoma. To date, 274 state employees have received PEP awards totaling \$238,097.53 for creating \$7,474,719.94 in first-year savings for the State of Oklahoma. Twelve state employees have individually won the maximum cash award of \$5,000.

## When

July 1, 2000 - June 30, 2001.

## Where

Jim Thorpe Building, 2101 North Lincoln Boulevard, Oklahoma City, OK.

## Why

"The Administrator of the Office of Personnel Management shall prepare, maintain, and revise a classified system of employment designed to assure the impartial consideration of applicants for employment."

—*Title 74, Section 840-1.6A (3) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall develop a program for the recruitment of qualified persons and develop and implement a reasonable and expeditious method for referral of capable candidates for vacancies."

—*Title 74, Section 840-1.6A (6) & (8) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall develop a program for the administration of valid job-related nondiscriminatory selection procedures providing for competitive examinations when practical and for reasonable selection criteria when competitive examinations are not practical."

—*Title 74, Section 840-1.6A (6) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall be responsible for conducting promotional examinations and entrance examinations as required under the Oklahoma Personnel Act. Such examinations shall be of such character as to determine the qualifications, fitness and ability of the persons tested to perform the duties of the job family or job family level for which such tests or examinations are given."

—*Title 74, Section 840-4.12 of the Oklahoma Statutes.*

"The Office of Personnel Management shall make available one standard performance management system to be used by all agencies for completing employee service ratings. . . . The . . . system shall provide for . . . an objective evaluation of the employee, by the immediate supervisor, of the performance of the employee within the assigned duties of the job; the identification of the strengths and deficiencies of the employee; corrective actions, if necessary, to correct deficiencies; an interview with the employee by the immediate supervisor who shall provide the employee with a copy of the service ratings; and the opportunity for the employee to submit written comments regarding the service rating."

—*Title 74, Section 840-4.17 of the Oklahoma Statutes.*

# **Employment Relations Services Department**

**Janice Wadkins  
Assistant Administrator**

## **Who**



*During FY 01, members of the Employment Relations Services Team included (above) Brenda Thornton, William Franklin, and Ann Craven, (below) Robert Stevens, Deanna Miller, Blanche Longoria, and Warren Thompson. Not pictured are Janice Wadkins and Joe Garcia.*



## Who

### **FY 01 Team members:**

Ann Craven	Administrative Assistant
William Franklin	Consultant
Joe Garcia	Human Resources Programs Manager
Blanche Longoria	Administrative Assistant
Deanna Miller	EAP Representative
Robert Stevens	OPM State EAP Coordinator
Warren Thompson	EAP Representative
Brenda Thornton	Human Resources Programs Manager
Janice Wadkins	Assistant Administrator

## What

During FY 01, Employment Relations Services' program activities included special projects in Equal Employment Opportunity, Affirmative Action, employee assistance, and discrimination complaints. Team members continued to provide staff support to the Governor's Advisory Council on Asian-American Affairs; the State Employee Assistance Program Advisory Council; the Affirmative Action Review Council; and the Governor's Advisory Council on Latin-American and Hispanic Affairs.

### **Affirmative Action/Equal Employment Opportunity**

Employment Relations Services Team members provide services that support the development and continuance of a diverse state workforce. Team members assist in the formulation of policies regarding Affirmative Action/Equal Employment Opportunity, the State Employee Assistance Program, *Americans With Disabilities Act* coordination, and discrimination complaints investigations. Janice Wadkins is the Assistant Administrator for Employment Relations Services. Brenda Thornton, OPM Management Services Department, was detailed to special duty in Employment Relations Services during FY 01.

In 1984, the Legislature enacted House Bill 1681, the first Oklahoma law requiring state agencies to prepare Affirmative Action Plans (AAPs). This legislation also required OPM to report annually on the progress made by governmental entities in the area of Affirmative Action, including the status of recruitment of women, men, and minorities within EEO job categories.

Subsequent legislation gave the OPM Administrator the responsibility for implementing the state's Affirmative Action policies and for ensuring Equal Employment Opportunity in state government, and made agency Appointing Authorities responsible for Affirmative Action efforts and progress by requiring each agency to submit an AAP to OPM annually.

The Administrator has assigned the Employment Relations Services Team the responsibility for reviewing AAPs to ensure their compliance with the Oklahoma Personnel Act and the Merit Rules, and for reporting the results of Team members' review to the Affirmative Action Review Council (AARC), which also reviews AAPs submitted by state agencies. During FY 01, Team members reviewed 109 AAPs.

### **Discrimination Complaints Investigator Training**

The Employment Relations Services Team also coordinates, in cooperation with the Alliance for Civil Rights, training for all individuals who investigate complaints of employment discrimination in executive branch agencies. To

## What

date, 154 individuals have completed the discrimination complaints investigator training, and 61 are certified discrimination complaints investigators.

The Alliance for Civil Rights is composed of individuals, in the public and private sectors, employed in the areas of personnel, Affirmative Action, and/or Equal Employment Opportunity. Members assist and support Affirmative Action and Equal Opportunity personnel by identifying recruitment sources; serving as a network for professional information and development in the area of Equal Opportunity and Affirmative Action; disseminating information to schools, organizations and agencies; and advocating for progress in the area of Equal Opportunity.



*R. Charles Smith, State Department of Health, served as president of the Alliance for Civil Rights during FY 01.*

*Members of the Governor's Advisory Council on Latin-American and Hispanic Affairs (l to r): Jerry Orellana, Matthew Mollman, John Lopez, Governor Frank Keating, Juanita Salazar Lamb, Oscar Quiroga, Guillermo Rojas, Yolanda Charney, and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources.*



## What

### **Governor's Advisory Council on Latin-American and Hispanic Affairs**

Governor Frank Keating created the Governor's Advisory Council on Latin-American and Hispanic Affairs in 1996 by Executive Order. The Council's primary mission is to expand opportunities for Oklahoma Hispanics in education, employment, health, housing, culture, and recreation. Council members also advise the Governor on the development and implementation of policies, plans, and programs related to the special needs of Hispanics.

During FY 01, Juanita Salazar Lamb served as chair of the Council and John Lopez served as vice-chair. Members of the Council included Yolanda Charney, Matthew Mollman, Jerry Orellana, Guillermo Rojas, and Oscar Quiroga. All members are appointed by the Governor.

Employment Relations Services Team members provide staff support to the Council.

## What



*In July 2001, Bob Ricks, Commissioner of Public Safety and Cabinet Secretary of Safety and Security, spoke to members of the Governor's Council on Latin-American and Hispanic Affairs regarding proposed legislation to provide alternative driver's license testing for non-English speaking Oklahomans. He indicated that the Department of Public Safety would need an estimated \$41,000 initially and approximately \$116,000 each year to fully implement the program.*



*Members of the Governor's Advisory Council on Asian-American Affairs (l to r): Rex Chin, Hung Le, Yen Tran, Vasithy Sendgara, and Dr. Yoshi Sasaki. Not pictured are Ken Mui, Chinh Huynh, M.D., Rita Raman, M.D., Tinny Chang, Dr. Kyung-Whan Min, and Polus Tangdang.*

### **Governor's Advisory Council on Asian-American Affairs**

In 1995, Governor Frank Keating created the Governor's Advisory Council on Asian-American Affairs by Executive Order. The mission of the Council is to provide advice and assistance to the Governor on policy issues related to the arts, economic development, health and human services, human resources, education, and other issues affecting the Asian-American population of Oklahoma.

The Council is made up of 11 representatives of the state's Asian-American community who are appointed by the Governor. The Governor may designate additional members of the Council from the Health and Human Services, Safety and Security, Human Resources, Administration, and Education Cabinet areas to serve in a nonvoting *ex officio* capacity.

During FY 01, Hung Le served as Chairman of the Council. Members included Rex Chen, Ken Mui, Vasithy Sengdara, Chinh Huynh, M.D., Rita Raman, M.D., Dr. Yoshi Sasaki, Yen Tran, Tinny Chang, Dr. Kyung-Whan Min, and Polus Tangdang.

Employment Relations Services Team members provide staff support to the Council.

## What

### OPM State Employee Assistance Program

In 1988, Governor Henry Bellmon created the State Employee Assistance Program (EAP) within OPM by Executive Order; the Legislature made the OPM State EAP a statutory program in 1992. Initially, the OPM State EAP was created to provide assistance to state agencies in establishing work-related stress-prevention procedures.

The OPM State EAP, which is voluntary, provides assistance to state agencies in their management of employees whose personal problems may have a negative impact on job performance. The OPM State EAP also assists employees and their family members who are seeking corrective help with medical or mental health problems, including alcohol or drug abuse, and emotional, marital, familial, financial, or other personal problems. Specifically, the OPM State EAP provides:

- Referral Services—Maintaining contacts with community service providers for the purpose of networking and coordinating services to state agencies and employees.
- Education/Training—Focusing attention on the personal concerns of employees that have a negative impact on productivity, while generating awareness of the EAP as a source of assistance. EAP provides classes on *Managing the Troubled Employee*, *Stress Management*, and mandatory drug and alcohol training.
- Counseling—Resolving problems related to alcohol or drug abuse and emotional, marital, family, mental health, financial, and other personal problems, while developing short- and long-term goals.
- Critical Incident Debriefing—Providing crisis intervention to agencies for troubled employees and their family members by offering professional emergency services.
- *It Works*—During FY 01, the OPM State EAP updated the *It Works* video and developed a shorter version. The purpose of the video is to assist Team members in marketing EAP services to state agencies and employees.

July 1, 2000 - June 30, 2001.

## When

Jim Thorpe Building, 2101 N. Lincoln Boulevard, Oklahoma City, OK.

## Where

## Why

"The Administrator of the Office of Personnel Management shall implement state affirmative action policies, and assure equal employment opportunity."

—*Title 74, Section 840-1.6A (7) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall analyze the affirmative action plans of executive branch agencies and Equal Employment Opportunity Commission reports prepared by such agencies, except institutions within The Oklahoma State System of Higher Education, and, on or before January 1 of each year, shall submit a report to the Speaker of the House of Representatives, the President Pro Tempore of the Senate,

## Why

and the Governor. Said report shall state the efforts and progress made by governmental entities in the area of affirmative action, including the status of recruitment, hiring, and promotion of women, men and minorities within job categories.”

—*Title 74, Section 840-2.1 of the Oklahoma Statutes.*

“By the authority conferred upon the Office of Governor by the Constitution and laws of the State of Oklahoma, I, Frank Keating, Governor of the State of Oklahoma, hereby order and direct that there be established and created the Governor’s Advisory Council on Asian-American Affairs. . . . The mission of the Council shall be 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 or other issues affecting the Asian-American population of Oklahoma.”

—*Executive Order 95-10, April 12, 1995.*

“I, Frank Keating, Governor of the State of Oklahoma, pursuant to the authority vested in me by Sections 1 and 2 of Article VI of the Oklahoma Constitution, hereby establish the Governor’s Advisory Council on Latin American and Hispanic Affairs. The Commission shall . . . advise the Governor on the development and implementation of policies, plans, and programs relating to the special needs of Hispanics . . . Support and assistance for each meeting shall be provided by Office of Personnel Management.”

—*Executive Order 96-26, August 8, 1996.*

“There is hereby created a State Employee Assistance Program within the Office of Personnel Management. The program may provide assistance to state agencies in their management of employees whose personal problems may have a negative impact on job performance.”

—*Title 74, Section 840-2.10 of the Oklahoma Statutes.*



*Grayson Roulston, Administrative Services; Linda Helms, Management Information Services; and Joe Garcia, Employment Relations Services.*



*Jim Thomas, former OPM Administrator; Janice Wadkins, OPM Assistant Administrator for Employment Relations Services, and James L. Howard, Executive Director of the Merit Protection Commission.*

**FY 01 OPM  
Annual Report**

# **Human Resource Development Services Department**

**Larry Fisher  
Assistant Administrator**

## **Who**



*The HRDS Team: Grayson Bedwell, Shelly McDaniels, Larry Fisher, Shelley Wise, Carrie Rohr, Allie Brown, Joyce Smith, and Lee Hayden. Not pictured is Michelle Boren.*

### **FY 01 Team members:**

Grayson Bedwell	Administrative Assistant
Michelle Boren	Administrative Technician
Allie Brown	Carl Albert Public Internship Program Executive Fellow
Larry Fisher	Assistant Administrator
Lee Hayden	Human Resources Programs Manager
Shelly McDaniels	American Indian Education and Training Center Intern
Carrie Rohr	Training Specialist/Certified Public Manager Coordinator
Joyce Smith	Training Specialist/ <i>Quality Oklahoma</i> Coordinator
Shelley Wise	Administrative Assistant

## **What**

Members of the Human Resource Development Services (HRDS) Team provide professional development and training services to state employees in order to improve the quality of the state workforce.

### **Training and Development**

April 2001 marked the 20<sup>th</sup> anniversary for the Human Resource Development Services Workshop Program. Since 1981, over 180,000 participants have attended HRDS workshops. Currently, the HRDS Team offers more than 50

## What

one-and two-day course titles. During FY 01, HRDS team members instructed, coordinated, or supported 399 training programs for more than 8,600 state employees. With courses divided into Fall and Spring semesters, HRDS offered an average of three classes per day.

One HRDS goal is to ensure that courses are current and relevant for today's state government employees. During FY 01, HRDS Team members revised 19 courses and introduced three new titles: *Advanced Creative Problem Solving*, *Quality Oklahoma Processes*, and *Workplace 2001*.

Other FY 01 highlights include:

- Tom Steed Center was equipped with Internet capability, and instructors began using the Internet in several HRDS courses.
- The HRDS Course Catalog was published on the OPM Website.
- HRDS received an Award of Merit for the *World Trends* course from the Central Oklahoma Chapter of the American Society for Training and Development.
- HRDS held a Trainers' Forum in September to network with other agencies and assess training needs and share resources.
- HRDS assisted Sue Tate of the Oklahoma Supreme Court with three sessions of Mediation Training.
- HRDS coordinated the strategic planning initiative for state agencies by identifying and conducting orientation courses for more than a dozen process facilitators.



*OPM Team members Carrie Rohr, HRDS, and Robert Miner, Agency Services Unit, presented "Developing Competencies for HR Success" for state agency HR professionals in October 2000.*

- Thirty-six graduates completed the Certified Public Manager Program in August 2000—the largest graduating class to date!
- *Quality Team Day 2001* exhibits represented over \$19 million in cost savings and revenue for the state.
- The first acrylic Team Day awards were presented to winners, courtesy of HB 1334 (2000), which authorized OPM to purchase awards for presentation to state employees.
- HRDS Team member Carrie Rohr and Management Services Team member Robert Miner conducted the International Personnel Management Association (IPMA) HR Model Competency workshop for state government HR professionals in October 2000.

## What

- OPM implemented the SHARE Program, through which OPM Team members are permitted one hour per week to mentor a student. HRDS Team members Joyce Smith, Carrie Rohr, Shelley Wise, and Larry Fisher participated as mentors.
- Larry Fisher became a Certified Reviewer for the International Association for Continuing Education and Training.
- Carrie Rohr served on the Host Committee for the International Personnel Management Association Southern Region conference, which was held in April 2001 in Oklahoma City.
- Joyce Smith was elected to the board of the Oklahoma Society for Certified Public Managers.
- HRDS celebrated its 20th anniversary at Rose State College's Tom Steed Center, and Rose State honored OPM with a luncheon ceremony and plaque presentation celebrating their 20-year partnership.
- Allie Brown attended a Blackboard software course as a prelude to converting HRDS courses to e-learning courses.
- Larry Fisher won the first-place prize from the American Society for Training and Development for his story entitled, *The Best Training Aid Ever*, which was published in their March 2001 issue.

*Current and former HRDS staff members gathered at the Tom Steed Center on April 27, 2001, to celebrate the 20th anniversary of the OPM training and development function (HRDS). Pictured (l to r) are Shade Faboro, Allie Brown, Andrea Kearney, Joyce Smith, Paula Land, Lee Hayden, Carrie Rohr, Larry Fisher, Dr. Melinda Howard, Grayson Bedwell, and Melissa Jolly. They were joined by current OPM Administrator Oscar Jackson (second from right), who also served a stint as training director, and former OPM Administrator Jim Thomas (far right).*



## What

The following HRDS courses were offered during FY 01:

<b>Title of Course</b>	<b>Total Days</b>	<b>Total Participants</b>
Achieving Extraordinary Customer Relations	12	55
Administrative Law	3	56
Advanced Creative Problem Solving	8	172
Advanced Management Skills	2	28
Advanced Public Procurement Management	8	14
Applied Leadership	8	217
Awards and Recognitions	8	177
Certified Personnel Professional Training	8	53
Challenges of Supervision	30	277
Change Management	5	67
Conducting Effective Group Meetings	8	166
Conflict Resolution (DRS)	1.5	18
CPM Executive Development Seminar	4	27
CPM Orientation	1	48

# What

<b>Title of Course</b>	<b>Total Days</b>	<b>Total Participants</b>
CPM Project Report Writing	.5	27
Delegation and Control	6	145
Developing Competencies for HR Success/IPMA	5	17
Developing Creative Problem Solving Skills	9	214
Developing Effective Negotiating Skills	7	174
Different Strokes (DRS)	2	25
Discrimination Complaints Investigation	4	12
Effective and Appropriate Interview Techniques	6	142
Effective Communication In Management	8	217
Effective Stress Management	13	328
Effective Time Management Techniques	16	392
Ethics In Public Management	12	120
Everyday Creativity	7	211
Facilitator Certification Training	2	16
Gender Games In Management	8	170
How to Conduct On-the-Job Training	7	158
Lateral Thinking for Supervisors	10	242
Legislative Process	8	213
Listening Skills for Managers	5	106
Management 2000	4	28
Managing Conflict	8	204
Managing Diversity In the Workplace	9	138
Managing the Grievance Process	4	49
Managing the Troubled Employee	3	45
Motivating for Performance	9	206
New Approaches to Development	14	135
New Employee Orientation (DRS)	3	26
MPC Appeals Process	4	47
One Minute Manager	8	238
OPPA/OKPELRA Fall 2000 Conference	2	21
OPPA/OKPELRA Summer 2000 Conference	.5	25
Performance Management Process (PMP)	12	310
PMP Overview (DRS)	2	58
Performance Measurement	2	27
Personnel Law Video Festival	5	101
Personnel Policies and Practices	12	163
Planning Skills for Managers	1	24
Policy Analysis	3	65
Principle-Centered Leadership (OMD)	8	19
Program Evaluation	2	47
Progressive Discipline	11	260
Public Speaking and Effective Presentations	2	24
<i>Quality Oklahoma</i> Processes	2	22
Quality Tools	4	35
Safety Management	5	100
7 Habits of Highly Effective People (OMD)	16	21
Workplace Sexual Harassment/Discrimination	12	264
Sexual Harassment (1/2 day)	1	27
Strategies for Improving Communication	14	194
Supervision for New Supervisors—Phase I	4	66
Supervision for New Supervisors—Phase II	4	46

# What

Title of Course	Total Days	Total Participants
Systems Management	4	49
Team Building	10	192
Unfair Employment Practices	1	28
Violence In the Workplace	10	291
Workplace 2001	12	169
Workplace Energy	5	120
Workplace Violence (Supervisors)	2	10
World Trends	98	252
Writing Skills for Managers	8	196
<b>Totals: 74</b>	<b>493.5</b>	<b>8,646</b>

## Certified Public Manager Program

In 1986, OPM Administrator Jim Thomas created the Certified Public Manager (CPM) Program as a comprehensive management training program for state employees. Since its inception, over 760 state employees have participated in the program. The CPM Program has been honored by the Council of State Governments as an exemplary state management program.



*Members of the 2000 CPM graduating class include (front row, l to r) CPM Coordinator Carrie Rohr, OPM; Ruth Rolfe, CPM Advisory Board; Chuck Howard, ODOT; Patsy Hollingsworth, DRS; Syedah Islam, DRS; Carole Schultz, ABLÉ Commission; Judy Gordon, ODVA; Shirley Hull, OCC; Patricia Anderson, DHS; Lisa Newmeyer, SIF; Carol Davis, DHS; Vicki Cox, DHS; Secretary of Education Dr. Floyd Coppedge, guest speaker; David Dyer, ODOT; (second row, l to r) OPM Administrator and Cabinet Secretary of Human Resources Oscar B. Jackson, Jr.; Janice Schultz, ODOT; Sherri Moore, DHS; James Regan, DMHSAS; Rochelle Ingram, OSEEGIB; Leroy Tackett, ODOT; Bobby Ruzycki, DOC; Julie Cox-Kain, SDOH; Sharron DaVault, OCAST; Stephanie Richardson, ODOT; Johnny Coleman, ODOT; David Cline, ODOT; Jeff Gifford, ODOT; Bron Coussens, DRS; (back row, l to r) Raymond Sanders, ODOT; Andrew K. Rex, ODOT; Paula Schroder Green, DHS; Judy Dennis, ODOT; Annette Hendrickson, ODOT; Cheryl F. Crawford, DHS; Norma Goff, DHS; Connie Stockton, OTRD; Bryan Cooper, ODOT; Treba Dennis, DHS.*

## Who

FY 01 CPM graduates and participating agencies included:

**Sharron Ballard DaVault**

Center for the Advancement of  
Science & Technology

**Carole Schultz**

ABLE Commission

**Shirley Hull**

Oklahoma Corporation Commission

**Bobby Gene Ruzycki**

Department of Corrections

**Julie Cox-Kain**

Department of Health

**Jeffrey S. Hunter**

Department of Health

**Marilyn G. Barnard**

Oklahoma Health Care Authority

**Rochelle M. Ingram**

Oklahoma State & Education Employees  
Group Insurance Board

**Patricia M. Anderson, Vicki A. Cox,  
Cheryl Fields Crawford, Carol J. Davis,  
Treba J. Dennis, Norma Lee Goff,  
Paula Shroder Green, Sherri M. Moore**  
Department of Human Services

**Johnny Coleman**

Department of Labor

**Lisa Newmeyer**

State Insurance Fund

**James Regan**

Department of Mental Health &  
Substance Abuse Services

**Bron D. Coussens,**

**Patsy Hollingsworth, Syedah Islam**

Department of  
Rehabilitation Services

**Connie G. Stockton**

Department of  
Tourism and Recreation

**David A. Cline, Bryan W. Cooper,**

**Judy A. Dennis, David Dyer,**

**Jeff Gifford,**

**Annette K. Hendrickson,**

**Chuck Howard, Andrew K. Rex,**

**Stephanie K. Richardson,**

**Raymond L. Sanders,**

**Janice A. Schultz,**

**William Leroy Tackett**

Department of Transportation

**Judy K. Gordon**

Department of Veterans Affairs



## What

During FY 01, 315 employees from 49 state agencies, boards, and commissions, as well as the city of Oklahoma City were enrolled in the CPM program. One hundred forty-nine sessions of CPM required courses were held, 47 tests were administered, and 73 projects were approved. Dr. Floyd Coppedge, Secretary of Education, gave the keynote address at the 13th Annual CPM Graduation Ceremony in August 2000. Thirty-six candidates received the CPM designation—the largest graduating class to date. Two hundred and forty-three participants have graduated from the program.

During the FY 01 CPM graduation ceremony, Brian Cooper, Department of Transportation (ODOT), received the *Gerald D. Wilkins Good Works Award* for his project "Workplace Violence Concerning Transportation Workers." Bryan surveyed all five divisions of ODOT and discovered that 910 incidents of violence directed at Transportation workers within the last five years. In response to Brian's alarming findings, ODOT formed a management team to document and assess incidents of workplace violence.

Pat Hernandez, ODOT, received the 2000 *CPM Manager of the Year* award. Pat is the only person to be presented with this award twice, winning for the first time in 1994. As Manager of the Year, Pat was nominated for the *Henning Award* which is given by the American Academy of Certified Public Managers.



*On August 24, 2000, Brian Cooper, ODOT, received the "Good Works" award, which is presented annually to the project which is likely to have the greatest impact on state government. It honors Gerald Wilkins, former state and city employee who dedicated his life and career to public service. Pictured with Mr. Cooper (center) is Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources (left) and Larry Fisher, OPM Assistant Administrator for Human Resource Development Services (right).*

*Oklahoma had the largest number of people attending the June 2001 American Academy of Certified Public Managers "New Horizons" conference in Scottsdale, Arizona. Pictured: (front row, l to r) Joyce Smith, Sharon Harris, Mary Wilson, (second row, l to r) Carrie Rohr, Cathy Gibson, Debbie Smith, (third row, l to r) Marilyn Rider, Gloria Rennels, Stella Church, Pat Hernandez, (fourth row, l to r) Patricia Crockett-Klein, David Brown, Bob Shepherd, Gene Hobbs, Grace Coleman (guest), and Paula Green.*



## What

The CPM Program is designed to improve services provided by state government to Oklahoma citizens. Participants in the Program enhance management skills through seminars, examinations, and job-related projects. Graduates offer improved resources to their agency and to the state. CPM's long range goal is to help agencies identify and develop the skills of state government's future leaders.

The CPM Program is a three-level program consisting of 237 required classroom hours and 63 elective classroom hours: Level I—Basic Supervisory Skills, 75 classroom hours; Level II—Middle Management Skills, 84 classroom hours; Level III—Advanced Management Skills, 78 classroom hours. In addition, candidates must complete four exams and four work-related projects.

Graduation from the program substitutes for one year of professional experience in business or public administration in many Merit System job families that require such experience as part of the minimum qualifications. With agency approval, individuals receiving the certification may be eligible for skill-based pay.

The American Council of Education (ACE) has approved the Oklahoma CPM Program for up to 15 hours of upper-division baccalaureate credit or up to nine hours of graduate credit in the areas of Public Administration, Management, or Human Relations. Oklahoma state colleges and universities have accepted the ACE recommendations. To date, 35 graduates have taken advantage of this benefit.

# What

The following state agencies/municipal governments have participated or are currently participating in the CPM Program:

<b>Agency</b>	<b>Candidates</b>	<b>Total Graduates</b>
ABLE Commission	1	2
Accountancy Board	0	1
Advancement of Science & Technology	2	2
Agriculture	4	3
Architects Board	0	1
Auditor & Inspector	2	1
Central Services	3	2
Civil Emergency Management	3	1
Commerce	2	2
Conservation Commission	1	0
Corporation Commission	3	1
Corrections	27	8
Cosmetology Board	0	3
Dentistry Board	0	1
Election Board	2	0
Employment Security Commission	10	2
Environmental Quality	6	0
Office of State Finance	2	4
Health Care Authority	2	2
Health	6	4
Historical Society	1	0
Horse Racing Commission	1	0
Housing Finance Authority	2	1
Human Services	83	84
Insurance Board	1	3
Insurance Department	2	0
Bureau of Investigation	3	0
Insurance Fund	1	3
Juvenile Affairs	4	0
Labor	4	1
Land Office	1	2
Law Enforcement and Training Council	1	0
Libraries	1	2
Lieutenant Governor	1	0
Marginal Wells Commission	1	0
Medical Licensure & Supervision	1	0
Medicolegal Investigations	1	0
Mental Health	4	5
Military Department	1	0
Mines	6	0
Motor Vehicle Commission	0	1
Nursing Board	0	1
City of Oklahoma City	3	0
Osteopathic Examiners	0	1
Pardon & Parole Board	2	0
Office of Personnel Management	6	3
Pharmacy Board	2	1
Public Employees Retirement System	2	1

## What

Agency	Candidates	Total Graduates
Public Safety	10	6
Real Estate Commission	0	1
Rehabilitation Services	16	12
State Treasurer	0	1
Tax Commission	13	13
Teacher Preparation Commission	1	0
Tourism	6	4
Transportation	47	51
Transportation Authority	2	1
Veterans Affairs	7	5
Water Resources Board	2	0
<b>Totals: 59 Agencies</b>	<b>315</b>	<b>243</b>

## What

### Quality Oklahoma

*Quality Oklahoma* is the state's Total Quality Management Initiative. It began in 1992 with a partnership with the Xerox Corporation promoting total quality management. Although the program has expanded its focus, the initiative's goal remains to improve state services to Oklahoma citizens, empower decision making at the lowest level, and encourage continuous improvement in meeting customer requirements and system redesign.

On May 10, 2001, 36 teams representing 21 state agencies and more than 70 partnerships participated in *Quality Oklahoma* Team Day. Twenty-five Governor's Commendations for projects identified as "best practices" and five specialty awards were presented by Kathleen Miller of Marketing Matters, Inc. The exhibits demonstrated over \$19 million in cost savings and revenue generation for the state. The first acrylic awards were presented during the FY 01 event because of legislation passed in 2000. Recipients in five special categories, *Quality Crown* (the highest honor), *Employee Empowerment*, *Motivating the Masses*, *Red Tape Reduction*, and *Going the Extra Mile* received the awards; a plaque was presented for the best booth. Since the first Team Day in 1993, Team Day projects have demonstrated over \$204 million in savings.



*The Route 66 Group Workcamp received the Quality Crown Award during Quality Team Day 2001.*

## What



The LeFlore County DHS "Disaster Food Stamp Program" won the award for "Best Booth" during the 2001 Quality Team Day.



OPM and the Department of Career and Technology Education were recipients of a 2001 Quality Team Day Governor's Commendation Award for their "Statewide Merit System Testing Partnership". Pictured (l to r): Hank Batty, OPM; Camille Riley, CareerTech; Lezlie Thiery, OPM; and Bruce DeMuth, CareerTech.

The **Quality Crown Award** is presented annually for the project which best documents the use of total quality management processes. The FY 01 recipient was *Route 66 Group Workcamp*, Craig County Department of Human Services. DHS partnered with a faith-based organization from Colorado to meet the needs of 71 county residents. Four hundred twenty-three teenagers and adult sponsors from 14 states came to the Vinita area to complete home repairs for elderly, disabled, and low-income adults. Local donors contributed \$25,492 and the total funds back into the community exceeded \$530,000.

House Bill 1622 (1999) required all agencies to submit their first five-year strategic plan by October 1, 2001. The *Quality Oklahoma* Team partnered with the Office of State Finance to prepare training materials for use by state-approved facilitators. Two group facilitator orientation meetings were held at OPM, and 18 facilitators qualified for the state-certified vendor list.

During Spring 2001, 17 OPM employees participated in the pilot of the **S**tate employees **H**aving an **A**ctive **R**ole in **E**ducation (SHARE) Program. SHARE allows employees to tutor students in the *Help One Student to Succeed* (HOSTS) Program at Millwood Middle School in Oklahoma City. SHARE is a collaboration between state government and public schools to allow OPM

## What

employees one hour a week of paid leave to volunteer time in the mentor program. Because of this year's partnership, Millwood Middle School was named an exemplary site by the HOSTS Foundation.

*FY 01 SHARE participants from OPM included (l to r) Robert Stevens, Joyce Smith, Brenda Thornton, Shelley Wise, Oscar Jackson, Carrie Rohr, Ann Craven, Debra Martin-Barber, Gloria Schratweiser, Blanche Longoria, Lena Davis, Cindy Johnson, Larry Fisher, and Leann Morrow. Not pictured are Carolyn Williams, Jim Lippert, Deanna Miller, and Kimberlee Williams.*



## What

During FY 01, *Quality Oklahoma* instructors conducted 20 workshop sessions on the regular HRDS calendar and in response to special training requests from other agencies. Participant evaluations were 97 percent positive. Training courses included *Quality Oklahoma Problem Solving Process (PSP)*, *Quality Improvement Process (QIP)*, *Quality Tools*, *Quality Oklahoma Processes*, and *Awards and Recognition*. A new course for FY 01, *Quality Oklahoma Processes*, builds on ideas from QIP and PSP, giving participants the chance to apply quality principles to real work situations.

The Agency Quality Coordinators Network assisted with *Quality Team Day 2001*. The network holds meetings on a quarterly basis, featuring special topics and presenters. This year's presentations included:

- *Digital Television—Opportunities for State Government*, by Travis Monroe of the Oklahoma Educational Television Authority;
- *Writing a Winning Quality Oklahoma Team Day Application*, by Larry Fisher, OPM;
- *The Lincoln Renaissance Project*, by Tom Hall and Bud Dolan of the Department of Central Services; and
- *From Team Day Applicant to Quality Crown Award Winner: Carl Albert Community Mental Health Center's Quality Initiative*, by Betsy Dew of the Department of Mental Health and Substance Abuse Services.

In addition to coordinating the vendor registration for strategic planning facilitators and serving as a resource for state agencies, the *Quality Oklahoma* Team maintains a list of certified meeting facilitators. During FY 01, various state agencies used facilitators to assist with team projects, meetings, and working committees. The program is offered free-of-charge to agencies. Facilitators obtain authorization from their employing agency and donate their time.

## When

July 1, 2000 - June 30, 2001.

## Where

Jim Thorpe Building, 2101 N. Lincoln Boulevard, Oklahoma City, OK.  
Tom Steed Development Center, Rose State College, Midwest City, OK.  
Oklahoma State University, Tulsa, OK.

## Why

"The Administrator of the Office of Personnel Management shall develop, in cooperation with appointing authorities, employee training programs, management training programs, a certified public manager program . . . and shall establish standards for continuing training."

—Title 74, Section 840-1.6A (10) & (18) of the Oklahoma Statutes.

"The purpose of the Certified Public Manager Program shall be to develop the management skills of those employees and persons who enter into the Program and to assist state agencies and other employers in the identification and development of future managers and leaders."

—Title 74, Section 840-3.15 of the Oklahoma Statutes.



*HRDS Team members Allie Brown, Grayson Bedwell, and Lee Hayden, enjoyed the 20th anniversary festivities on April 27, 2001, at the Tom Steed Development Center on the campus of Rose State College in Midwest City.*

*The 20th Anniversary cake reflects the various name changes OPM's training department has undergone over the years: HRDC = Human Resource Development Center; HRDD = Human Resource Development Department; and HRDS = Human Resource Development Services.*



**FY 01 OPM  
Annual Report**

# **Management Information Services Department**

**Glenda Gesell  
Assistant Administrator**

## **Who**

*The MIS management Team: Marsheila Ward,  
Randy Peter, Glenda Gesell,  
Linda Belinski, and Janice Halley.*



*Agency Personnel and EBC Team members  
(standing) Bernie Buchenau, Theresa Walters,  
Sheila Oakley, (seated) Janice Halley,  
Valsamma Reghunathan, and Carol Pillow.*



*Agency Payroll Systems Team members  
Robert Clayton, Lalitha Sundara-Rajan,  
Marsheila Ward, and Sonia Abraham.*

# Who

*New Technology and CAREERS Team members (standing) Bunny Illeperuma, Gabe Marler, Linda Helms, (seated) Bernie Buchenau, Randy Peter, and Raymond Wainscott.*



*Linda Spivey and Linda Belinski are Payroll Coordinators.*

# Who

## **FY 01 Team members:**

- |                      |   |
|----------------------|---|
| Linda Belinski       | Information Systems Service Coordinator     |
| Bernie Buchenau      | Information Systems Applications Specialist |
| Robert Clayton       | Information Systems Applications Specialist |
| Robert Ellis         | Information Systems Applications Specialist |
| Glenda Gesell        | Assistant Administrator                     |
| Janice Halley        | Information Systems Applications Specialist |
| Linda Helms          | Information Systems Applications Specialist |
| Bunny Illeperuma     | Information Systems Applications Specialist |
| Gabe Marler          | Information Systems Applications Specialist |
| Sheila Oakley        | Information Systems Applications Specialist |
| Randy Peter          | Information Systems Manager                 |
| Carol Pillow         | Information Systems Applications Specialist |
| Valsamma Reghunathan | Information Systems Applications Specialist |
| Linda Spivey         | Information Systems Service Coordinator     |
| Lalitha Sundra-Rajan | Information Systems Applications Specialist |
| Raymond Wainscott    | Information Systems Applications Specialist |
| Marsheila Ward       | Information Systems Applications Specialist |

## What

The Management Information Services (MIS) Team performs requirements analysis, system design, software development, and software maintenance of applications software systems in support of statewide human resources management functions.

In 1981, the MIS Department was established with the initial task of developing and implementing the Oklahoma Computerized Applicant Recruitment, Examination, and Employee Reporting System (OK-CAREERS) to aid state agencies in testing, tracking, and hiring qualified applicants. This system served as a catalyst for the development of a number of related computer systems that contribute to the pursuit of OPM and system-wide human resources goals and objectives.

*During FY 01, Glenda Gesell, Assistant Administrator for Management Information Services, completed 15 years of service to the state of Oklahoma and was awarded a certificate and pin by Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources.*



Since that time, the MIS Department has evolved to satisfy an increasing number of human resource management requirements. Team members have taken on larger projects and responsibilities involving the acquisition, management, development, and maintenance of several statewide human resource management software application systems. Today, the MIS Team provides computer services and support for automated services for more than 37,000 state employees working at 115 state agencies. The MIS Team continually receives and responds to requests for changes to the statewide applications systems. After initial analysis and discussions with the agency representative making the request, MIS Team members either work on the request within a specific development project or handle it as a separate and more time-critical modification.

The operating environment for the OK-CAREERS, Agency Payroll System, Human Resource Management System, Direct Deposit System, Employees Benefits Council System, and the Human Resources Training System is the IBM mainframe platform managed by the Office of State Finance. On-line support is provided to all state agencies. Some of the major events in which the MIS Team was involved during FY 01 include:

- Completed Phase I of the integration of the Agency Personnel System and the Agency Payroll System into a Human Resources Management System and began Phase II.
- Began conversion of the Employees Benefits System from fiscal year to calendar year.

## What

- Created an OPM Salary Schedule database.
- Completed a mass update of employee payroll records to reflect the October 1, 2000, pay raise mandated by Senate Bill 959.
- Began developing a new Client Management System for the Employee Assistance Program. The system is scheduled to become operational in FY 02.
- Added the ability to run "Holiday Pay" payrolls.
- Added the Deferred Compensation State Share Payment Plan (the 401a Savings Incentive) to Agency Payroll.
- Added the College Savings Plan to the authorized list of payroll deductions.

### System Integration

In the late 1980s, MIS developed the Personnel Management Information System. In FY 00, the MIS Team began work on the integration of the Agency Personnel System and the Agency Payroll System into a Human Resources Management System. Among the goals of this project are increased efficiency and improved consistency between the systems. These goals will be accomplished by the elimination of redundant data and the effort required to maintain it.

During FY 01, the MIS Team completed Phase I of the HRMS, which consisted of creating a common log-on screen for the Agency Personnel System, Agency Payroll System, and the Employees Benefits System. This common log-on enabled a user to work within all subsystems without logging off and logging back onto the system.

### OK-CAREERS

The OK-CAREERS system enables OPM to provide lists of qualified individuals to agencies seeking to hire classified employees, and to track the progress of individuals through various stages of application, testing, registration, certification, and finally appointment. The system is designed to enforce Merit System rules and state laws at each point along the way.

In addition, OK-CAREERS facilitates communication with applicants by automatically notifying them by letter when events occur which could affect their chances for state employment.

*During FY 01, MIS Team member Bunny Illeperuma celebrated five years of state service and was awarded a certificate and pin by Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources.*



## What

### Agency Payroll

In 1981, the Agency Payroll System provided services to 21 agencies. In 1988, the OPM MIS Team assumed responsibility for the development and maintenance of the Agency Payroll System. Since then, Agency Payroll has grown into a truly statewide payroll system, providing an automated and standard payroll process for 115 agencies in all 77 Oklahoma counties. The Agency Payroll System provides capabilities allowing Agency Payroll Coordinators to enter, maintain, and process employee information for over 37,000 state employees. This detailed, calculated payroll information is supplied nightly to the Office of State Finance, where accounting processes are performed. Various entities depend on the system to provide payments for voluntary and mandatory deductions.



*MIS Team member Theresa Walters marked five years of state service in FY 01. In February 2001, Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources, presented Ms. Walters with a longevity pin and certificate.*

### Human Resources Management System

The Human Resources Management System (HRMS) provides automated management of information concerning over 37,000 state employees and the agencies where they work. The HRMS supports OPM staff in enforcing state laws and Merit System rules with regard to state employees. The system helps ensure the legality of personnel actions such as promotions, transfers, demotions, career progressions, etc. Additionally, the HRMS maintains a detailed employment history for each state employee. A large number of customizable standard reports are also available.

### Direct Deposit System

In 1991, the Legislature, through the Oklahoma State Employees' Direct Deposit Act, directed OPM to develop a method to electronically deposit employee paychecks. The direct deposit system provides a method of electronically transferring payments for payroll claims and travel claims to a financial institution. Currently, over 63 percent of the state's payroll is paid by direct deposit rather than by a paper warrant.

### Human Resource Development System

In 1995 - 1996, the MIS Team developed and implemented the Human Resources Training System. This system enables OPM's Human Resource Development Services Department (HRDS) to schedule courses for each training semester. State employees wanting to attend one of these courses

## What

can enroll using the system's on-line features. The system also provides important reporting capabilities.

### **Employees Benefits Council System**

In 1993, as a result of SB 591, the MIS Team developed and implemented the Employees Benefits Council System (EBC). The EBC System provides support for agency Benefits Coordinators. Using the EBC system, the coordinators can enroll state employees in the various benefit programs available to them. The resulting enrollment data is supplied to the Agency Payroll System so that employees' insurance premiums may be deducted. The system offers critical accounting functions required by EBC and provides automated eligibility information to third party processors and benefit services providers.

### **Information Systems Services Support**

The Information Systems Services Support Team handles all activities involved with the coordination of requests for services between users and operating and/or applications system staff. Additionally, Team members are responsible for providing system training, user support, user documentation, preliminary user acceptance testing, and the coordination and submission of all computerized processes.

### **Web Development**

More and more Oklahomans are becoming accustomed to getting information via the Internet using their home computer. OPM's business systems reside on a mainframe computer not generally thought of as Internet-compatible. Advances in technology, however, now make the hardware irrelevant—as long as a system can communicate using the Internet.

MIS's Web Development Team continues to explore ways to provide access to OPM systems from the World Wide Web. The Team's purpose is to develop the expertise needed to provide Internet access in a timely manner, as it becomes agency policy to do so.

## When

July 1, 2000 - June 30, 2001

## Where

Jim Thorpe Building, 2101 North Lincoln Boulevard, Oklahoma City, OK.

## Why

"The Administrator of the Office of Personnel Management shall establish a Personnel Management Information System to provide various management reports to facilitate decision making within agencies, and to promote the efficient utilization of personnel resources by providing a method for tracking, monitoring and reporting positions and employee transactions."

—*Title 74, Section 840-2.13 of the Oklahoma Statutes.*

"Beginning July 1, 1993, all state agencies, boards, commissions, departments and offices, excluding entities within The Oklahoma State System of Higher Education, shall utilize the central payroll system administered by the state Office of Personnel Management. This provision shall not prohibit state institutions of higher education from utilizing the central payroll system at their discretion."

—*Title 74, Section 840-2.7 of the Oklahoma Statutes.*

**FY 01 OPM  
Annual Report**

# Management Services Department

**Jim Lippert  
Assistant Administrator**

## Who

*Jim Lippert, OPM Assistant Administrator for Management Services, and his assistants (l to r) Mary Richards and Michele Morris.*



*The OPM Management Services Classification Team: (standing, l to r) David Hays, Ron Thatcher, Greg Emerson, John Bonny, Greg Thomas, (seated, l to r) Connie Hollins, and Carolyn Williams.*



*The OPM Management Services' Agency Services Unit: Connie Hollins (detailed to special duty) and Brenda Thornton. Not pictured is Robert Miner.*

# Who

*The OPM Management Services' Transactions Team: Delois Webb, Gloria Schratwieser, and Judy Boren. Not pictured are Kelly Whitlow and Marcheta Jones.*



*Nathan Hammon, Cameron Standing, and Roberta Pidgeon participated in the records conversion project.*

*The OPM Management Services' Employee File Room Team: Lynette Rix, Kevin Twobabies, and Angela Winston. Not pictured is Sharon Smith.*



*The OPM Management Services Compensation and Workforce Planning Team: Spencer Anthony, Cindy Johnson, and Debra Martin-Barber. Not pictured is John Copenhaver.*

## Who

### **FY 01 Team members:**

Spencer Anthony	Director of Compensation and Workforce Planning
John Bonny	Human Resources Programs Specialist
Judy Boren	Human Resources Programs Specialist
John Copenhagen	Human Resources Management Specialist
Greg Emerson	Human Resources Programs Manager
Nathan Hammon	Temporary
David Hays	Director of Classification
Connie Hollins	Human Resources Programs Specialist
Cindy Johnson	Human Resources Programs Specialist
Marcheta Jones	Administrative Programs Officer
Jim Lippert	Assistant Administrator
Debra Martin-Barber	Human Resources Programs Specialist
Robert Miner	Human Resources Programs Manager
Michele Morris	Administrative Assistant
Mary Richards	Administrative Technician
Lynette Rix	Administrative Technician
Linda Roy	Administrative Technician
Gloria Schratwieser	Human Resources Programs Specialist
Sharon Smith	Temporary
Cameron Standing	Temporary
Ron Thatcher	Human Resources Programs Specialist
Greg Thomas	Human Resources Programs Manager
Brenda Thornton	Human Resources Programs Manager
Kevin Twobabies	American Indian Education & Training Center Intern
Delois Webb	Human Resources Programs Specialist
Kelly Whitlow	Human Resources Programs Specialist
Angela Winston	Temporary

## What

### **Classification Division**

The Oklahoma Personnel Act requires OPM to maintain an employee classification system for all classified employees and to properly allocate the positions within that system. The Classification Division is responsible for accomplishing these tasks.

To comply with this mandate, OPM conducts individual position audits at the request of Appointing Authorities, classification grievance audits initiated by employees when the grievance cannot be resolved by the agency, and survey audits required by legislation or as necessary. Reviews are also conducted of job levels assigned by an agency if the employee appeals the agency decision. Upon completion of these audits, Classification Team members allocate positions to the appropriate job family, revise existing Job Family Descriptors (JFDs) or develop new job descriptors, if needed. When an existing JFD is revised, or a new one is developed, members of the Compensation Team are responsible for conducting a job content review to determine an appropriate pay band for each level. In addition, the Classification Team assists the Compensation Team in determining appropriate matches for salary surveys.

## What

During FY 01, Classification Team members continued to work with agencies as needed to refine the classification system implemented on November 1, 1999, as part of the *Classification and Compensation Reform Act of 1999*. This included reviewing and revising JFDs and assisting agencies in developing standards and procedures for assigning levels to various jobs. In addition to the activities related to implementation of the *Classification and Compensation Reform Act*, Classification Team members were also involved in:

- Completing 677 audits;
- Reviewing 16,734 personnel actions;
- Posting 1,786 unclassified position allocations for agencies;
- Participating in 78 meetings with and visits to agencies;
- Responding to 4,114 inquiries and concerns by telephone;
- Issuing 495 unclassified budget codes.

OPM also maintains a Position Management System which identifies all positions established by agencies in the executive branch of state government by a Position Identification Number (PIN). This PIN is used to identify any change in the classification assigned to the position and also in reporting employee personnel actions. Classification Team members are responsible for monitoring all activities related to this system and ensuring compliance with established policies and procedures. Assistance is provided to agencies as needed in making changes to positions, establishing new positions, and abolishing positions that are no longer required.



*Both the Oklahoma Personnel Act and the Merit Rules for Employment provide for the audit of individual positions in the classified service. The purpose of such audits is to determine an appropriate classification for the position based on the duties and responsibilities assigned by the agency. David Hays, Director of OPM's Classification Division, visits with Christine Jolly, Oklahoma Corporation Commission, concerning position audits. Ms. Jolly is a former OPM Classification Team member.*

### **Agency Services Unit**

OPM maintains an Agency Services Unit (ASU) to provide assistance to agencies with their HR management needs based on the administrative capacity and resources of those agencies. Although these services are primarily intended for smaller agencies (with less than 100 FTE), which do not employ a full time HR professional, services may also be provided to other agencies as needed.

Approximately 70 agencies are currently identified as primary customers of the ASU. Members of the ASU Team continuously monitor various HR activities within individual agencies and are available on a continuous basis to provide advice and assistance on a wide range of HR issues and concerns.

## What

During FY 01, one of the original members of the ASU Team, Robert Miner, was promoted to a position in the Compensation Division, and later left state service to pursue an opportunity as a compensation manager in the private sector. In addition, Brenda Thornton, the other member of the Team, spent several months on a detail to special duty to the Employment Relations Department, filling in for the Assistant Administrator who was on an extended leave of absence. Although Ms. Thornton continued to provide services to ASU customers on a part-time basis, as time permitted, Connie Hollins of the OPM Classification Division was detailed on a temporary basis with ASU to provide additional assistance.



*Robert Miner, Agency Services Unit, and Carrie Rohr, Human Resource Development Services, presented "Developing Competencies for HR Success" for HR professionals in Oklahoma and Mississippi.*



*ASU Team members Robert Miner and Brenda Thornton teach the "Personnel Policies and Practices" course for the OPM Human Resource Development Services Department.*

### Transactions Unit

The Transactions Team has the responsibility for creating and maintaining records on employees in the Personnel Management Information System (PMIS). This system contains information on employee appointments, promotions, demotions, transfers, separations, retirements, leave without pay, longevity, name changes, employee evaluations, and other personnel actions for all merit system agencies and employees. Transactions Team members receive *Requests for Personnel Action* (OPM-14 or other approved documents) from agencies and enter the reported information into the system after review and approval. Alternatively, they will review data posted to the system by agencies participating in the agency on-line posting program and approve or reject these actions, as appropriate. During FY 01, responsibility for this unit was transferred from the Compensation Division to the Classification Division. The long-time supervisor of this unit, Marcheta Jones, retired from state service on November 30, 2000. In April 2001, Transactions Team member Kelly Whitlow retired after 18 years of state service.

Documents processed by the Transactions Unit, and other OPM divisions and units, which are approved for filing, are maintained in individual employee files in the Employee File Area. These files are maintained from the time of appointment through and after separation. Files on inactive employ-

## What

ees are purged and sent to the State Records Center two years after separation unless an employee has reinstatement rights. In this case, they are purged when the employee's reinstatement eligibility expires or when the employee reaches age 70.

A major project related to the employee transactions and files area was begun during FY 01 involving the conversion of approximately 80,000 cards concerning the employment of former state employees to computer records. Several individuals, employed on a temporary basis, were involved in the completion of this project. Through June 2001, approximately 20,000 of these records had been converted with the rest to be completed during FY 02.

*Management Services Team member Kelly Whitlow (center) and his family were feted by OPM Team members in April 2001 upon the occasion of his retirement from state service.*



### **Injury Review Board**

The Injury Review Board is a statutory entity created by Title 47, Section 2310.1 of the Oklahoma Statutes with responsibility for administering this board assigned to the Administrator of OPM. The purpose of this three-member board is to review requests submitted by members of the Law Enforcement Retirement System for leave as a result of a serious injury or illness caused by or contracted during the performance of assigned law enforcement duties.

In 1996, Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources, appointed David Hays, Director of Classification, chair of the Injury Review Board. Major James Roper, Oklahoma Highway Patrol, and Luke Simms, ABLE Commission, also are members of the Board.

During FY 01, requests were submitted on 28 law enforcement officers based on various injuries incurred during the year. After consideration of all information provided, the Board approved 22 of these requests and denied six.

## What

# Compensation and Workforce Planning Division

The Compensation Team administers compensation and salary administration programs used in the classified service and, to a lesser degree, the unclassified service.

During FY 01, Compensation Team members assisted agency HR staff in the use of Pay Movement Mechanisms (PMMs) and the development of Salary Administration Plans (SAPs), and reviewed a large number of requests concerning the use of PMMs. By the end of the fiscal year, state agencies had committed more than \$1.2 million to providing salary adjustments authorized by the *Compensation and Classification Reform Act of 1999* for 8,500 employees.



*During FY 01, Debra Martin-Barber completed 15 years of state service and received a longevity pin and certificate from Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources, to mark the occasion.*

In addition to other responsibilities, Compensation Team members administer the Job Content Review (JCR) process using the Hay Guide Chart-Profile Job Evaluation System. This job evaluation methodology is used by the state of Oklahoma to provide a reliable and consistent approach to determining the internal job worth of classified positions. Members of the Job Content Review Committee are agency representatives who have been trained in the Hay Evaluation System.

The Compensation Team conducts an annual salary survey between July and September each year. The survey includes both private and public employers throughout the state and the surrounding region. In addition to information on salaries paid for certain jobs, the survey will often request information on other compensation issues, such as leave and other benefits. The results of the survey are compiled and presented to the Governor and the legislative leadership in December for review and consideration.

During FY 01, a workforce planning function was added to the Compensation Division. Spencer Anthony served as the Director of Compensation and Workforce Planning.

Other programs administered by Compensation Team members include the State Employee Child Care Program. The Tulsa Child Development Center,

## What

located in the Kerr-Edmondson Building in downtown Tulsa, has been the site of child care services for state employees since 1992. During the years since it was established as a pilot center for minor dependents of state employees working in and around the downtown Tulsa area, the Center has served hundreds of children of state employees, as well as children of non-state employees needing child care.

OPM is responsible for ensuring that the Center functions consistent with state law and that it provides the best and safest child care services for its customers. The Tulsa Child Development Center was established to meet the child care needs of state employees working in the Tulsa area. The fee schedule is set by OPM consistent with fees for other day care centers in the area. The fees are paid by each employee based on the age and number of children using the Center. The Center is available to children of state employees, as well as to children of non-state employees, with provisions to ensure that the child care needs of state employees are met first. On June 1, 2001, the Community Action Project (CAP) of Tulsa County became the new child care provider for the Tulsa Child Development Center.

*During FY 01, Spencer Anthony, Management Services Director of Compensation and Workforce Planning (center), was selected Employee of the Year along with Linda Belinski, Management Information Services (left), and OPM Executive Assistant Lena Davis (right).*



In July 2000, OPM had the opportunity to work with both the Office of the State Auditor and Inspector and the Office of State Finance to develop a document that required detailed information from state agencies regarding their organizational structure and reporting relationships, personnel transactions, evidence of work effort, and internal employment and payroll controls. OPM developed this audit in response to Executive Order 2000-15, which Governor Keating issued on June 23, 2000, in the wake of revelations that the state Health Department had numerous employees on the agency's payroll who allegedly did not perform any actual work.

This document, the *Special Agency Internal Audit Report*, also required each agency director to certify in writing that he or she was satisfied that each agency employee was meeting the requirements of his or her job description concerning time spent and activities conducted. One hundred eight executive-branch state agencies completed the audit and OPM delivered the *Final Report on Agency Compliance with Executive Order 2000-15* to Governor Keating on October 18, 2000.

# What

## State Agency Review Committee

The State Agency Review Committee (SARC) is responsible for overseeing, at the state level, the Oklahoma State Employee Charitable Contribution Campaign. In 1989, the Legislature created a single combined charitable solicitation that enabled state employees to contribute to a variety of charitable organizations through payroll deduction.

SARC solicits applications from interested organizations and selects those charitable entities that provide or support direct health and welfare services to individuals or their families.

During FY 01, Garland Morgan, Department of Agriculture, served as SARC chair and Rhonda Burgess, Office of Juvenile Affairs, served as vice-chair. Members included Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources, *ex-officio*; Michelle Kirby, Department of Veterans Affairs; Mike Wester, Department of Human Services; Sam Blair, Office of Juvenile Affairs; and Deborah Baily, Department of Health.

Compensation Team members provide staff support to the State Agency Review Committee.



*Management Services Team members Michele Morris and Debra Martin-Barber prepare for a SARC meeting.*



*The State Agency Review Committee: Sam D. Blair, Office of Juvenile Affairs; David Hays, OPM (representing ex officio member Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources); Mike Wester, Department of Human Services; Garland Morgan, Department of Agriculture; and Michelle Kirby, Department of Veterans Affairs.*

## When

July 1, 2000 - June 30, 2001.

## Where

Jim Thorpe Building, 2101 N. Lincoln Boulevard, Oklahoma City, OK.

## Why

"The Administrator of the Office of Personnel Management shall develop and maintain a classification and compensation system for all classified positions in the executive branch of state government including those established by the Oklahoma constitution."

—*Title 74, Section 840-1.6A (4) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management is responsible for the development and maintenance of a uniform occupation code system, grouped by job titles or duties, for all classified, unclassified, and exempt state positions."

—*Title 74, Section 840-1.6A (16) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management is directed to establish an agency service function to assist agencies with human resource needs based upon the administrative capacity and resources of the various agencies."

—*Title 74, Section 840-1.6A (2) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall establish leave and pay regulations, regulations for performance pay increases, rates for pay differentials, on-call pay, and other types of pay incentives and salary adjustments."

—*Title 74, Section 840-1.6A (11) of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management shall conduct an analysis of the rates of pay prevailing in the state in the public and private sectors for comparable jobs and report the findings to the Governor, the President Pro Tempore of the Senate, and the Speaker of the House of Representatives no later than December 1 of each year."

—*Title 74, Section 840-1.6A (5) of the Oklahoma Statutes.*

"In an effort to provide the employees of the State of Oklahoma with a convenient and responsible system which will allow them to contribute through payroll deduction to several fully accountable private nonprofit social, health and welfare organizations on a voluntary basis, there is hereby created a combined charitable solicitation to be called the *Oklahoma State Employee Charitable Contribution Campaign*."

—*Title 74, Section 7002 of the Oklahoma Statutes.*

"The Administrator of the Office of Personnel Management is authorized to approve and administer child care centers for minor dependents of state employees, and may provide consultation to state agencies regarding child care centers."

—*Title 74, Section 4190 of the Oklahoma Statutes.*

**FY 01 OPM  
Annual Report**

# Special Projects Department

**Dayna R. Petete  
Assistant Administrator**

## Who



*Dayna R. Petete,  
Assistant  
Administrator for  
Special Projects and  
Legislative Liaison.*



*Melissa Jolly provided staff support for the  
Special Projects Department during FY 01.  
She also celebrated five years of  
state service during the year.*



*Veronica Brown (left) was a  
Carl Albert Public Internship Program  
Executive Fellow during FY 01.  
She represented the Office of Personnel  
Management at numerous career fairs  
throughout the year.*

### **FY 01 Team members:**

Veronica Brown	Carl Albert Public Internship Program Executive Fellow
Dana Browning	Administrative Assistant
Melissa Jolly	Administrative Assistant
Dayna R. Petete	Assistant Administrator and Legislative Liaison

## What

The Special Projects Department has responsibility for a wide variety of OPM functions, including OPM's legislative program, the Carl Albert Public Internship Program, the State Mentor Program, the State Personnel Interchange Program, such OPM publications as the *Annual Report* and the *HR Exchange*, and a variety of special projects, including conducting surveys, preparing reports, and drafting speeches and press releases for the OPM Administrator. Dayna R. Petete is OPM's Assistant Administrator for Special Projects and Legislative Liaison.

*During FY 01, Dayna Petete (right) served as president of the Oklahoma Public Personnel Association/Oklahoma Public Employers Labor Relations Association (OPPA/OKPELRA). In November 2000, the organization hosted a Fall Conference, the highlight of which was the presence of the presidents of the national organizations with which OPPA/OKPELRA is affiliated: (left) Sharon Morris, president of the International Personnel Management Association, and (center) Doug Duckett, president of the National Public Employers Labor Relations Association.*



### Legislation

The Special Projects Department monitors and analyzes legislation affecting the Oklahoma Personnel Act, the Office of Personnel Management, the Merit System of Personnel Administration, and state agency personnel. Since the OPM Administrator began serving as the Governor's Cabinet Secretary of Human Resources, the legislative function of the Department has broadened and now includes consultation on human resources issues with legislators and staff, as well as with members of the Governor's staff.

During each legislative session, Special Projects staff members track hundreds of legislative proposals and analyze many of them. The purpose of these analyses is to keep the Governor and his staff aware of HR legislation and its potential impact on the Merit System in the event any HR bills reach his desk. At the end of each legislative session, staff members prepare an *All Appointing Authorities* memorandum summarizing HR legislation, which is disseminated to the Appointing Authority, HR director, and Equal Employment Opportunity/Affirmative Action or civil rights coordinator in each Merit System and non-Merit System agency in state government. Staff members also prepare an annual report of HR bills which were passed by the Legislature and signed into law by the Governor.

Special Projects staff members also monitor House and Senate committee hearings and floor action in both houses during the session, and routinely respond to numerous inquiries concerning HR legislation throughout the year.

### Publications

The Special Projects Department is responsible for preparing a number of publications on behalf of OPM and the Administrator. Each year Team mem-

## What

bers compile pertinent information concerning OPM activities in support of the agency's mission in the *Annual Report*, which is required by the Oklahoma Personnel Act.

Special Projects staff members also publish a newsletter, the *HR Exchange*, which is distributed quarterly to the HR and civil rights personnel of both Merit System and non-Merit System agencies. The *HR Exchange* provides a forum for the dissemination of information concerning OPM programs and activities. It also offers state agency HR and civil rights personnel the opportunity to share their experiences with OPM and other agencies, and to offer approaches or possible solutions to common issues of interest.

OPM Administrator Oscar B. Jackson, Jr. is often a featured speaker at conferences hosted by various public sector organizations. Special Projects staff members provide support for the Administrator by preparing speeches and PowerPoint presentations. Staff members also publish a number of brochures and other documents related to various Department programs and activities.

### **Carl Albert Public Internship Program**

The state Legislature created the Carl Albert Public Internship Program (CAPIP) in 1988. One purpose of CAPIP is to "assist students at institutions of higher education in gaining experience and knowledge in state government". This is fulfilled by the Undergraduate Internship Program. Undergraduates are employed for one or two academic semesters.

The second purpose, "to encourage recruitment of such students to pursue careers in state government service", is fulfilled by the Executive Fellows Internship Program for graduate students. Executive Fellows Interns may be employed for up to two years, and those who successfully complete a two-year internship are eligible for appointment to a position in the classified or unclassified state service.

In the years since its inception, CAPIP has become one of OPM's most important programs. Many state agencies use CAPIP for a variety of reasons:

*Special Projects Team member Veronica Brown (center) with Spring 2001 CAPIP Conference speakers Carrie Rohr, Office of Personnel Management (left) and Gloria Auth, Protocol Plus (right). Ms. Rohr discussed how to identify and effectively manage stress. Ms. Auth discussed business etiquette issues faced by employees and various levels of management.*



## What

- Interns bring a wealth of talent and knowledge of the latest technology to an agency.
- Interns provide needed “person-power” at times when agencies are “doing more with less”.
- Interns do not count against an agency’s FTE limit.
- Interns fill gaps in the agency talent pool.
- The agency has the opportunity to evaluate potential employees before offering them permanent employment.
- CAPIP opens beneficial avenues of communication with the state’s colleges and universities.
- CAPIP may assist agencies in attaining Affirmative Action employment objectives.

During FY 01,

- 90 graduate students participated in Executive Fellows Internships at 21 state agencies, including the Department of Rehabilitation Services, Oklahoma Water Resources Board, Department of Environmental Quality, Department of Human Services, Department of Labor, Oklahoma Employment Security Commission, Office of Personnel Management, Oklahoma Historical Society, Office of the Attorney General, Employees Benefits Council,



*During FY 01, CAPIP Executive Fellows and Undergraduate Interns included: (front row, l to r) Jesse Fuchs, Oklahoma Employment Security Commission (OESC); Michael Binck, Oklahoma Water Resources Board (OWRB); Sunshyne Chapman, Oklahoma Department of Labor (ODOL); Cheryl Corey, OESC; Greg Parks, Office of Juvenile Affairs; Sonia Abraham, OPM; Veronica Brown, OPM; (middle row, l to r) Stephanie Monroe, Department of Rehabilitation Services (DRS); Rick Taylor, Oklahoma Health Care Authority; Andrea Vincent, Department of Environmental Quality; Hassan Ahmed, ODOL; Allie Brown, OPM; Shadea Thompson, Oklahoma Corporation Commission; Katera Whitaker, OWRB; Gloria Vera-Cabrera, OWRB; Deb Knighten, DRS; Carmen Klinekole, DRS; Lynn Gray, OESC; Lauren Vargus, Oklahoma Public Employees Retirement System; Joritia Pursiville, DRS; (back row, l to r) Renee Jones, Department of Human Services; Amy Tolle, ODOL; Jay Hua, OWRB; James Ross, ODOL; Ellen Powell, Oklahoma Department of Transportation (ODOT); Naji Khoury, ODOT; Jill Rippy, OESC; Jana Carter, DRS; Tammie Danielsen, Employees Benefits Council; Mike Layne, DRS, and Jason Jackson, ODOT.*

## What

Oklahoma State Senate, and the State Board of Embalmers and Funeral Directors.

- 26 students participated in Undergraduate Internships at 14 state agencies.
- Executive Fellows Interns pursued advanced degrees in 19 programs at eight public and private universities in the state.
- Undergraduate Interns were enrolled in 25 degree programs at 15 public and private colleges and universities in the state.

Since 1990, 99 Executive Fellows and Undergraduate Interns have chosen a career in state government following their participation in CAPIP.

### State Mentor Program

The purpose of the State Mentor Program, created by the Oklahoma Legislature in 1994, is to develop the executive potential of employees in all branches of state government, with a special emphasis on women, racial minorities, and individuals with disabilities.

Each state employee selected to participate in the State Mentor Program will become a Mentor Executive and, during his or her two-year management rotation, will be assigned to a policy-level manager in his or her employing agency and three other state agencies. Each of the host agencies will assign one or more executive-level managers to serve as a mentor while the Mentor Executive is on staff. The mentor's duties are to instruct the Mentor Executive in the agency's purpose and functions, and to instill a sense of professionalism and public service. Mentors also may serve as a source of career guidance and reference after the management rotation is completed.

Any organization, whether in the public sector or private sector, has an obligation to assist its employees by providing training and development opportunities. These opportunities, however, are only as beneficial as the participating employee makes them.

The same is especially true of the State Mentor Program. At the end of the two-year management rotation, each Mentor Executive who has taken advantage of the opportunities provided by the Program should return to his or her state agency more experienced in public policy decision-making and better prepared to contribute to the fulfillment of the agency's goals and mission.

Participation in the State Mentor Program provides state agency directors the opportunity to utilize the knowledge, skills, and abilities of an



*During the 2001 legislative session, participants in the State Mentor Program served on the staff of the Oklahoma State Senate: (l to r) Suzanne Broadbent, Senate attorney; Mary Howell, Mentor Executive; Jan Young, Senate staff; and Teri Hamilton, Mentor Executive.*

## What



*Mentor Executive Connie Eggleston (right) served on the staff of the Oklahoma State Senate during the 2001 legislative session. Ms. Eggleston is pictured with Senator Angela Monson.*

outstanding state employee who has been identified by the Mentor Selection Advisory Committee as possessing executive potential. The Mentor Executive does not count against a host agency's FTE limit and, if the Mentor Executive's home agency does not require reimbursement, the host agency does not pay the Mentor Executive's salary. The Program also offers agency directors and policy-level managers the opportunity to provide Mentor Executives with invaluable opportunities to participate in the discussion and resolution of a multitude of ever-changing issues and challenges, as well as access to the individuals who shape the policies that guide Oklahoma state government.

The first group of Mentor Executives—Rita Cooksey, Department of Corrections; Patricia Schweitzer, Oklahoma Tax Commission; Joyce Smith, Office of Personnel Management; and Robert Thompson, Oklahoma State Senate, began their two-year management rotations in July 1997, and completed their participation in the State Mentor Program in June 1999. Debbie Dowell, formerly of the Department of Rehabilitation Services, also was a member of the first Mentor Executive "class", but she resigned in July 1998 to accept a position with Health and Human Services Cabinet Secretary Jerry Regier.

OPM solicited nominations for the second group of participants in the Program in August and November 1999, and provided an official application to each employee nominated. Agency staff members reviewed each application to determine whether the applicant met the minimum qualifications for the Program, and then solicited the endorsement of the Appointing Authorities of those employees who met the minimum qualifications. The employees who received the endorsement of their Appointing Authorities participated in the multi-part selection process that consisted of a writing exercise and interviews. In March 2000, the OPM Administrator selected Connie Eggleston, Department of Human Services; Teri Hamilton, Department of Corrections; and Mary Howell, Department of Rehabilitation Services; to participate in the State Mentor Program. The Mentor Executive rotational assignments began in July 2000.

### **State Personnel Interchange Program**

In 1986, the Oklahoma Legislature created the State Personnel Interchange

## What

Program and gave the OPM Administrator responsibility for establishing programs to facilitate the interchange of employees among state governmental entities; evaluating the efficient utilization and deployment of state personnel; and adopting rules necessary to implement the Program.

In 1995, the Legislature amended the Interchange statute to make the program more flexible by exempting interchanges from the classification and compensation provisions of the Oklahoma Personnel Act. Thus, an employee may be given the opportunity to be assigned for up to 12 months to another agency performing work assignments which differ from his or her regular work assignments. Both state employees and agencies benefit—employees receive valuable experience they normally would not have the opportunity to receive, and state agencies have additional options for temporarily meeting staffing needs.



*In April 2001, OPPA/OKPELRA hosted the Annual International Personnel Management Association (IPMA) Southern Region Conference in Oklahoma City. Two hundred thirty-eight public sector HR professionals from 25 states attended the four-day event. OPM Assistant Administrator for Special Projects and OPPA/OKPELRA President Dayna Petete welcomed the IPMA Southern Region participants to Oklahoma City. During the Conference, Ms. Petete was appointed secretary of the IPMA Southern Region Governing Board. She began her duties on July 1, 2001.*

## When

July 1, 2000 - June 30, 2001.

## Where

Jim Thorpe Building, 2101 North Lincoln Boulevard, Oklahoma City, OK.

## Why

“The Administrator of the Office of Personnel Management shall be responsible for the development of an efficient and effective system of personnel administration that meets the management needs of the various agencies.”  
—Section 840-1.6A (1) of the Oklahoma Personnel Act

“The Administrator of the Office of Personnel Management shall make an annual report regarding the work of the Office of Personnel Management.”  
—Section 840-1.6A (13) of the Oklahoma Personnel Act

“There is hereby established within the Office of Personnel Management, the Carl Albert Public Internship Program. The purposes of the program shall be to assist students at institutions of higher education in gaining experience and knowledge in state government and to encourage recruitment of

## Why

such students to pursue careers in state government service.”

—Section 840-3.2 of the Oklahoma Personnel Act

“The Administrator of the Office of Personnel Management shall design a mentor program for state employees with executive potential in all branches of state government. The mentor program shall be open to all state employees but shall place a special emphasis on development of women, racial minorities and persons with disabilities as executives.”

—Section 840-3.8 of the Oklahoma Personnel Act

“It is the policy of this state that state agencies in all branches of state government shall provide, whenever possible, such services as shall be required by other entities of state government, and all entities of state government shall provide required services without charge or, when it is not possible to provide such services without charge, on a contractual basis.”

—Section 840-3.10 of the Oklahoma Personnel Act



*In April 2001, OPM sponsored the "Take Our Daughters To Work® Day Leadership Connection". Denise Bode, Chair of the Oklahoma Corporation Commission; Dr. Ann Benson, Director of the Oklahoma Department of Career and Technology Education; and Brenda Reneau-Wynn, Oklahoma's Commissioner of Labor; were featured speakers. Fifteen state agencies and approximately 95 daughters, nieces, granddaughters, and friends of state employees from all over the state of Oklahoma participated in the 2001 event. Special Projects Team member Veronica Brown served as chair of the "Leadership Connection" committee, and Dayna Petete, Assistant Administrator for Special Projects and Legislative Liaison, emceed the event.*

# **OPM Advisory Bodies**

## **Who**



*Affirmative Action Review Council: State Representative Opio Toure; R. Charles Smith, State Department of Health; Garland Price, retired from Oklahoma Gas and Electric; Peggy Carter, chair, Department of Corrections; and Carol Saunders Call, University of Oklahoma Health Sciences Center. Not pictured is Senator Angela Monson.*



*Certified Public Manager Advisory Board: Carrie Rohr, OPM, CPM Coordinator; Allie Brown, Carl Albert Public Internship Program Executive Fellow and assistant to Ms. Rohr; Bob England, Oklahoma State University; Dr. Brett Sharp, University of Central Oklahoma (UCO); David Brown, Oklahoma Tax Commission; Dr. David Carnevale, University of Oklahoma; Bryan Cooper, Oklahoma Department of Transportation; Vikki Dearing, State Department of Career and Technology Education. Not pictured is Ruth Rolfe, Cox Communications, chair; Gene Hobbs, Office of State Finance; Toni Wilson, Department of Human Services; Dr. Stephen Jenks, UCO; Pam Warren, Department of Central Services; and Debbie Boyer, Department of Corrections.*



*State Employee Child Care Advisory Committee: Beth Ramos, School Health and Child Care Program Coordinator; Kathy Calvin, chair, Department of Human Services; Connie Johnson, Oklahoma State Senate; and Kathy Cronemiller, vice-chair, Child Care Inc. Not pictured is Alice Johnson, Department of Commerce; Cindy Barger, Department of Human Services; Ann Edwards, Baptist Medical Center; and Gary Jones, Oklahoma Public Employees Association.*



*OPM State Employee Assistance Program: Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources, and Gary Jones, Executive Director of the Oklahoma Public Employees Association, and EAP Advisory Council members Bob Craig, Oklahoma State Senate; Representative James Dunegan; Rob Lewis, Department of Mental Health and Substance Abuse Services EAP Coordinator; Jim DeSilver, Cushing Valley Hope; and Rev. Dick Virtue, chair, Norman Alcohol Information Center.*

## Who



*Mentor Selection Advisory Committee: Dr. George Humphreys, Oklahoma House of Representatives; Robert Thompson, Oklahoma State Senate; Oscar B. Jackson, Jr., chair, OPM Administrator and Cabinet Secretary of Human Resources; James Sirmans, Office of State Finance; and Sarah Yokum, Office of Governor Frank Keating.*

## What

### **Affirmative Action Review Council**

In 1994, the Legislature created the Affirmative Action Review Council (AARC) to assist the OPM Administrator in the implementation of Equal Employment Opportunity and Affirmative Action (EEO/AA) efforts in state government.

The OPM Administrator consults with members of the AARC concerning the standards that executive branch agencies must follow in adopting their Affirmative Action Plans. The AARC reviews agency Affirmative Action Plans and assists the Administrator in preparing the annual status report regarding EEO/AA efforts in state agencies. During FY 01, members of the AARC recommended 109 AAPs to the OPM Administrator for approval.

The AARC is composed of six members—two appointed by the Governor, two appointed by the President Pro Tempore of the Oklahoma State Senate, and two appointed by the Speaker of the Oklahoma House of Representatives. All members serve two-year terms. During FY 01, Peggy Carter, Department of Corrections, served as chair of the AARC, and Garland W. Price, formerly of Oklahoma Gas and Electric Company, served as vice-chair. AARC members included Representative Opio Toure; Senator Angela Monson; Carol Saunders Call, University of Oklahoma Health Sciences Center; and R. Charles Smith, State Department of Health.

Employment Relations Services Team members provide staff support to the AARC.

### **Certified Public Manager Advisory Board**

In 1986, the OPM Administrator created the Certified Public Manager (CPM) Program as a comprehensive management training program for state government employees. Since its inception, over 650 state employees have participated in the Program.

## What

The CPM Advisory Board met for the first time in 1996. The Board advises the OPM Administrator on CPM policy, admission requirements, curriculum, standards, and graduation requirements.

During FY 01, Ruth Rolfe, Cox Communications, served as chair of the Board. Members included David Brown, Oklahoma Tax Commission; Gene Hobbs, Office of State Finance; Toni Wilson, Department of Human Services; Dr. Robert England, Oklahoma State University; Dr. David Carnevale, University of Oklahoma; Vikki Dearing, State Department of Career and Technology Education; Dr. Stephen Jenks, University of Central Oklahoma; Pam Warren, Department of Central Services; and Debbie Boyer, Department of Corrections.

HRDS Team members provide staff support to the Board.

*Ruth Rolfe, Cox Communications, and chair of the CPM Advisory Board, spoke to members of the 2000 CPM graduating class.*



### **Child Care Advisory Committee**

In 1989, the Legislature authorized the OPM Administrator to implement a pilot program establishing day care centers for children of state employees, and to appoint an advisory committee to review the child care needs of state employees, recommend suitable sites for centers, and monitor and evaluate the operation of the centers.

OPM opened a pilot child care center for state employees in the Tulsa State Office Building in August 1992. During the 1995 session, the Legislature amended the statutory provisions governing the Program to permit the development of additional centers. Each year the State Employee Child Care Advisory Committee reports to the Governor, President Pro Tempore of the Senate, and Speaker of the House of Representatives regarding the progress of the State Employee Child Care Program.

During FY 01, Kathy Calvin, Department of Human Services, served as chair of the Committee, and Kathy Cronemiller, Childtime Childcare, Inc., served as vice-chair. Members included: Cindy Barger, Department of Human Services; Ann Edwards, Baptist Medical Center; Alice Johnson, Department of Commerce; Connie Johnson, Oklahoma State Senate; Gary Jones, Oklahoma Public Employees Association; and Beth Ramos, Oklahoma State Department of Health.

During FY 01, 68 children were enrolled in the state child care center. Management Services Team members provide staff support to the Committee.

## What

### **OPM State Employee Assistance Program Advisory Council**

In 1994, the Legislature created the Employee Assistance Program Advisory Council to advise the OPM Administrator on policy issues related to the OPM State Employee Assistance Program (EAP) and to provide support for the expansion and improvement of EAP services available to state employees and their families.

In 1987, Governor Henry Bellmon created the OPM State EAP by Executive Order; the Legislature made it a statutory entity in 1992. The purpose of the OPM State EAP is to provide assistance to state agencies in their management of employees whose personal problems may have a negative impact on job performance, and assessment and referral assistance to state employees and family members who are seeking corrective help with medical or mental health problems, including alcohol or drug abuse, and emotional, marital, familial, financial, or other personal problems.

The Advisory Council is composed of nine members—three appointed by the Governor, three appointed by the President Pro Tempore of the Senate, and three appointed by the Speaker of the House of Representatives.

During FY 01, Reverend Dick Virtue, Executive Director of the Alcohol Information Center of Norman, OK, served as chair of the Council, and Jimmy Durant, Executive Director of the Health Maintenance Organization (HMO) Association, Oklahoma City, OK, served as vice-chair. Members included Jim DeSilver, Community Relations Director of Cushing Valley Hope, Cushing, OK; Steve De Quevedo, EAP Consultant, Edmond, OK; Representative James Dunegan; Rob Lewis, EAP Coordinator for the Department of Mental Health and Substance Abuse Services; Delbert Rice, Director of Human Resources for the World Publishing Company, Tulsa, OK; Robert Schmid, Vice President of Human Resources, Fred Jones Companies, Inc., Oklahoma City, OK; and Bob Craig, Administrative Director, Oklahoma State Senate.

Employment Relations Services Team members provide staff support to the OPM State EAP Advisory Council.

### **Mentor Selection Advisory Committee**

The Oklahoma Legislature created the State Mentor Program in 1994, and at the same time established the seven-member Mentor Selection Advisory Committee. The purpose of the Committee is to select candidates for the State Mentor Program and recommend those candidates to the OPM Administrator for approval.

The Committee selects candidates from employees nominated by other state employees and may recommend up to five candidates to the OPM Administrator during a two-year period.

During FY 01, OPM Administrator Oscar B. Jackson, Jr. served as an *ex officio* member and chair of the Committee. Members included James Sirmans, designee of Tom Daxon, *ex officio*, Director of the Office of State Finance; Sarah Yokum, Cabinet Liaison, Office of the Governor; Robert Thompson, Staff Attorney and former Mentor Executive, Oklahoma State Senate; Dr. George Humphreys, Director of the Oklahoma House of Representatives Research Staff; Barbara Warner, Executive Director, Oklahoma Indian Affairs Commission; and Linda Parker, Executive Director, Department of Rehabilitation Services.

Special Projects Team members provide staff support to the Committee.

## What

### Human Resources Management Advisory Committee

In 1994, the Oklahoma Legislature created the Human Resources Management Advisory Committee (HRMAC) and directed it to make five studies relating to the state service. HRMAC completed a final report of its findings and recommendations in 1996, following a year-and-a-half of study. HRMAC's remaining responsibility is to review and approve model projects proposed by state agencies. HRMAC now meets at the call of the chair, dependent upon the submission of model project proposals by agencies. HRMAC did not meet during FY 01.

During FY 01, members of the HRMAC included Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources, *ex officio* member and chair; James D. Bednar, Oklahoma Indigent Defense System; Gary Davidson, ABLE Commission; Senator Larry Dickerson; Representative James H. Dunegan; James L. Howard, Oklahoma Merit Protection Commission, *ex officio* member; Gary Jones, Oklahoma Public Employees Association, *ex officio* member; and Linda S. Parker, Department of Rehabilitation Services. OPM continues to establish delegation agreements with other state agencies under guidelines established by the HRMAC. The delegation agreements permit state agencies to undertake personnel functions traditionally performed by OPM. OPM maintains oversight of the delegated functions through formal audit activities and informal meetings.

During FY 01, OPM had delegation agreements with the Oklahoma Corporation Commission (direct hire authority for hard-to-fill data processing job family levels), the Oklahoma Department of Transportation (certification of minimum qualifications, position allocation, and direct hire authority for hard-to-fill job family levels), the J.D. McCarty Center for Children with Developmental Disabilities (position allocation), the Department of Human Services (certification of minimum qualifications, position allocation, direct hire authority for professional practice licensure classes, direct hire authority for hard-to-fill data processing job family levels, and the College Recruitment Program), the Department of Health (direct hire authority for professional practice licensure job family levels), the Department of Rehabilitation Services (direct hire authority for hard-to-fill job family levels), and the Department of Public Safety (certification of minimum qualifications and determination of veterans preference points).

OPM Chief Policy Attorney Kimberlee Williams provides staff support to the HRMAC.

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**FY 01 Expenditures**

**What**

<b>FY 01 Budget Activity</b>	<b>Total Expenditures</b>	<b>Total FTE</b>
Administration and General	\$1,467,754	25.1
Recruitment and Assessment	\$976,443	21.9
Human Resource Development	\$514,892	7.7
Management Services	\$1,248,435	27.6
Personnel/Payroll Information Systems	\$1,016,368	16.3
<b>Totals</b>	<b>\$5,223,892</b>	<b>98.6</b>

**FY 01 Expenditure Categories**

Salaries/Benefits	\$4,453,722
Professional Services	\$119,756
Equipment	\$123,056
Other Operating Expenses	\$527,358
<b>Total Expenditures</b>	<b>\$5,223,892</b>

**FY 01 Funding Sources**

General Revenue Funds	\$5,048,978
Benefits Council Reimbursement Fund	\$112,780
OPM Revolving Fund	\$62,134
<b>Total Funding</b>	<b>\$5,223,892</b>

Note: In FY 01 \$1,116,558.22 was billed for Merit System agencies and deposited to the General Revenue Fund upon payment. The average per classified FTE was \$167.10.

## **FY 01 HR Legislation**

### **What**

During the 2001 session, the Oklahoma Legislature passed a number of human resources-related bills that affected state agencies and employees. Dayna R. Petete, OPM Assistant Administrator for Special Projects, served as OPM's Legislative Liaison during the 2001 session.

#### **Compensation**

Though the Legislature did not approve an across-the-board salary increase for all state employees, members passed and the Governor signed several bills providing for targeted pay increases for selected corrections, nursing, patient care, juvenile justice, and transportation positions identified by the Oklahoma Public Employees Association as having recruitment and retention problems: Enrolled House Bill 1546 (Mass & Bonny/Haney & Hobson), Enrolled House Bill 1768 (Dunegan/Dickerson), and Enrolled Senate Bill 702 (Taylor/Mass). In addition, Enrolled House Bill 1394 (Nance/Herbert) provides an annualized increase and back pay for fugitive apprehension officers employed by the Department of Corrections, and Enrolled House Bill 1548 increases the maximum salary for court reporters employed by the Oklahoma Corporation Commission, the Workers' Compensation Court, and the District Courts. *Effective July 1, 2001.*

#### **House Bill 1768 (Dunegan/Dickerson)**

Section 2 of Enrolled HB 1768 amends 74:840-1.6A to require the OPM Administrator to conduct a study every two years of selected job family levels with high turnover; with salaries ten percent or more below market; and which have recruitment and retention problems. *Effective July 1, 2001.*

#### **House Bill 1768 (Dunegan/Dickerson)**

Section 3 of Enrolled HB 1768 amends 74:840-2.17 to:

- Clarify that all raises are prohibited (not just across-the-board raises) except those expressly authorized in 74:840-2.17.
- Authorize a five percent adjustment for lateral transfers within the same job family or to another job family and level assigned the same salary band.
- Authorize performance-based adjustments for employees who received at least a "meets standards" rating on their most current performance rating.
- Authorizes a five percent adjustment following a trial period after promotion to a different job family level.

*Effective July 1, 2001.*

#### **Senate Bill 224 (Haney & Hobson/Mass & Bonny)**

Enrolled SB 224 creates noncodified law to require the OPM Administrator to conduct a study of all agency director salaries for the purpose of determining the market rate of pay for the services being performed by these directors, and to report his findings to the Governor and legislative leadership by January 1, 2002. *Effective July 1, 2001.*

# What

## **Senate Bill 571 (Helton/Nations)**

Section 4 of Enrolled SB 571 creates law at 74:840-2.29 to require that a classified employee in an institutional setting who is on-call receive a minimum of two hours of work if he or she reports to work while on-call. *Effective November 1, 2001.*

## **Employee Actions**

### **House Bill 1156 (McCarter/Wilkerson)**

Enrolled HB 1156 amends 74:150.8 to require a 12-month trial period for any employee of the Oklahoma State Bureau of Investigation (OSBI) promoted, voluntarily demoted, or transferred into an agent or criminalist position, and a 12-month probationary period for any classified state employee who transfers interagency into an OSBI agent or criminalist position. *Effective July 1, 2001.*

### **House Bill 1768 (Dunegan/Dickerson)**

Section 26 of Enrolled House Bill 1768 amends 72:403 to make the probationary period for special disabled veterans consistent with the probationary period for other state employees—one year, with agency authorization to waive the remainder in writing after the employee has served six months. *Effective July 1, 2001.*

## **Employee Recognition**

### **House Bill 1332 (Nations/Coffee)**

Enrolled HB 1332 creates law at 74:4121 to provide that state agencies may establish employee productivity programs designed to enhance their quality improvement efforts and employee productivity. These programs must include a process that enables employees to make recommendations to agencies that would improve employee productivity or reduce agency service costs and that would provide recognition to employees whose recommendations lead to improved productivity or agency cost savings. HB 1332 also authorizes agencies to buy such recognition awards as “distinctive wearing apparel, service pins, or United States Savings Bonds” worth no more than \$100. *Effective November 1, 2001.*

### **House Bill 1768 (Dunegan/Dickerson)**

Section 20 amends 74:4117 to raise the \$5,000 cap on Productivity Enhancement Program (PEP) incentive awards to \$10,000. *Effective July 1, 2001.*

### **Senate Bill 571 (Helton/Nations)**

Section 1 of Enrolled SB 571 amends 56:162.6 to direct the OPM Administrator to establish an on-the-job employee performance recognition program that encourages outstanding job performance and productivity.

Section 1 authorizes state agencies to:

- Purchase recognition awards to be presented to individual employees or work units having exceptional job performance records or other significant contributions,
- Provide for a formal or informal ceremony or banquet where the awards may be presented,
- Purchase distinctive wearing apparel, service pins, plaques, or other awards worth up to \$150.00, and

## What

- Establish an employee benefit program not exceeding \$5,000 each fiscal year for cash awards to recognize outstanding performance in the workplace by agency employees.
- Section 5 of Enrolled SB 571 recodifies 56:162.6 as 74:4121.

*Effective November 1, 2001.*

### Leave

#### **House Bill 1119 (Adair/Taylor)**

Enrolled HB 1119 amends 74:840-2.23 to permit a state employee to receive up to a maximum of 365 days of donated leave if the employee is suffering from an illness which has been certified in writing by a licensed physician or health care practitioner as being terminal (likely to result in death within two calendar years). *Effective February 20, 2001.*

#### **House Bill 1768 (Dunegan/Dickerson)**

Section 5 of Enrolled HB 1768 amends 74:840-2.23 to permit the donation of leave to a state employee for absences related to the death of that employee's immediate family or household member, but limits the use of donated leave for this purpose to five days. *Effective July 1, 2001.*

#### **Senate Bill 571 (Helton/Nations)**

Section 3 of Enrolled SB 571 amends 74:840-2.20 to combine the two state leave schedules, making the annual leave accrual rate the same for all state employees by increasing the accrual rate for employees hired since July 1, 1996. *Effective November 1, 2001.*

#### **Senate Bill 611 (Wilkerson/Turner)**

Enrolled SB 611 amends 74:840-2.23 to authorize an agency chief administrative officer to approve the use of donated leave above the maximum amount provided for in 74:840-2.23 upon the written request of an employee who either has reached or will reach the maximum in the near future. The maximum for an employee suffering from a terminal illness is 365 days during total state employment; for all other employees, the maximum is 261 days during total state employment. *Effective June 1, 2001.*

### Miscellaneous

#### **House Bill 1768 (Dunegan/Dickerson)**

- Section 1 of Enrolled HB 1768 amends 74:840-1.3 to define "supervisor" as a classified or unclassified officer or employee who has been assigned authority and responsibility for evaluating the performance of subordinates. Currently, this definition is in 74:840-3.1, which pertains to training programs for supervisory personnel.
- Section 9 of Enrolled HB 1768 strikes the definition of "supervisor" in 74:840-3.1.

*Effective July 1, 2001.*

#### **House Bill 1768 (Dunegan/Dickerson)**

Section 2 of Enrolled HB 1768 amends 74:840-1.6A to direct the OPM Administrator to:

- Order compliance with the Oklahoma Personnel Act, Merit Rules, and all memoranda or other written communications explaining the Act, the Rules, and any other matter relating to the Merit System or under OPM jurisdiction, and

## What

- Take action pursuant to 74:840-6.9 for failure to implement those orders. Section 840-6.9 authorizes the OPM Administrator to levy an administrative of up to \$5,000 against any person who fails or refuses to implement a written order of the Administrator.

*Effective July 1, 2001.*

### **House Bill 1768 (Dunegan/Dickerson)**

Section 10 of Enrolled HB 1768 amends 74:840-4.12 to authorize the OPM Administrator to keep test materials confidential, but to require him to disclose such materials pursuant to a court order and establishment of a protective order. *Effective July 1, 2001.*

### **House Bill 1768 (Dunegan/Dickerson)**

Section 21 of Enrolled HB 1768 amends 74:4190 to require that licensed spaces in state-run child care centers be open to all eligible children, with first priority given to minor dependents of state employees and second priority given to children financially eligible for DHS child care assistance. *Effective July 1, 2001.*

## **Performance Appraisal**

### **House Bill 1768 (Dunegan/Dickerson)**

Section 11 of Enrolled HB 1768 amends 74:840-4.17 to:

- Strike the requirement that agencies send copies of performance appraisals to OPM.
- Add the requirement that agencies confirm in writing that they have complied with 74:840-4.17.
- Direct the OPM Administrator to conduct an annual random audit regarding state agencies' compliance with 74:840-4.17.

*Effective July 1, 2001.*

## **Unclassified Service**

Enrolled House Bills 1103, 1231, 1464, 1768, and 1831, and Enrolled Senate Bills 318, 497, and 748 increase unclassified authorizations for nine different state agencies. *Effective July 1, 2001.*

### **House Bill 1768 (Dunegan/Dickerson)**

Sections 5 - 8 of Enrolled HB 1768 amend various sections of the Oklahoma Personnel Act to require regular unclassified employees to have one year or more of continuous service with the state before being eligible to participate in certain programs authorized by the Oklahoma Personnel Act, e.g., donated leave and severance benefits. Currently, the Act requires six months of continuous service for participation. *Effective July 1, 2001.*

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# Oklahoma's Workforce

## What

## OPM Customers

OPM performs various services for both Merit System and non-Merit System agencies. The table below reflects the number of classified and unclassified state employees (versus full-time-equivalent or FTE employees) employed by both Merit System and non-Merit System agencies on June 30, 2001, as reported through state payroll records.

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
<b>Merit System</b>				
ABLE Commission	030	53	9	62
Agriculture	040	415	124	539
Central Services	580	219	53	272
Children & Youth Commission	127	13	7	20
Civil Emergency Management	309	22	4	26
Commerce	160	9	142	151
CompSource Oklahoma	390	241	113	354
Conservation Commission	645	7	9	16
Consumer Credit	635	10	6	16
Corporation Commission	185	330	129	459
Corrections	131	4,571	445	5,016
Cosmetology Board	190	12	3	15
Dentistry Board	215	1	4	5
Education	265	32	487	519
Embalmers and Funeral Directors	285	0	4	4
Employees Benefits Council	815	27	5	32
Employees Group Insurance	516	146	32	178
Employment Security Commission	290	657	106	763
Engineers & Land Surveyors	570	4	4	8
Environmental Quality	292	472	89	561
Ethics Commission	296	3	4	7
Fire Marshal	310	26	6	32
Grand River Dam Authority	980	383	83	466
Handicapped Concerns	326	6	2	8
Health Care Authority	807	1	285	286
Health Department	340	1,809	611	2,420

# What

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
<b>Merit System, continued</b>				
Historical Society	350	133	28	161
Human Rights Commission	355	19	1	20
Human Services	830	6,961	962	7,923
J. D. McCarty Center	670	100	61	161
Office of Juvenile Affairs	400	1,001	89	1,090
L. P. Gas Administration	445	7	5	12
Department of Labor	405	88	21	109
Commissioners of the Land Office	410	42	11	53
Department of Libraries	430	72	6	78
Medical Licensure Board	450	16	6	22
Mental Health & Substance Abuse Services	452	1,332	573	1,905
Merit Protection Commission	298	8	4	12
Military Department	025	184	247	431
Bureau of Narcotics & Dangerous Drugs	477	82	15	97
Office of Personnel Management	548	86	18	104
State Bureau of Investigation	308	233	36	269
Osteopathy Board	525	1	5	6
Pardon & Parole Board	306	36	10	46
Peanut Commission	535	0	1	1
Pharmacy Board	560	2	7	9
Physician Manpower Training Commission	619	3	3	6
Public Employees Retirement System	515	31	16	47
Department of Public Safety	585	1,349	109	1,458
Real Estate Commission	588	14	5	19
Department of Rehabilitation Services	805	*744	**173	917
School of Science & Math	629	8	53	61
Science & Technology Center	628	0	19	19
Secretary of State	625	31	6	37
Securities Commission	630	5	24	29
Office of State Finance	090	91	37	128
Oklahoma Tax Commission	695	872	229	1,101
Teachers Retirement System	715	25	23	48

\*Department of Rehabilitation Services—Number of classified employees includes 154 employees of the Disability Determination Division whose salaries are funded in whole by federal funds and who are exempted from the agency's FTE limit. [Source: Department of Rehabilitation Services.]

\*\*Department of Rehabilitation Services—Number of unclassified employees includes 83 contract instructional personnel at the Oklahoma School for the Blind and Oklahoma School for the Deaf, and 13 employees of the Disability Determination Division whose salaries are funded in whole by federal funds and who are exempted from the agency's FTE limit. [Source: Department of Rehabilitation Services.]

# What

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
<b>Merit System, continued</b>				
Tourism & Recreation Department	566	427	976	1,403
Department of Transportation	345	2,372	98	2,470
Oklahoma Transportation Authority	978	466	20	486
Department of Veterans Affairs	650	1,433	138	1,571
Water Resources Board	835	64	42	106
Will Rogers Memorial Commission	880	7	21	28
<b>64 Merit System Agencies</b>		<b>27,814</b>	<b>6,864</b>	<b>34,678</b>
<b>Non-Merit System</b>				
Accountancy Board	020	0	6	6
Architects Board	045	0	4	4
Arts Council	055	0	17	17
Attorney General	049	0	160	160
Auditor & Inspector	300	0	170	170
Banking Department	065	0	43	43
Boll Weevil Eradication Organization	039	0	140	140
Career & Technology Education Department	800	0	476	476
Centennial Commission	007	0	7	7
Chiropractic Examiners Board	145	0	2	2
District Attorneys Council	220	0	33	33
Election Board	270	0	35	35
Firefighters Retirement Board	315	0	10	10
Office of the Governor	305	0	42	42
Horse Racing Commission	353	0	72	72
House of Representatives (includes 101 Representatives)	422	0	359	359
Indian Affairs Commission	360	0	4	4
Indigent Defense System	047	0	140	140
Industrial Finance Authority	370	0	12	12
Insurance Department	385	0	135	135
Interstate Oil Compact Commission	307	0	3	3
J. M. Davis Memorial Commission	204	0	11	11
Law Enforcement Education & Training	415	0	38	38
Law Enforcement Retirement System	416	0	4	4
Legislative Service Bureau	423	0	41	41
Office of the Lieutenant Governor	440	0	9	9
Marginal Wells Commission	446	0	4	4
Medical Technology & Research Authority	845	0	45	45
Board of Medicolegal Investigations	342	0	65	65
Department of Mines	125	0	44	44

# What

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
<b>Non-Merit System, continued</b>				
Motor Vehicle Commission	475	0	5	5
Nursing Board	510	0	30	30
Nursing Home Board	509	0	3	3
Educational Television Authority	266	0	78	78
Optometry Board	520	0	6	6
Police Retirement Board	557	0	9	9
Private Schools Board	563	0	3	3
Psychological Examiners Board	575	0	3	3
Senate (includes 48 Senators)	421	0	242	242
Social Workers Board	622	0	1	1
Space Industry Development Authority	346	0	2	2
Speech Pathology & Audiology Board	632	0	2	2
Supreme Court	677	0	194	194
Teacher Preparation Commission	269	0	10	10
Treasurer	740	0	75	75
University Hospitals	825	0	4	4
Used Motor Vehicle Commission	755	0	20	20
Veterinary Medical Examiners Board	790	0	6	6
Wheat Commission	875	0	5	5
Wildlife Commission	320	0	370	370
Workers Compensation Court	369	0	101	101
<b>51 Non-Merit System</b>		<b>0</b>	<b>3,300</b>	<b>3,300</b>
<b>Total State Government (excluding Higher Education)</b>				
<b>115 State Agencies</b>		<b>27,814</b>	<b>10,164</b>	<b>37,978</b>

# What

## State Workforce by Gender and Race/Ethnicity

The figures below, as reported in the OPM Equal Employment Opportunity/Affirmative Action Status Report, reflect state government employment, excluding Higher Education, as of June 30, 2001. The workforce information was compiled from data submitted by state agencies. The percentage shown is the percentage of the total state workforce for the particular category.

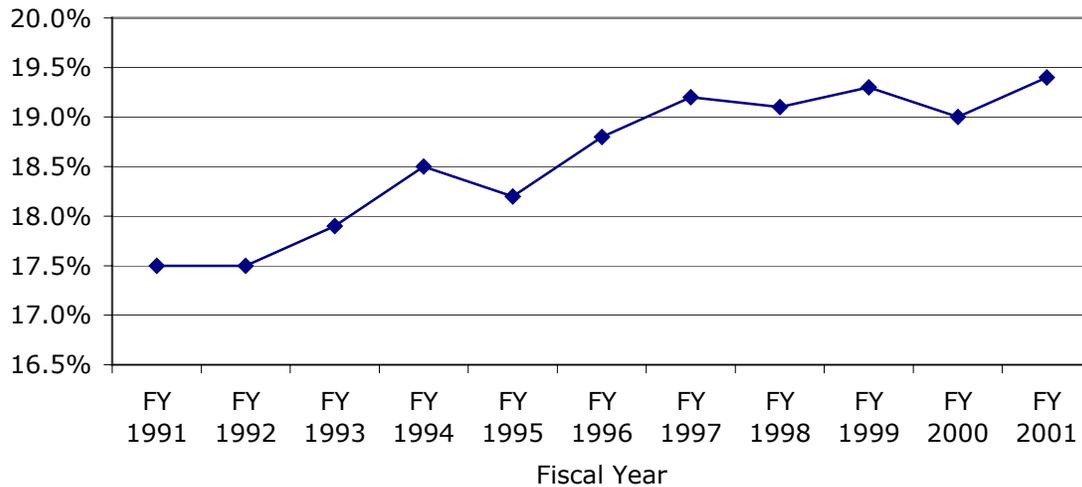
Category	Gender	White	Black	American Indian	Hispanic	Asian/ Pacific Islander	Total
Officials/ Administrators	Males	892 (49.4%)	49 (2.7%)	53 (2.9%)	14 (0.8%)	9 (0.5%)	<b>1,017 (56.3%)</b>
	Females	670 (37.1%)	56 (3.1%)	49 (2.7%)	6 (0.3%)	8 (0.4%)	<b>789 (43.7%)</b>
Professionals	Males	4,484 (31.9%)	372 (2.6%)	259 (1.8%)	63 (0.4%)	108 (0.8%)	<b>5,286 (37.6%)</b>
	Females	7,048 (50.1%)	878 (6.2%)	585 (4.2%)	128 (0.9%)	135 (1.0%)	<b>8,774 (62.4%)</b>
Technicians	Males	1,487 (53.3%)	77 (2.8%)	109 (3.9%)	24 (0.9%)	27 (1.0%)	<b>1,724 (61.8%)</b>
	Females	869 (31.1%)	94 (3.4%)	65 (2.3%)	17 (0.6%)	22 (0.8%)	<b>1,067 (38.2%)</b>
Protective Services	Males	2,792 (69.1%)	200 (5.0%)	357 (8.8%)	65 (1.6%)	10 (0.2%)	<b>3,424 (84.8%)</b>
	Females	448 (11.1%)	83 (2.1%)	63 (1.6%)	19 (0.5%)	2 (0.0%)	<b>615 (15.2%)</b>
Para- professionals	Males	589 (18.7%)	175 (5.6%)	72 (2.3%)	23 (0.7%)	13 (0.4%)	<b>872 (27.8%)</b>
	Females	1,659 (52.8%)	385 (12.3%)	126 (4.0%)	70 (2.2%)	30 (1.0%)	<b>2,270 (72.2%)</b>
Administrative Support	Males	599 (11.4%)	66 (1.3%)	50 (0.9%)	13 (0.2%)	7 (0.1%)	<b>735 (13.9%)</b>
	Female	3,560 (67.6%)	516 (9.8%)	316 (6.0%)	107 (2.0%)	36 (0.7%)	<b>4,535 (86.1%)</b>
Skilled Craft	Males	793 (79.9%)	40 (4.0%)	105 (10.6%)	10 (1.0%)	1 (0.1%)	<b>949 (95.7%)</b>
	Females	33 (03.3%)	8 (0.8%)	2 (00.2%)	0 (0.0%)	0 (0.0%)	<b>43 (04.3%)</b>
Service Maintenance	Males	1,160 (52.8%)	129 (5.9%)	139 (6.3%)	43 (2.0%)	4 (0.2%)	<b>1,475 (67.2%)</b>
	Females	562 (25.6%)	87 (4.0%)	50 (2.3%)	16 (0.7%)	6 (0.3%)	<b>721 (32.8%)</b>
Totals	Males	12,796 (37.3%)	1,108 (3.2%)	1,144 (3.3%)	255 (0.7%)	179 (0.5%)	<b>15,482 (45.1%)</b>
	Females	14,849 (43.3%)	2,107 (6.1%)	1,256 (3.7%)	363 (1.1%)	239 (0.7%)	<b>18,814 (54.9%)</b>
<b>Grand Total</b>		<b>27,645 (80.6%)</b>	<b>3,215 (9.3%)</b>	<b>2,400 (7.0%)</b>	<b>618 (1.8%)</b>	<b>418 (1.2%)</b>	<b>34,296 (100%)</b>

Oklahoma’s workforce may be examined in different ways. This profile will examine the workforce in terms of gender and ethnicity, the number of appointments within job families, the number of applicants and appointments made over the fiscal year, the number of employees, salaries of employees, and the historical and specific agency turnover over the fiscal year.

## Multi-Year State Workforce By Gender And Race/Ethnicity

Date	Total	American			Asian/Pacific		Total	Males	Females
	Employees	White	Black	Indian	Hispanic	Islander	Minority		
6/30/91	38,968	32,165	4,068	1,974	401	360	6,803	17,805	21,163
6/30/92	38,947	32,114	4,038	1,991	425	379	6,833	17,759	21,188
6/30/93	37,351	30,675	3,910	1,966	432	368	6,676	16,986	20,365
6/30/94	35,353	28,826	3,728	2,011	458	330	6,527	16,510	18,843
6/30/95	35,398	28,948	3,588	1,983	532	347	6,450	16,337	19,061
6/30/96	34,813	28,285	3,535	2,121	489	383	6,528	16,305	18,508
6/30/97	35,125	28,378	3,590	2,226	537	394	6,747	16,319	18,806
6/30/98	33,746	27,276	3,237	2,320	532	381	6,470	15,956	17,790
6/30/99	34,066	27,485	3,259	2,381	556	385	6,581	15,958	18,108
6/30/00	34,345	27,810	3,164	2,363	596	412	6,535	15,727	18,618
6/30/01	34,296	27,645	3,215	2,400	618	418	6,651	15,482	18,814

### Minority Representation as a Percentage of the Total State Workforce by Fiscal Year



with a graph to indicate the percentage of appointments within each job family in regards to the total number of appointments.

## Breakdown of Appointments by Job Families 6/30/01

Social Services—544

General Administrative—402

Institutional and Nutritional Services and Administration—327

Corrections & Custody—278

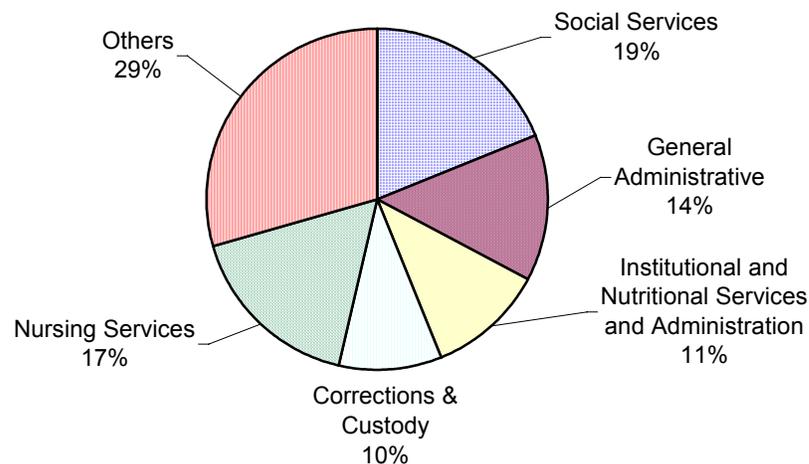
Nursing Services—493

\*Others—848

\**Others* consists of the following Job Families:

Information Technology, Insurance and Benefits Administration, Human Resources Management and Development, Financial Management, Logistics and Property Management, Law Enforcement, General Safety, Security Inspections and Investigations, Rehabilitation and Vocational Services, Agricultural Services and Inspections, Oil, Gas, Transportation and Utility Regulation, Veterans Services, Travel, Tourism and Recreation, Power Generation, General Services and Environmental Services, Professional Engineering and Land Surveyors, Transportation and Highway Construction and Maintenance, Historical Preservation

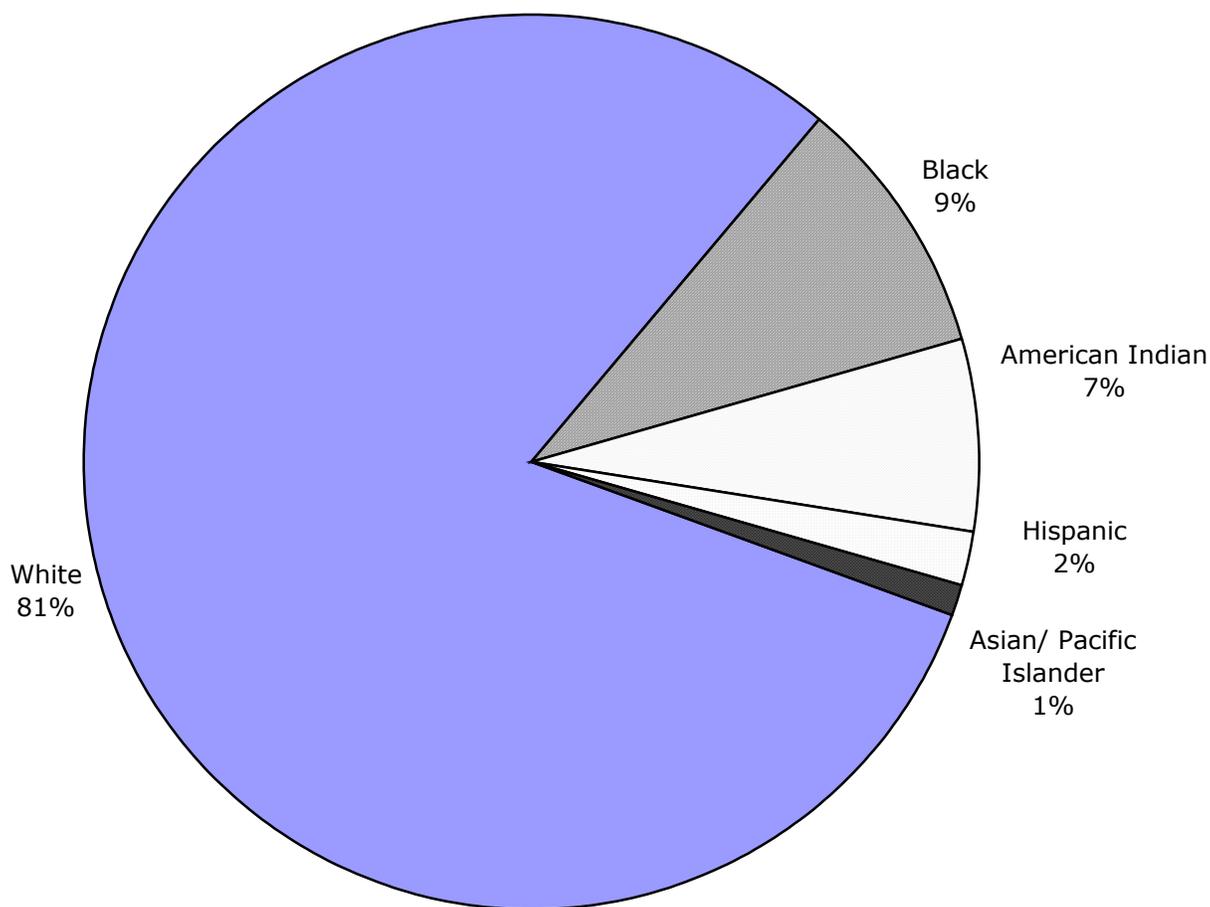
### Breakdown of Appointments by Job Family FY 01



The number of applications and appointments made during the fiscal year also gives us information about Oklahoma's workforce. OPM processed 59,065 applications and state agencies made 2,892 appointments from certificates in FY 01. Below is a representation of the number of applicants and the appointments from certificates for counties in Oklahoma with the most activity with a comparison of appointments from the previous fiscal year.

Data for FY 01 show that Oklahoma’s workforce is 55 percent female and 45 percent male. A graphic representation of the ethnicity of the workforce is presented below.

### **State Workforce by Ethnicity 6/30/01**



Another important part of analyzing the State of Oklahoma’s workforce relates to the job families from which most appointments are made and the areas of the state where most appointments are made. Below is a breakdown of appointments within the job families

## Applications and Appointments by County FY 01

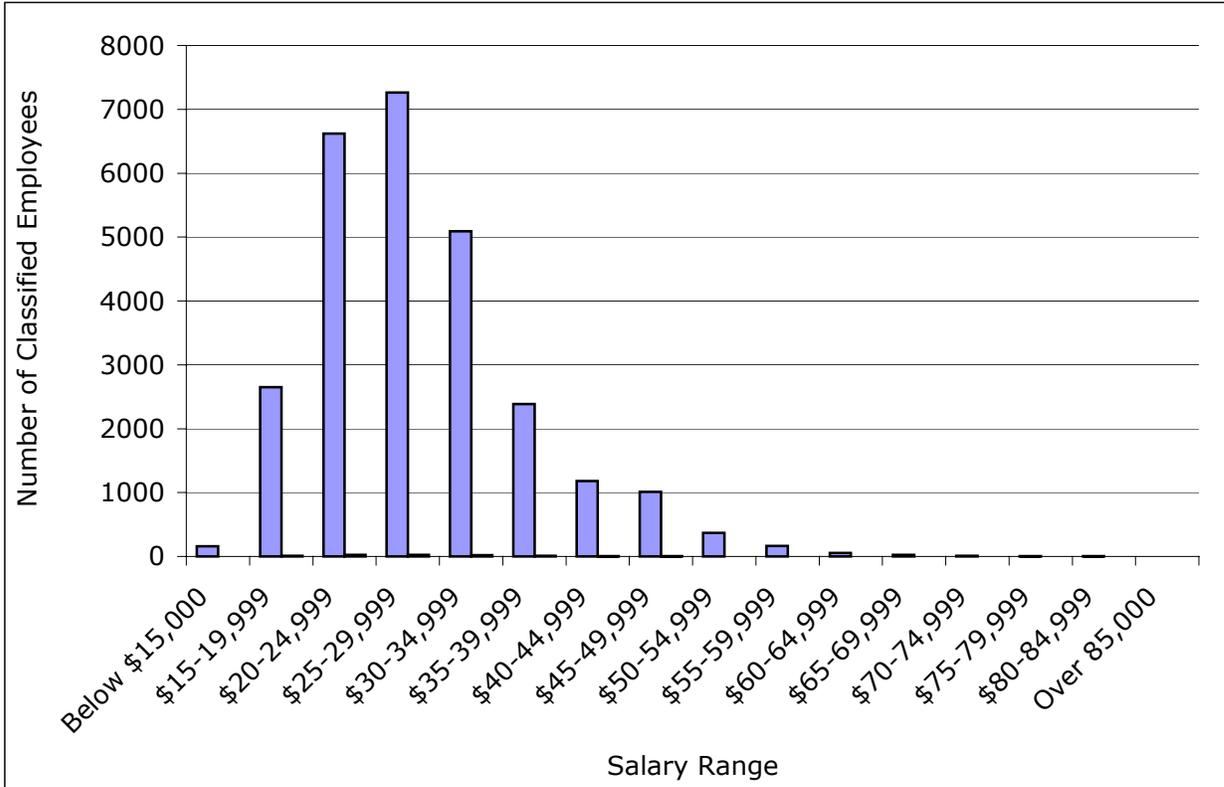
County	Applications	Appointments	Percentage Appointed FY 01	Percentage Appointed FY 00	Percentage Difference
Oklahoma	21,422	649	3%	4%	-1%
Cleveland	4,864	359	7.4%	8.3%	-0.9%
Tulsa	2,802	175	6.2%	7%	-0.8
Carter	1,047	60	6%	3.8%	2.2%
Comanche	1,734	46	3%	4.8%	-1.8%
Canadian	1,539	52	3.4%	4.3%	-0.9%
Pittsburg	1,501	65	4.3%	7.8%	-3.5%
Pottawatomie	1,564	81	5.2%	7.1%	-1.9%
Muskogee	1,279	67	5.2%	6.8%	-1.6%
Garfield	838	73	9%	6.1%	2.9%
Mayes	808	30	3.7%	7.1%	-3.4%
Grady	689	42	6.1%	5.2%	0.9%
LeFlore	631	49	7.8%	7.1%	0.7%
Pontotoc	467	23	5%	4.2%	0.8%
Jackson	300	18	6%	3.1%	2.9%
All other counties	16,466	1,086	6.6%	7%	-0.4%
Out-of-state	1,114	17	1.5%	0.9%	0.6%
<b>Total</b>	<b>57,951</b>	<b>2,892</b>	<b>4.9%</b>	<b>5.7%</b>	<b>-0.8%</b>

An important characteristic in looking at the workforce for the State of Oklahoma is the employee count and salaries ranges that employees are in throughout the fiscal year. Below is a breakdown and graphic representation of the different salary ranges that classified employees fall into and a trend analysis of total state employees for the last ten years.

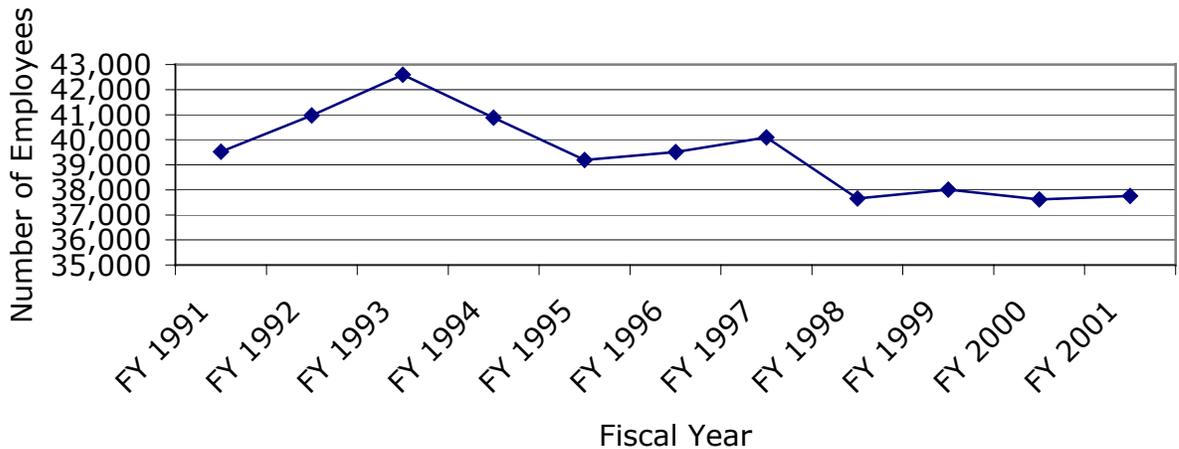
## Breakdown of Salary Ranges for Classified Employees 6/30/01

Annual Salary Range	Number of Employees	Percent in Range
Below \$15,000	161	0.6
\$15-19,999	2,651	9.8
\$20-24,999	6,619	24.5
\$25-29,999	7,263	26.9
\$30-34,999	5,090	18.9
\$35-39,999	2,388	8.8
\$40-44,999	1,182	4.4
\$45-49,999	1,010	3.7
\$50-54,999	368	1.4
\$55-59,999	164	0.6
\$60-64,999	53	0.2
\$65-69,999	26	0.1
\$70-74,999	11	0
\$75-79,999	4	0
\$80-84,999	4	0
Over 85,000	1	0
<b>Totals</b>	<b>26,995</b>	<b>100</b>

## Number of Classified Employees within Salary Ranges



## Total Number of State Employees by Fiscal Year

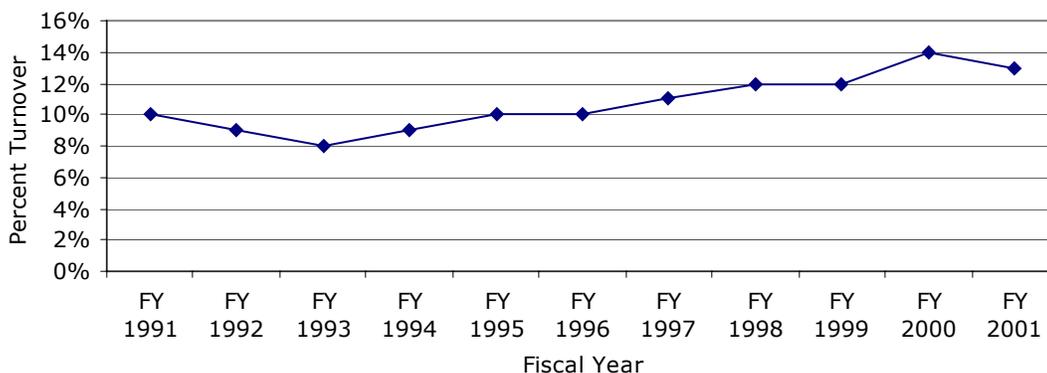


A final characteristic of analyzing the workforce for the State of Oklahoma is employee turnover. Below is data showing an overall classified turnover for state agencies for the last ten years. The data below focuses on “controllable” turnover, which was defined to be separations due to resignations, retirements, and discharges. Due to the decentralized control and non-uniformity of information concerning unclassified jobs, they were not included. Examination of FY 01 turnover shows that 70% of statewide turnover represented resignations, 20% represented retirements, and 10% represented discharges. Although retirements increased, the overall turnover rate decreased. Percentages were calculated on the total number of employees at the close of the preceding fiscal year (June 30, 2000).

## Multi-Year Classified Employee Turnover Comparison

Fiscal Year	Resignation	Retirement	Discharge	Total	Turnover Rate
1991	2,078	572	178	2,828	10%
1992	1,742	715	138	2,595	9%
1993	1,536	630	142	2,308	8%
1994	1,723	736	161	2,620	9%
1995	1,857	601	196	2,654	10%
1996	1,723	685	266	2,674	10%
1997	1,975	735	323	3,033	11%
1998	2,269	670	413	3,352	12%
1999	2,305	658	339	3,302	12%
2000	2,688	700	413	3,801	14%
2001	2,495	714	363	3,572	13%

### Classified Employee Turnover Trend



Turnover can also be reflected by individual agency. The following table of classified employee turnover by agency includes classified employees who left the agency due to resignations, retirements, and discharges along with other types of turnover (deaths, transfers out of the agency, and reductions-in-force). Percentages were calculated on the total number of employees with the agency at the close of the preceding fiscal year (June 30, 2000).

## Fiscal Year 2001 Employee Turnover by Agency Agencies with Turnover

<b>Agency Name</b>	<b>Resignation</b>	<b>Retirement</b>	<b>Discharge</b>	<b>Other Separations</b>	<b>Total Turnover</b>	<b>Classified Employees 6/30/01</b>	<b>Classified Turnover %</b>
Able Commission		2			2	54	4%
Agriculture	25	8	2	8	43	417	10%
Central Services	8	8	4	1	21	216	10%
Children & Youth Commission	2		1		3	14	21%
Civil Emergency Management	2	1			3	23	13%
Commerce		1			1	10	10%
CompSource Oklahoma	20	7	2	3	32	256	13%
Conservation Commission				1	1	8	13%
Corrections	456	109	60	29	654	4,682	14%
Corporation Commission	27	5	2	4	38	333	11%
Cosmetology Board	2				2	12	17%
Dentistry Board	1				1	1	100%
Employees Benefits Council	4		1		5	20	25%
Employees Group Insurance Board	8	5	4	1	18	142	13%
Employment Security Commission	31	26	4	6	67	655	10%

<b>Agency Name</b>	<b>Resignation</b>	<b>Retirement</b>	<b>Discharge</b>	<b>Other Separations</b>	<b>Total Turnover</b>	<b>Classified Employees 6/30/01</b>	<b>Classified Turnover %</b>
Environmental Quality		10	1	6	17	474	4%
Ethics Commission	1				1	3	33%
Fire Marshal	2	2			4	26	15%
Grand River Dam Authority	3	13	1	1	18	390	5%
Handicapped Concerns		1			1	5	20%
Health Department	181	53	14	13	261	1,822	14%
Historical Society	9	6		4	19	132	21%
Human Rights Commission	1				1	17	6%
Human Services	678	179	56	32	945	7,056	13%
J.D. McCarty Center	16		4	1	21	96	22%
Merit Protection Commission	1	1			2	7	29%
Office of Juvenile Affairs	163	27	22	11	223	981	23%
L.P. Gas Administration			1		1	7	14%
Department of Labor	7			1	8	88	9%
Commissioners of the Land Office	1	2			3	44	7%
Department of Libraries	6	1	2	2	11	75	15%
Medical Licensure Board			1	1	2	18	11%
Mental Health & Substance Abuse Services	161	50	45	11	267	1,331	20%
Military Department	17	4	6	1	28	184	15%
Bureau of Narcotics & Dangerous Drugs		1		1	2	76	3%

<b>Agency Name</b>	<b>Resignation</b>	<b>Retirement</b>	<b>Discharge</b>	<b>Other Separations</b>	<b>Total Turnover</b>	<b>Classified Employees 6/30/01</b>	<b>Classified Turnover %</b>
Office of Personnel Management	11	3	1	6	21	85	25%
State Bureau of Investigation	13	6		1	20	223	9%
Pardon & Parole Board	1	1		1	3	36	8%
Public Employees Retirement System	1				1	25	4%
Department of Public Safety	64	29	6	8	107	1,313	8%
Real Estate Commission	1		1	2	4	15	27%
Department of Rehabilitation Services	40	21	10	3	74	743	10%
School of Science of Math	3				3	10	30%
Secretary of State	2				2	28	7%
Securities Commission	1				1	5	20%
State Finance	7	2	1	1	11	92	12%
Tax Commission	52	18	3	9	82	878	9%
Teacher Retirement System	1				1	22	5%
Tourism and Recreation	36	22	1	4	63	441	14%
Transportation Authority	62	17	7	2	88	460	19%
Department of Transportation	130	53	15	14	212	2,517	8%
Veterans Affairs	230	18	84	8	340	1,410	2%
Water Resources Board	7	2	1		10	66	15%
<b>Total</b>	<b>2,495</b>	<b>714</b>	<b>363</b>	<b>197</b>	<b>3,769</b>	<b>28,044</b>	<b>13%</b>