

# Fiscal Year 2003 Annual Report

The seal of the State of Oklahoma is a circular emblem. It features a large white five-pointed star in the center, set against a blue background. The star is surrounded by a ring of smaller white stars. In the center of the star is a silhouette of a person standing on a horse. The outer ring of the seal is gold and contains the text "GREAT SEAL OF THE STATE OF OKLAHOMA" at the top and "1907" at the bottom, with decorative flourishes on either side.

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

State of Oklahoma  
Office of Personnel Management

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# Fiscal Year 2003 Annual Report

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State of Oklahoma  
Office of Personnel Management



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# Foreword

Since July 1, 2002, OPM has eliminated approximately 19 positions in an effort to address budget cuts experienced during FY 02, FY 03, and FY 04. OPM has a legislatively-mandated full-time-equivalent (FTE) employee limit of 116.5 and currently has 82.2 FTE budgeted for FY 04.

During FY 04, OPM reduced employee travel significantly, cancelled contracts, eliminated seven vacant funded positions, eliminated six occupied positions through voluntary buyouts, and eliminated six occupied positions through reduction-in-force (RIF). And, we have built in a vacancy rate of two FTE for FY 04.

All OPM departments have been affected by the downsizing. Specific reductions include: Office of the Administrator—one vacant position and a half-time contract with the Attorney General; Financial Management Services—one vacant position, two occupied positions through voluntary out and RIF, and one position reallocated to a lower position to achieve cost savings; Office of Communications—one occupied position through RIF; Management Services (Classification and Compensation)—three occupied positions through voluntary out and RIF; Employee Selection Services (Applicant Services and Personnel Assessment)—six vacant positions; Human Resource Development Services—one va-

cant position and two occupied positions through voluntary out; Equal Opportunity and Workforce Diversity—one-quarter time temporary position; and Information Technology Services—three occupied positions through RIF.

General Revenue funds (money appropriated by the Legislature) account for 95 percent of OPM's income. OPM's General Revenue allocation was reduced \$324,960 in FY 02. Budget reductions during FY 03 totaled 7.85 percent or \$423,883. In July 2003, OPM received a \$61,693 offset due to final FY 03 state revenue collections that have been used as carryover for one-time expenditures. FY 04 budget reductions from FY 03 reduced appropriation levels total \$373,192. Total appropriation base reductions since FY 02 equal \$1.122 million.

Despite the staff reductions dire budgetary circumstances have compelled us to make, we remain as committed as ever to the OPM Mission—to "serve the people of Oklahoma by delivering reliable and innovative human resource services to our partner agencies to achieve their

missions."

OPM receives payments from Merit System agencies for administrative operating costs. In FY 02, the cost per FTE, based on the average number of Merit System or "classified" agency employees, was \$185.87, and in FY 03, \$187.22. The estimated cost for FY 04 is \$180.00 per FTE. The FY 04 estimate is based on a reduced General Revenue level, as well as a reduced number of FTE for Merit System agencies.

Of course, "doing more with less" is certainly not a new phenomenon in state government. We have been dealing with staff shortages since the early 1990s when the hiring freeze was first implemented. In the past, however, we dealt with the situation by not filling vacant positions. Unfortunately, since employee salaries, benefits, etc. account for 80 percent of OPM's overall expenditures, we have been forced to address the past year's budgetary shortfall by eliminating occupied positions. It has really been tough.

Tough times, however, require creative approaches to fulfilling our obligations to our state agency partners, as well as continuing to support our commitment to "continuous quality improvement." Our agency vision remains to make OPM the "human resources provider of choice" and the "State of Oklahoma—the employer of choice."



# Human Resources & Administration Cabinet



Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration (right), and Pamela Warren, Director of the Department of Central Services and Deputy Cabinet Secretary of Human Resources and Administration (left).

OPM Administrator Oscar B. Jackson, Jr. serves as Governor Brad Henry's Cabinet Secretary of Human Resources and Administration. Mr. Jackson was initially named OPM Administrator and Cabinet Secretary of Human Resources in June 1991, by Governor David Walters. In January 1995, Governor Frank Keating reappointed him to both positions.

On January 21, 2003, Governor Brad Henry announced the appointment of Mr. Jackson as OPM Administrator and Cabinet Secretary of the consolidated Human Resources and Administration Cabinet Department. He also announced the appointment of Pam Warren as Director of the Department of Central Services, a post she had held since 1997, and

Deputy Secretary of Human Resources and Administration. Ms. Warren previously served as Governor's Keating's Cabinet Secretary of Administration.

Mr. Jackson serves as the principal point of contact for the entities previously assigned to the Human Resources Cabinet Department—the Oklahoma Employment Security Commission, Oklahoma Merit Protection Commission, Oklahoma State and Education Employees Group Insurance Board, and the Employees Benefits Council—and the Human Rights Commission.

Ms. Warren serves as the principal point of contact for the entities listed below, which were previously assigned to the Administration Cabinet Department.

## FY 03 Human Resources Cabinet

Employees Benefits  
Council  
Kim Holland  
Chair

Mitch Parsons  
Executive Director

Oklahoma Employment  
Security Commission  
Rev. W. B. Parker  
Chair

Jon Brock  
Executive Director

Oklahoma Human Rights  
Commission  
Teresa Rendon  
Chair

Kenneth Kendricks  
Executive Director

Oklahoma Merit  
Protection Commission  
Linda L. Brinkworth  
Chair

James L. Howard  
Executive Director

Oklahoma State and  
Education Employees  
Group Insurance Board  
Richard N. Womack  
Chair

Bill Crain  
Administrator

## FY 03 Administration Cabinet

Accountancy Board  
Carlos E. Johnson  
Chair  
Edith Steele  
Executive Director



In November 2002, for the tenth consecutive year, the Oklahoma State and Education Employees Group Insurance Board was awarded the Certificate of Achievement for Excellence in Financial Reporting by the Finance Officers Association. OSEEGIB administers group health, dental, life, and disability benefits for state, education, county, municipal, and other governmental employees and their dependents. On November 22, Government Finance Officers representative Charles Tomlin (second from right) presented the Certificate of Achievement for Excellence in Financial Reporting to OSEEGIB staff members (l to r) Gary Beebe, Accountant; Lynne Bajema, Comptroller; and Frank Wilson, Deputy Administrator for Finance.

Each summer, the Oklahoma Merit Protection Commission hosts a training and development retreat for its staff, commissioners, and agency customers. The FY 03 retreat was held in August 2002, in Tulsa. Pictured (l to r) are John Douglas, Assistant General Counsel, Department of Human Services, and James L. Howard, MPC Executive Director.



Licensed Architects and  
Landscape Architects  
Harold Hite  
Chair  
Jean Williams  
Executive Director

Board of Chiropractic  
Examiners  
Dr. Ron Tripp, Jr.  
President  
Elizabeth Kelly  
Executive Director

Board of Cosmetology  
LaFaye Austin  
Chair  
Betty Moore  
Executive Director

Board of Dentistry  
Dr. James Sparks  
President  
Linda C. Campbell  
Executive Director

Oklahoma Funeral Board  
Chris Craddock  
President

Terry McEnany  
Director

Board of Registration for  
Professional Engineers and  
Land Surveyors  
George T. Gibson, P.E.  
Chair  
Kathy Hart  
Executive Director

Horse Racing Commission  
Ray Bayliff  
Chair  
Gordon L. Hare  
Executive Director

Board of Medical Licensure  
and Supervision  
Lyle R. Kelsey  
Executive Director

Motor Vehicle  
Commission  
David Oakley  
Chair  
Roy Dockum  
Executive Director

Used Motor Vehicle and  
Parts Commission  
John W. Maile  
Executive Director

Board of Nursing  
Sandra Bazemore  
President  
Kim Glazier  
Executive Director

Board of Examiners in  
Optometry  
David Cockrell  
President

# Office of Personnel Management

Russell Lavery  
Secretary-Treasurer  
State Board of Osteopathic  
Examiners  
Gary R. Clark  
Executive Director  
Board of Pharmacy  
Jerry Allen  
President  
Bryan Potter  
Executive Director  
Board of Examiners of  
Psychologists  
Sue A. Fleming  
Executive Officer  
Public Employees  
Relations Board  
Craig W. Hoster  
Chair  
Margaret Cox  
Director  
Real Estate Commission  
E. R. Andrew  
Chair  
Anne M. Woody  
Executive Director  
State Board of Licensed  
Social Workers  
Evelyn Seaton  
Chair & Interim Secretary  
Board of Examiners for  
Speech-Language  
Pathology and Audiology  
Karen Copeland  
Chair  
Jeanie Wall  
Administrator/  
Executive Secretary  
Board of Veterinary  
Medical Examiners  
Dwight Olson  
President  
Cathy Kirkpatrick  
Executive Director



## FY 03 Employees of the Year

Blanche Longoria  
OPM State Employee  
Assistance Program

Lance Cullen  
Personnel Assessment  
Employee Selection Services



## FY 03 Managers of the Year

Marilyn Capps  
Associate Administrator  
for Financial  
Management Services &  
Chief Financial Officer

Diane Haser-Bennett  
Assistant Administrator  
for Management Services



FY 03 Team of the Year—The Website Team

Gabe Marler, Linda Helms,  
Randy Peter, Glenda Gesell  
Information Technology Services

Dayna Petete  
Office of Communications



FY 03 Administrator's Commendations

Lezlie Thiery  
Human Resources Lead  
CORE Oklahoma Project  
for PeopleSoft Implementation

Carol Barton  
Leave and Benefits Lead  
CORE Oklahoma Project  
for PeopleSoft Implementation

## Organization

The Office of Personnel Management is headed by the Administrator who is appointed by the Governor and confirmed by the Oklahoma State Senate. Oscar B. Jackson, Jr. is the Administrator of the Office of Personnel Management. He also serves as the Governor's Cabinet Secretary of Human Resources and Administration.

The work of OPM is divided among eight departments:

- ◊ Office of the Administrator,
- ◊ Office of Communications,
- ◊ Employee Selection Services,
- ◊ Office of Equal Opportunity and Workplace Diversity,
- ◊ Financial Management Services,
- ◊ Human Resource Development Services,
- ◊ Information Technology Services, and
- ◊ Management Services.



On January 24, 2003, Gary Jones, Executive Director of the Oklahoma Public Employees Association, briefed members of the OPM Management Team on initiatives OPEA planned to pursue during the 2003 legislative session.

OPM administers the Merit System of Personnel Administration. In FY 03, the agency had an FTE limit of 116.5 and an annual budget of approximately \$5.4 million.

OPM also is more informally organized into two Teams. The Management Team is comprised of department and division directors and others who report directly to the OPM Administrator, and the OPM Team is composed of all OPM Team members.

## History

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 Emergency Management).

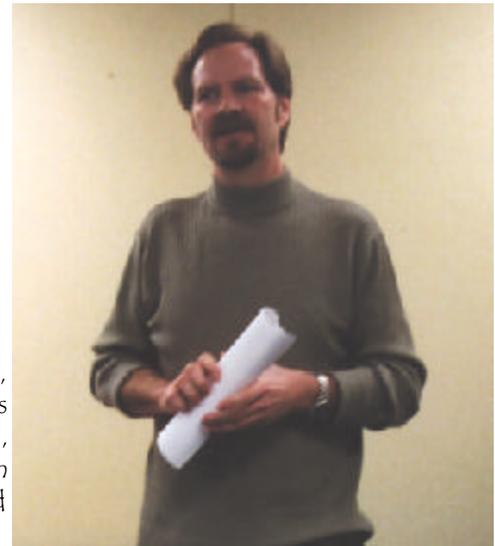
The purpose of the Merit System was to foster a competent career service free from political patronage. The System was patterned after a standard model provided by the federal Office of State Merit Systems



On January 24, 2003, Mitch Parsons, Executive Director of the Employees Benefits Council (EBC), and Russell Nash, Contracts Administrator for EBC, spoke to members of the OPM Management Team regarding "Consumer-Driven Health Care". Consumer-driven health plans expose participants to the actual cost of certain health care services without exposing them to all the financial risks associated with health care costs incurred during any given year. The goal of such plans is to educate employees about the actual costs of health care goods and services and make them more accountable for the health care dollars being spent on their behalf. Pictured (l to r) are Mitch Parsons, Russell Nash, and Oscar B. Jackson, Jr., OPM, who serves as a member of EBC.



On October 4, 2002, Officer Scott Clark of the Capitol Patrol (let), briefed OPM Team members on security in the Jim Thorpe Building.



On March 14, 2003, Ray Pool, Oklahoma Public Employees Retirement System (right), visited with the OPM Team about the SoonerSave deferred compensation program.

and had no basis in Oklahoma law.

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.

In 1982, the Oklahoma Legislature passed major reform legislation that replaced the Merit Act with the Oklahoma Personnel Act and created 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.

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 OPM State Employee Assistance Program.

Agencies, positions, and employees that are subject to the Merit System are "classified". Procedures for the appointment of personnel to classified 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 03, there were 65 Merit System 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 03, there were 49 non-Merit System 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.

## Strategic Planning

In 1999, the Legislature created the Oklahoma Program Performance Budgeting and

Accountability Act for the purpose of better prioritizing state funding needs, reducing program duplication, enhancing budgeting information necessary to improve the efficiency of state operations, and improving state services to the public.

This Act implemented the recommendations of the Quality Improvement Task Force, which was created by the Legislature during the 1998 session to study and recommend ways of making Oklahoma state government more efficient. The Act requires each state agency to make a strategic plan for its operations, covering five fiscal years. OPM's Strategic Plan for FY 03 – 07 contains the following commitments:

#### OUR MISSION

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

#### OUR VISION

Office of Personnel Management: Human Resources Provider of Choice

State of Oklahoma: Employer of Choice

#### CORE VALUES AND BEHAVIORS

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

our actions.

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

Diversity: We value the ideas, background, experiences, and talents of each employee of the Office of Personnel Management. We respect each other. We are committed to ensuring that Oklahoma's state government workforce reflects the diversity of its citizenry.

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

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

Partnering for Results: We create mutually-beneficial partnerships and work with our external and internal customers on an equal basis toward common goals, recognizing the ob-

ligations we have to one another.

#### Employee Recognition

Title 74, Section 4121 directs the OPM Administrator to establish an on-the-job employee performance recognition program that encourages outstanding job performance and productivity and authorizes state agencies to purchase recognition awards, provide for a formal or informal ceremony or banquet, and establish a cash award program to recognize outstanding performance in the workplace by agency employees. In addition, agencies may use operating funds to pay for a ceremony, banquet, or reception where employee recognition awards will be presented.

OPM's Employee Recognition Awards are divided into three categories: (1) the Advisor Award goes to an employee acting as liaison between OPM and agency HR officials; (2) the Affiliate Award goes to an employee supporting agency liaisons and their functions; and (3) the Associate Award is presented to an employee supporting all divisions of OPM. Each Employee of the Quarter receives a certificate and a \$50 cash equivalent award.

In December 2002, Lance Cullen, Employee Selection Services, was chosen Employee of the Year from the Advisor category, and Blanche Longoria, OPM State Employee Assistance Program, was named Employee of the Year from the Affiliate category. In addition, Marilyn

Capps, Associate Administrator for Financial Management Services and Chief Financial Officer, and Diane Haser-Bennett, Assistant Administrator for Management Services, were named Managers of the Year; Lezlie Thierry and Carol Barton, CORE/PeopleSoft Project, received the Administrator's Commendation award; and the Website Team, made up of Dayna Petete, Office of Communications, and Glenda Gesell, Randy Peter, Linda Helms, and Gabe Marler, Information Technology Services, was honored as Team of the Year.

During FY 03, members of OPM's Employee Recognition Program Committee included LaTisha Edwards, chair, Financial Management Services; Melissa Jolly, vice-chair, Employee Selection Services; Bernie Buchenau and Janice Halley, Information Technology Services; Emilou Hiebert, Employee Selection Services; Karen Luman, Management Services; Joyce Smith and Carrie Rohr, Human Resource Development Services; and Warren Thompson, OPM State Employee Assistance Program.

### Public Service Recognition Week

During Public Service Recognition Week, May 5 - 9, 2003, OPM recognized individuals from other state agencies whom OPM Team members believed contributed to OPM's mission: "We serve the people of Oklahoma by deliver-

ing reliable and innovative human resource services to our partner agencies to achieve their missions."

- Diane Haser Bennett, OPM Assistant Administrator for Management Services, nominated Terri Berry, Department of Rehabilitation Services; Ron Wilson, Oklahoma Health Care Authority; Jim Schuelein, Oklahoma Water Resources Board; and Lisa Smith, Oklahoma Commission on Children and Youth.
- Natasha Riley, OPM Director of Personnel Assessment, nominated Denise Edwards, Department of Labor.
- Tom Impson, OPM Interim Director of Applicant Services, nominated Glynn Birch, Department of Corrections.
- Brenda Thornton, Director of the OPM Office of Equal Opportunity and Workforce Diversity, nominated Jim Bratkovich, Office of State Finance.
- Dayna Petete, OPM Assistant Administrator for Communications and Legislative Liaison, nominated Joanie Batty, Department of Rehabilitation Services, and Ed Sweeney, Department of Human Services.

All nominees were honored during the monthly OPM Team meeting on May 9, 2003, which also featured a breakfast sponsored by members of the OPM Management Team.

### Certified Public Personnel Training/ Certification

Since 1996, approximately 264 state employees 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 Deputy Administrator for Programs, serves as CPP Program Coordinator.

### Take Our Daughters and Sons to Work® Day

The Ms. Foundation for Women established Take Our Daughters To Work® Day in April 1993, as a city-wide program in New York. In April 2003, The Ms. Foundation for Women launched Take Our Daughters and Sons To Work®



Approximately 20 HR professionals attended the Certified Personnel Professionals Training Course hosted by OPM in October 2002.

In November 2002, Oscar B. Jackson, Jr. OPM Administrator and Cabinet Secretary of Human Resources and Administration, presented Certified Personnel Professional certificates to Janet Anderson, Office of the Administrator, and Michele Morris, Management Services.



Day to broaden the discussion about the competing challenges of work and family. For girls to achieve their full potential, whether it is in the home, workplace, or community, boys also must be encouraged to reach their potential by participating fully in family, work, and community.

Girls and boys want and envision a future in which they can be involved in all parts of their lives. In a study conducted by the Families and Work Institute, 90 percent of students who said they plan to have a job, also plan to have children. What's more is that 81 percent of those girls and almost 60 percent of boys said they will reduce their work hours when they have children.

By creating an opportunity for girls and boys to share their expectations for the future in the context of seeing new op-

portunities, we will begin a conversation about the changes girls and boys hope for.

Since 1996, OPM has celebrated this special day with a variety of activities. Beginning in 1999, OPM has sponsored one state government-wide event—the Leadership Connection—and provided all the state agency participants in Take Our Daughters and Sons to Work Day the opportunity to meet each other and to hear from many of Oklahoma's outstanding leaders. Guest speakers have included Lt. Governor Mary Fallin; Senator Angela Monson; Judge Rita Strubhar of the Oklahoma Court of Criminal Appeals, Denise Bode, Corporation Commissioner; former First Lady Cathy Keating; Betty Price, Executive Director of the Oklahoma Arts Council; Representative Jari

Askins; Dr. Ann Benson, former Director of the Oklahoma Department of Career and Technology Education; Brenda Reneau-Wynn, Commissioner of Labor; Colonel Rita Aragon, Oklahoma Military Department; and Cherokee Ballard, local news anchor.

Unfortunately, due to scheduling conflicts and budgetary issues, OPM was unable to host Leadership Connection in FY 03.

### 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. OPM is responsible for coordinating the activities of the State Agency Review Com-



In November 2002, Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration (far right) and Patty Nelson, Applicant Services (third from left) presented certificates to winners of the 2002 Charitable Contribution Campaign Chili Cookoff (l to r) Misty Brandon, Employee Selection Services, Second Place; Ann Craven, Management Services, Third Place; and Sandie Wein, Employee Selection Services, First Place. Patty Nelson was standing in for Laraine German, Employee Selection Services, who organized the event.

On October 2, 2002, Loaned Executive Lauri Hanna, American Red Cross (right photo), spoke to members of the OPM Team about the Charitable Contribution Campaign. During FY 03, 25.5 percent of the OPM Team contributed or pledged \$4,044.40 to the Campaign, compared to 98 percent in FY 02, when \$12,142.16 was contributed or pledged. Cynthia Williamson, Office of the Administrator, chaired OPM's Charitable Contribution Campaign in FY 03.



During the OPM Team meeting on October 2, 2002, OPM Team members Tom Patt and Diane Haser-Bennett, Management Services (left photo), participated in the community needs exercise.



percent increase over 2002.

## CORE Oklahoma

mittee (SARC), which oversees, at the state level, the Oklahoma State Employee Charitable Contribution Campaign. Since 1989, state employees have contributed more than \$2.5 million to this combined fund-raising effort through the convenience of payroll deduction, a one-time contribution of cash or a check, and support of various agency activities. In 2002, state employees raised \$382,220.48, and in 2003, \$402,405.03, a five

During FY 03, OPM significantly increased its commitment to CORE Oklahoma Project for PeopleSoft Implementation, Oklahoma state government's initiative to replace its purchasing, financial, and human resources legacy systems with a new integrated ERP system. In February 2001, OPM assigned Lezlie Thiery, OPM Employee Selection Services, as the HR lead, Carol Barton, Office of State Finance, as the Payroll lead, and Marsheila Ward,

OPM Information Technology Services, to assist the technical development on the statewide project. During FY 03, Linda Belinski, ITS, was assigned as the Security Lead for CORE, while Teresa Walters, Sheila Oakley, and Lalitha Sundra-Rajan, ITS, were assigned to assist the technical team.

In April 2003, CORE Oklahoma began training in all functional areas: human resources, payroll, purchasing, and financials. Larry Fisher, OPM Assistant Administrator for Human Resource Development Services, assisted CORE staff with the task of scheduling rooms,

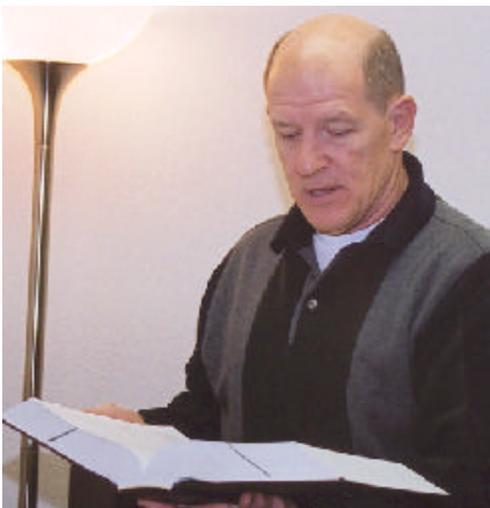
instructors and employees for hundreds of hours of CORE/ PeopleSoft training. After Mr. Fisher's retirement in May 2003, Carrie Rohr, OPM HRDS, took over this role. Jim Lippert, OPM, who was assigned to work with the CORE Change Management Team, also provided assistance in coordinating the training courses.

While several OPM Team members were assigned directly to work on the CORE Project, other Team members, primarily from the Management Services Department and Financial Management Services Department, worked with the CORE Team on user issues, training and various refinements that were required before implementation could occur.

Although all CORE components were originally scheduled to go "live" on July 1, 2003, project directors and Scott Meacham, Governor Henry's Cabinet Secretary of Finance and Revenue realized that more work needed to be done and deferred the implementation date until FY 04.



Members of the CORE Oklahoma Project Team attended the National Association of State Auditors, Comptrollers and Treasurers (NASACT) Conference, November 18 - 20 in Oklahoma City: (l to r) Oscar B. Jackson, Jr., OPM Administrator and Governor Keating's Cabinet Secretary of Human Resources; Tom Daxon, Director of the Office of State Finance and Governor Keating's Cabinet Secretary of Finance and Revenue; Craig Conway, PeopleSoft CEO and NASACT Conference keynote speaker; Pam Warren, Director of the Department of Central Services and Governor Keating's Cabinet Secretary of Administration; Keven McGuire, CORE Oklahoma PeopleSoft Project Manager; and Jerry Stillwell, Office of State Finance, CORE Oklahoma Project Coordinator. Cabinet Secretaries Jackson, Daxon, and Warren serve as members of the CORE Oklahoma Executive Steering Committee with Ron Bussert, Executive Director of the Oklahoma Department of Commerce (not pictured).

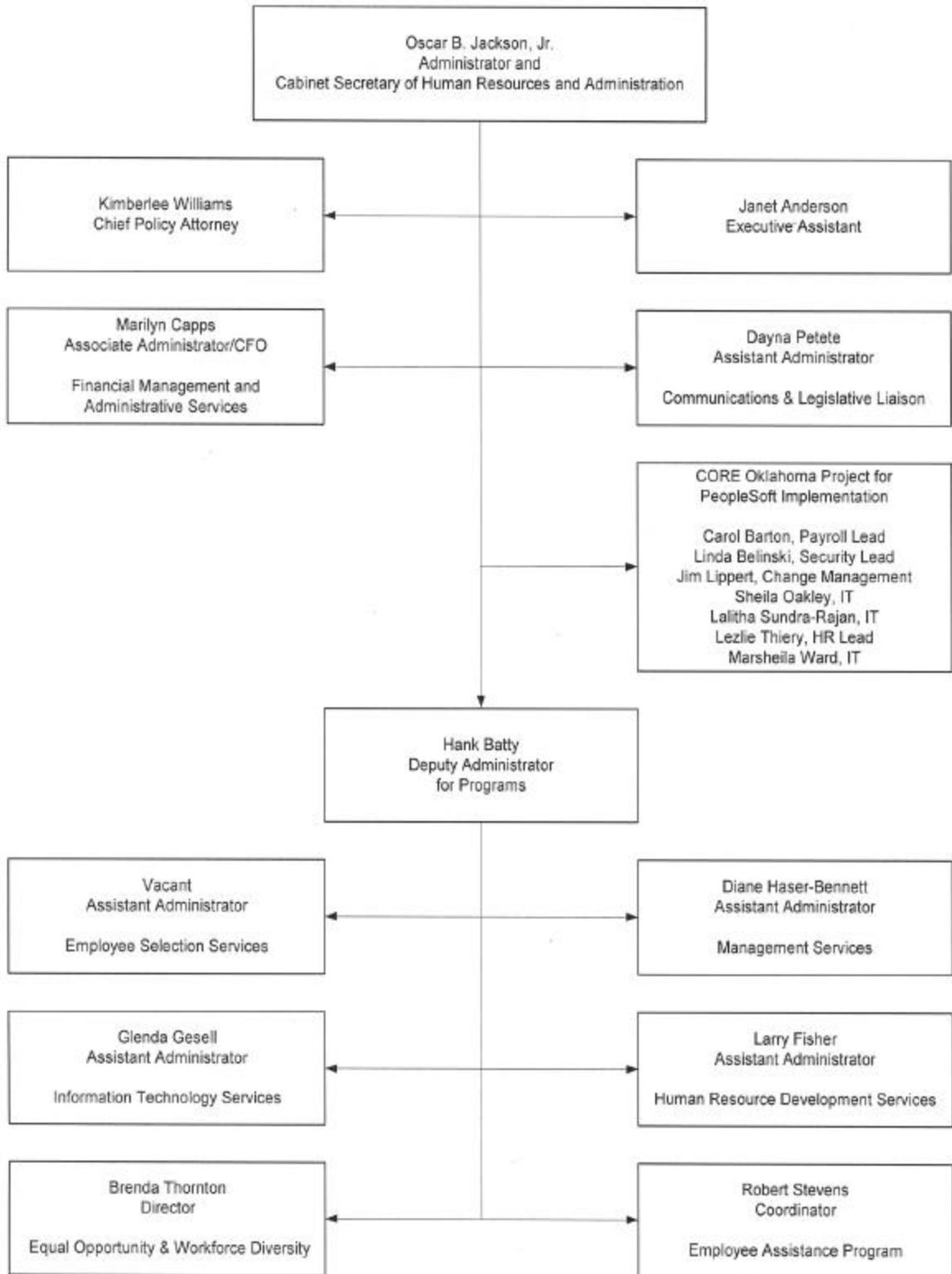


Jim Lippert, former OPM Assistant Administrator for Management Services, rejoined the OPM Team in September 2002, as OPM's CORE Oklahoma Change Management Lead.



Jeanie Robards, CORE Oklahoma Change Management Lead, staffed an informational booth at the 2003 Quality Oklahoma Team Day, held May 9, 2003, at the State Capitol.

# Organization



# Office of the Administrator

During FY 03, the Office of the Administrator was comprised of Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration; Janet Anderson, Executive Assistant to the Administrator; Hank Batty, Deputy Administrator for Programs; and Cynthia Williamson, Executive Assistant to the Deputy Administrator. 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 and Administration. Steven K. Snyder, Assistant Attorney General, and Kimberlee D. Williams, Chief Policy Attorney, provide legal services to the Office of the Administrator.

## Administrator

OPM Administrator Oscar B. Jackson, Jr. serves as Governor Brad Henry's Cabinet Secretary of Human Resources and Administration. Mr. Jackson was initially named OPM Administrator and Cabinet Secretary of Human Resources in June 1991, by Governor David Walters. In January 1995, Governor Frank Keating reappointed him to both positions.

On January 21, 2003, Governor Brad Henry announced the appointment of Mr. Jackson as OPM Administrator and Cabinet Secretary of the consolidated Human Re-



Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration; Kimberlee Williams, Chief Policy Attorney; Janet Anderson, Executive Assistant to Mr. Jackson; and Hank Batty, Deputy Administrator for Programs.

sources and Administration Cabinet Department.

Mr. Jackson is chair of the Mentor Selection 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.

On December 10, 2002, Mr. Jackson was appointed to the Board of Directors of the Oklahoma Quality Award Foundation. The Oklahoma Quality Award Foundation is a public non-profit organization formed in 1993 to recognize and support Oklahoma organiza-

tions using performance excellence tools. The Governor has presented the Oklahoma Quality Award since 1994. The Award criteria and evaluation process are patterned after the Malcolm Baldrige National Quality Award presented by the President and U.S. Department of Commerce every year.

## Executive Assistant to the OPM Administrator

In her capacity as Executive Assistant to Mr. Jackson, Janet Anderson handles scheduling and provides liaison and administrative support to him in his dual role as OPM Administrator and Cabinet Secretary of Human Resources and Administration. She serves as the primary point of contact for the Governor's Office, Legislature, and agency Appointing Authorities, and also provides backup administrative support



On February 14, 2003, OPM Team members gathered to congratulate Mr. Jackson on his appointment as the Administrator of the Office of Personnel Management and Governor Brad Henry's Cabinet Secretary of Human Resources and Administration.

to the OPM Deputy Administrator for Programs and the Chief Policy Attorney.

### Deputy Administrator for Programs

Hank Batty was appointed interim Deputy Administrator for Programs on July 29, 2002. A 23-year veteran of OPM, he most recently served as Assistant Administrator for Employee Selection Services.

The Deputy Administrator for Programs has responsibility for coordinating the work of the following Departments: OPM State Employee Assistance Program, Employee Selection Services, Office of Equal Opportunity and Workforce Diversity, Human Resource Development Services, Management Services, and Information Technology Services.

As the interim Deputy Administrator for Programs, Mr. Batty has played a leading role in reviewing and revising OPM's Strategic Plan for FY 03 – 07, and in allocating human re-

sources within the agency to address budget shortfalls in the FY 03 budget and reductions in available expenditures in the FY 04 budget. Mr. Batty also serves as coordinator of the Oklahoma Certified Personnel Professional Program and is a member of the

Bench-marking Workgroup of the International Public Management Association for Human Resources.

### Executive Assistant to the Deputy Administrator for Programs

During FY 03, Cynthia Williamson served as Executive Assistant to Hank Batty, in-

terim Deputy Administrator for Programs. In this capacity, Ms. Williamson provided administrative support to Mr. Batty, as well as backup administrative support to the OPM Administrator and Cabinet Secretary, and Chief Policy Attorney.

Ms. Williamson resigned in September 9, 2002, to accept a position in OPM's Financial Management Services Department. The Executive Assistant to the Deputy Administrator for Programs was one of the positions eliminated because of FY 03 budget cuts.

### Chief Policy Attorney

OPM's Chief Policy Attorney, Kimberlee Williams, has lead responsibility for administrative rulemaking. She assists the OPM Administrator, the



On June 13, 2003, Janet Anderson, Executive Assistant to the OPM Administrator (center), was named OPM Employee of the Quarter. Pictured with Ms. Anderson is LaTisha Edwards, Financial Management Services, chair of OPM's Employee Recognition Committee; and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration.



On November 12, 2002, Governor Frank Keating hosted the Oklahoma Quality Award Luncheon in the Phillips Pavillion, located on the grounds of the Governor's Mansion. Pictured with Governor Keating are Oklahoma Quality Award Foundation Board members (l to r) Bill McKamey, American Electric Power-Public Service Company of Oklahoma; Vikki Dearing, Oklahoma Department of Career and Technology Education; Ron Bussert, Oklahoma Department of Commerce; Governor Keating; Mike Strong, Oklahoma Quality Awards Foundation, Inc.; Yash Fozdar, Celesica; Dave Ferren, Xerox Corporation; Paula Marshall-Chapman, The Bama Companies; and Oscar B. Jackson, Jr., Oklahoma Office of Personnel Management. Not pictured are Mike Elvir, Bank of Oklahoma; Roy Peters, The Oklahoma Alliance for Manufacturing Excellence; Jim Williams, Oklahoma Foundation for Medical Quality; Rocky Flick, Blitz, USA; and Valinda Rutledge, St. Anthony's Hospital.

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, state agencies are notified by All Appointing Authority memorandum, and the rules are posted on the OPM Website.

In addition to her rulemaking duties, Ms. Williams researches and drafts memoranda, letters, and declaratory rulings on questions of law, and

advises OPM staff and other agencies on compliance with the Oklahoma Personnel Act, Administrative Procedures Act, Open Meetings Act, and Open Records Act. Ms. Williams also serves as OPM's liaison to the Merit Protection Commission (MPC). In this capacity, she attends all MPC meetings and reports to the OPM Administrator regarding issues of interest to him in his roles as Administrator and Cabinet Secretary of Human Resources and Administration. Ms. Williams also represents the agency in appeals filed with MPC.

Ms. Williams assisted in the

development of OPM's Open Records Act policy, which became effective January 1, 2003.

### Assistant Attorney General

Until December 2002, when OPM ended its contract with Assistant Attorney General Steven K. Snyder due to a budget shortfall, Mr. Snyder served as OPM's legal counsel.

In this capacity, Mr. Snyder advised the Administrator and senior staff on legal issues that affect the agency, and represented the agency before MPC, the Equal Employment Opportunity Commission, and the Oklahoma Human Rights Commission, as well as state and federal district and appellate courts.

Mr. Snyder continued to serve as the legal counsel for the Oklahoma Police Pension and Retirement System, as well as legal liaison in the Attorney



R. Charles Smith, Civil Rights Administrator for the State Department of Health and chair of the Affirmative Action Review Council, posed a question about a proposal to amend the Merit Rules during a rules hearing hosted by OPM on March 20, 2003.

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 Emergency Management.

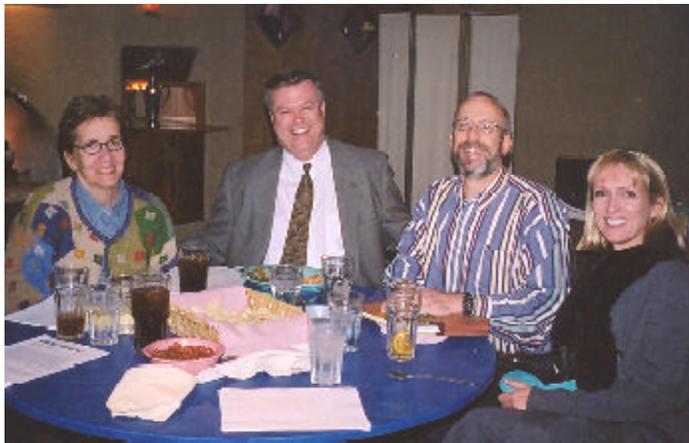
He serves as the in-house consultant in the Attorney General's Office on the Americans with Disabilities Act (ADA), the Age Discrimination in Employment Act (ADEA), the Family and Medical Leave Act (FMLA), the Fair Labor Standards Act (FLSA), and the Uniformed Services Employment and Reemployment Rights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



Hank Batty, OPM Deputy Administrator for Programs, welcomed participants to the 13th Annual Educational Conference of the Oklahoma Society of Certified Public Managers, held September 6, 2002, in Oklahoma City.



Gene Krier, HR Director, Oklahoma State and Education Employees Group Insurance Board (left) and Oscar B. Jackson, Jr., OPM, discuss rule proposals during the March 20, 2003 rules hearing.



Assistant Attorney General Steven K. Snyder (second from left) discusses legal issues with Oklahoma Employment Security Commission members of the General Counsels Forum (l to r) Margaret Dawkins, John Miley, and Teresa Keller.



Members of the National Association of State Personnel Executives (NASPE) gathered in Arlington, Virginia, January 31 - February 2, 2003, for the 2003 NASPE Mid-Year Meeting. Pictured (l to r) are 2003 NASPE President Sue Roberson, Indiana; NASPE President-Elect Jeff Schutt, Colorado; NASPE Past President Mollie Anderson, Iowa; and Oscar B. Jackson, Jr., Oklahoma.

# Office of Communications

The Office of Communications 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 Communications and Legislative Liaison.

## Legislation

The Office of Communications 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 (and now Human Resources and Admin-



During FY 03, Dayna R. Petete, OPM Assistant Administrator for Communications and Legislative Liaison, celebrated ten years of service with the state of Oklahoma.

istration), the legislative function of the Office of Communications 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, Office of Communications Team 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



Approximately 115 representatives from 52 state agencies attended the annual OPM Legislative Briefing on June 12, 2003, in the Sequoyah/Will Rogers Concourse Theater. Dayna R. Petete, OPM Assistant Administrator for Communications and Legislative Liaison (left photo) provided information on HR-related legislation that passed during the 2003 session and was signed into law by Governor Henry.

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 that were passed by the Legislature and signed into law by the Governor.

Office of Communications Team 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.



Dr. Lee Manzer, Oklahoma State University, was one of the featured speakers at the September 2002 OSCPM Conference. Pictured with Dr. Manzer is Wick Warden, CAPIP Executive Fellow at the Oklahoma Water Resources Board.



CAPIP participants attending the Oklahoma Society of Certified Public Managers (OSCPM) Conference on September 6, 2002, included (back row, l to r) Michael Huckabaa, Oklahoma Department of Labor (ODOL); Chris Jackson, ODOL; Tansy Diaz, Office of Personnel Management (OPM); Robert Warden, Oklahoma Water Resources Board; Enrico Taylor, Oklahoma Health Care Authority (OHCA); Matthew Wehmuller, Oklahoma State Employees Group Insurance Board (OSEGIB); Jayson Morgan, Office of State Finance; Tom Boyd, Department of Rehabilitation Services (DRS); Naji Khoury, Oklahoma Department of Transportation; Austin Gilley, Oklahoma Public Employees Retirement System (OPERS); Thomas Jordan, OPERS; Everett Slavik, OPM; (middle row, l to r) Shelly McDonald, DRS; Jamie Culp, OPM; Karla Wheeler, DRS; Diana Kizer, DRS; Bonnie Allen, DRS; Juan Benavidez, OPM; Shoyambhu Shakya, Oklahoma Employment Security Commission (OESC); Stacye Wilson, DRS; Anwar Chowdhury, DRS; Michele Guilford, DRS; Shatara Brown, OESC; Terrance Grayson, DRS; (front row, l to r) Martha Steidley, DRS; Kimberly Miller, OPM; Veronica Grant, OPM; Victoria Friend, DRS; Andre Washington, DRS; Jesse Fuchs, OESC; Catina Baker, OHCA; and Brent Smerczynski, ODOL.

## Publications

The Office of Communications is responsible for preparing a number of publications on behalf of OPM and the Administrator. Each year OPM Management Team members 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.

Assistant Administrator Dayna Petete serves as editor of the Annual Report.

Office of Communications Team members also publish a newsletter, the HR Exchange, which is distributed quarterly to the director, HR staff, 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 com-

mon issues of interest. Assistant Administrator Dayna Petete serves as editor of the HR Exchange.

Team members also publish a number of brochures and other documents related to various Department programs and activities.

OPM Administrator Oscar B. Jackson, Jr. is often a featured speaker at conferences hosted by various public sector organizations. Assistant Administrator Dayna Petete provides support for the Administrator by preparing speeches and PowerPoint presentations.

In addition, Assistant Administrator Dayna Petete serves as editor of the OPM Website, which is in its sixth year of operation.

The OPM Website Team, consisting of Dayna Petete, Office of Communications; and



During FY 03, Office of Communications Team member Ann Craven visited with Career Fair participants about the Carl Albert Public Internship Program. Ms. Craven also worked in OPM's Office of Equal Opportunity and Workforce Diversity and the Management Services Department during FY 03.



Communications Team member Veronica Brown (left) visits with a student at one of the many college/university career fairs that are scheduled throughout the year.

Glenda Gesell, Randy Peter, Linda Helms, and Gabe Marler, Information Technology Services Department, received OPM's Team of the Year Award in December 2002.

### 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 govern-

ment". 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

Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration (left) and State Treasurer Robert Butkin (right) were featured speakers at the Spring 2003 CAPIP Training Conference held May 1, 2003, at the Department of Agriculture. They were joined by Secretary of State Susan Savage, Supreme Court Justice Yvonne Kauger, and state Senator Jay Paul Gumm.





Dayna Petete, OPM Assistant Administrator for Communications and Legislative Liaison, spoke to members of the Employee Benefits Coordinators Association about legislation on May 16, 2003. Pictured with Ms. Petete is Kelly Brown, Department of Mines.

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:

- 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.

In addition, CAPIP opens beneficial avenues of communication with the state's colleges and universities and may assist

agencies in attaining Affirmative Action employment objectives.

During FY 03, 58 graduate students and 13 undergraduate students participated in internships at 15 state agencies, including the Department of Rehabilitation Services, Oklahoma Water Resources Board, Oklahoma Public Employees Retirement System, Department of Labor, Oklahoma Employment Security Commission, Office of Personnel Management, Department of Transportation, Office of the Attorney General, Employees Benefits Council, Oklahoma State and Education Employees Group Insurance Board, Office of Juvenile Affairs, Oklahoma Health Care Authority, and Office of State Finance.

Executive Fellows Interns pursued advanced degrees in 12 programs at eight public and pri-



Former Mentor Executive Connie Eggleston (right) wrote an article for the Second Quarter 2003 HRExchange about her experience in the State Mentor Program. Pictured with Ms. Eggleston is Hank Batty, OPM Deputy Administrator for Programs.

vate universities in the state. Undergraduate Interns were enrolled in six degree programs at eight public and private colleges and universities in the state.

Since 1990, 425 Executive Fellows and Undergraduate Interns have chosen a career in state government following their participation in CAPIP. Assistant Administrator Dayna Petete serves as CAPIP Coordinator.

### 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.

Participation in the State Mentor Program provides state agency directors the opportunity to utilize the knowledge, skills, and abilities of an 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 chance to provide Mentor Executives with invaluable opportunities to participate in the discussion and resolution of a mul-



During Public Service Recognition Week, May 5 – 9, 2003, OPM recognized individuals from other state agencies whom OPM Team members believed contributed to OPM’s mission: “We serve the people of Oklahoma by delivering reliable and innovative human resource services to our partner agencies to achieve their missions.” Dayna Petete, OPM Assistant Administrator for Communications and Legislative Liaison, nominated Joanie Batty, Department of Rehabilitation Services (second from left), and Ed Sweeney, Department of Human Services (second from right), for their support of the Carl Albert Public Internship Program. Pictured with Ms. Batty and Mr. Sweeney are (left) Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, and (right) Hank Batty, OPM Deputy Administrator for Programs.

endorsement of their Appointing Authorities participated in the multi-part selection process that consisted of a writing exercise and interviews. The first group began their two-year rotations in July 1997, and the second group began theirs in July 2000.

OPM solicited nominations for a third group of participants in June 2002; in November 2002, members of the Mentor Selection Advisory Committee declined to make any recommendations to the OPM Administrator regarding participation in the State Mentor Program.

The Legislature amended the statutory provisions governing the State Mentor Program during the 2003 session to make the Program more at-

titude of ever-changing issues and challenges, as well as access to the individuals who shape the policies that guide Oklahoma state government.

OPM solicited nominations for the first group of participants in November 1996, and for the second group of participants 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



Dayna R. Petete, OPM Assistant Administrator for Communications and Legislative Liaison (far right), serves as Governing Board Secretary of the Southern Region of the International Public Management Association for Human Resources (IPMA-HR). During the 2003 Southern Region Conference held June 1 – 4 in Tampa, Florida, Ms. Petete served as a member of the Audit Committee, which also included (left to right) Grady Terrell, IPMA-HR Executive Council Representative, Virginia; Sharon Morris, Audit Committee chair, North Carolina; Pam Conner, Tennessee; and Gary Hall, Southern Region Treasurer, Tennessee.

tractive to both state agencies and employees. One change permits intermittent Mentor Executive rotations. Previously, Mentor Executives had to be away from their home agencies for 18 months. Now, the law permits each Mentor Executive to serve up to six months in another agency, return to his or her home agency for up to six months, serve up to six months in another agency, return home, etc. until the 18 months are completed. Another change requires the sending agency Appointing Authority to participate in the design and implementation of the management rotations for the Mentor Executive selected from that agency, as a way of ensuring that the Mentor Executive experience is beneficial to both the employee and the employing agency.

### State Personnel Interchange Program

In 1986, the Oklahoma Legislature created the State Personnel Interchange 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.

During FY 03, one employee of the Office of the State Treasurer and one employee of the Oklahoma State Senate were interchanged to the Office of the Governor to assist in the

transition from Governor Keating's administration to Governor Henry's administration.

Since the Program's inception, approximately 65 individuals have participated in the State Personnel Interchange Program.



Each summer, the Oklahoma Merit Protection Commission hosts a training and development retreat for its staff, commissioners, and agency customers. The FY 03 retreat was held in August 2002, in Tulsa. Attendees included (l to r) Tamar Scott, Oklahoma Department of Transportation (ODOT); Dayna Petete, OPM; Norman Hill, ODOT; Cristi Andrews, Department of Environmental Quality; and Michelle Day, Department of Central Services.



Dayna Petete, OPM Assistant Administrator for Communications and Legislative Liaison, works closely with members of the House and Senate staff including (l to r) Selden Jones, Senate Legislative Analyst, and Terry McKenna, Senate Fiscal Analyst.

# 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:



During FY 03, the OPM State Employee Assistance Program Team was made up of (l to r) Warren Thompson, Blanche Longoria, Deanna Miller, and Robert Stevens.

- 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 gener-

ating awareness of the EAP as a source of assistance. OPM State EAP Team members conduct 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 profes-



Members of the OPM State EAP Team provide hundreds of stress balls and stress indicator cards (pictured with OPM State EAP Coordinator Robert Stevens) to state agencies for their employees who want (or need!) them.



During FY 03, OPM and the Oklahoma City Housing Authority (OCHA) entered into an Interlocal Cooperation Agreement under which OPM will provide EAP services to OCHA employees for a fee. Pictured (l to r) are Philip Lloyd, OCHA Personnel/EEO Officer; Robert Stevens, OPM State EAP Coordinator; and James Borgstadt, OCHA Controller.

sional emergency services.

During FY 03, OPM and the Oklahoma City Housing Authority (OCHA) entered into an Interlocal Cooperation Agreement through which OPM provides EAP services to OCHA employees for a fee. Under the terms of the agreement, OPM provides assessment, referral, consultation, and problem-resolution assistance to OCHA employees and their family members seeking help with medical or mental health problems, alcohol and drug abuse, emotional, marital, familial, financial, or other personnel problems. OPM also provides assistance and training to OCHA supervisors in effectively managing "troubled" employees.

Also during FY 03, members of the OPM State EAP Team worked with James Perez of OPM's Workforce Planning unit to develop a more structured survey than the one

they have disseminated in the past to provide in-depth analysis to the EAP Team regarding the services they provide. Questions were formulated to allow



During FY 03, OPM State EAP Team member Blanche Longoria (right) served as OPM's Wellness Coordinator and as a member of the State Wellness Council, which is comprised of over 100 appointed state Agency Wellness Coordinators. The State Wellness Program, which is part of the Employees Benefits Council, works to promote the health and well being of all state employees and their dependents and to contribute to a healthy and safe workplace. The State Wellness Program sponsors many wellness activities that promote health education among state employees. Pictured with Ms. Longoria is Nancy Haller, Manager, State Wellness Program, Employees Benefits Program.

the EAP Team to analyze and assess customer satisfaction both on a macro and a micro level, and to determine if any gaps exist between customer satisfaction and EAP services.

A total of 64 surveys were mailed to those clients who consented; a total of 19 surveys were returned completed. Sixty-eight percent of those responding evaluated themselves "better than before" after seeking EAP assistance; 16 percent were the same; and 16 percent felt their problems were not resolved.

Ninety-percent of those responding indicated they followed their EAP counselor's recommendations, while ten percent did not. Ninety percent of those responding would recommend the OPM State EAP to a co-worker; ten percent

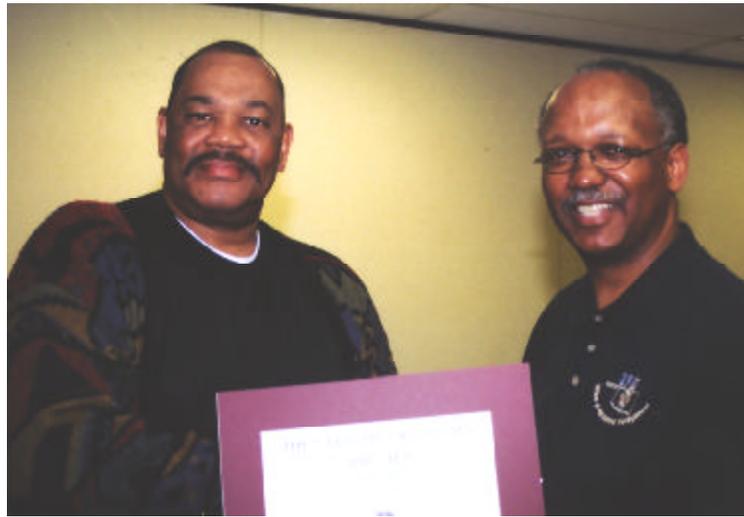
would not. Fifty-three percent of those responding rated their treatment/service provider as excellent; 37 percent as good; and ten percent as average.

During FY 03, OPM State EAP Team members assisted 237 individuals—

- 23 percent of whom were supervisors,
- 77 percent were non-supervisors,
- 82 percent were from the Oklahoma City area,
- 7 percent were from Tulsa,
- 3 percent were from Lawton,
- 1 percent were from Muskogee, and
- 8 percent were from other areas of the state.

Out of 237 referrals made during FY 03—

- 119 were for work-related problems,
- 172 were related to family conflict or parent/child problems,
- 77 were for marital problems,
- 81 were for mental health or alcohol/drug problems,
- 82 were self-referred, and
- 50 were referred by a supervi-



In April 2003, Robert Stevens (left), OPM State EAP Coordinator, celebrated ten years of service to the state of Oklahoma and was presented with a longevity certificate and pin.

sor.

During FY 03, the OPM State EAP provided 2,564 actual clock hours of direct services— 73 percent were for EAP counseling.

In FY 03, OPM State EAP Team members included Robert Stevens, Coordinator; Warren Thompson, Representative; Deanna Miller, Representative; and Blanche Longoria, Administrative Assistant. Ms. Longoria also serves as

OPM's Wellness Coordinator. In addition, Ms. Longoria was chosen OPM Employee of the Year from the Affiliate Category.

During FY 03, members of the OPM State EAP Team were active in the Oklahoma Chapter of the Employee Assistance Program Association.

In addition, Team members continued to distribute the EAP It Works video, as well as hundreds of stress balls and stress cards to various state agencies.



During FY 03, OPM State EAP Representative Warren Thompson celebrated five years of service to the state of Oklahoma.



# Employee Selection Services

The Employee Selection Services Department consists of the Applicant Services Division, which administers the recruitment system for Merit System agencies, and the Personnel Assessment Division, which develops and validates a variety of employee selection procedures for state government.

## Applicant Services

Applicant Services 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 Applicant Services Team also rate applicant education and experience and review agency requests to promote, demote, transfer, or reinstate employees.

During FY 03, Applicant Services Team members included Tom Impson, Rebecca Coyote, Harry Gentry, Laraine German, Veronica Grant, Kimberly Miller, Herman Johnson, Denise Miles, Nikki Montgomery, and Patricia Nelson. Tom Impson served as Acting Director of Applicant Services in FY 03.

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 03, Applicant Services Team members pro-



During FY 03, the Applicant Services Team included (l to r) Veronica Grant, Harry Gentry, Nikki Montgomery, Tom Impson, Rebecca Coyote, Patty Nelson, Laraine German, Herman Johnson, and Denise Miles.

cessed 59,830 state employment applications and conducted 6,098 ratings of training and experience. In FY 03, state agencies hired 2,134 applicants from certificates, 39 applicants through the Persons With Severe Disabilities Employment Program, and two applicants through the Special Disabled Veterans Program.

Also during FY 03, Tom Impson and Laraine German participated in the Oklahoma Department of Transportation's Strategic Planning Committee for engineer recruitment.

On July 24, 2002, OPM and the Department of Veteran's Affairs (ODVA) finalized a professional practice licensure direct hire agreement for registered nurses and licensed practical nurses. ODVA became the fourth agency employing health care professionals to enter into such an agreement with OPM, joining the Department of Hu-

man Services, the Oklahoma State Department of Health, and the Oklahoma Department of Corrections.

The Oklahoma Personnel Act authorizes direct hire for professional practice licensure and hard-to-fill positions. Specific guidelines for obtaining the authority are found in the Merit Rules. Agencies with direct hire authority may hire qualified new employees in the specified job families without obtaining their names from certificates of eligibles issued by OPM.

The ODVA agreement permits field Human Resources staff to hire qualified nurses with minimal delay. OPM staff will conduct a post audit of all appointments to ensure selected applicants possess the minimum qualifications required.

The Applicant Services Team also administers the Priority Reemployment Consideration (PRC) program. Since



Department of Human Services (DHS) Human Resources Director Al Smith and the staff of the Employment Services Division of DHS treated OPM's Applicant Services Division to a carry-in pizza lunch on October 22, 2002. According to Ed Sweeney, DHS Employment Services chief, "We wanted to acknowledge the exceptional customer service OPM's Applicant Services staff have provided us. In particular, we believe they have 'gone the extra mile' to assist us in locating qualified social services applicants possessing bilingual skills." In addition to the pizza, the DHS staff presented a certificate of appreciation to the Applicant Services Division and a special recognition to Patty Nelson, the DHS liaison in Applicant Services. Pictured (l to r) are Renee Jones, DHS; Tracy Tatum, DHS; Tom Impson, OPM; Anita Cook, DHS; Veronica Grant, OPM; Ed Sweeney, DHS; Patty Nelson, OPM; Laraine German, OPM; Harry Gentry, OPM; and Kim Miller, OPM.

1982, state law has provided that permanent classified employees and regular unclassified 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 meet all requirements for the job, 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.

### Recruitment Program and Outreach

Members of the Applicant Services 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.

During FY 03, OPM issued 670 FEPA certificates and agencies hired 176 FEPA applicants.

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.

Herman Johnson serves as OPM's Targeted Minority Recruitment Coordinator.

Members of the Applicant Services Team attend numerous career fairs each year. Team members participated in the following events during FY 02:

- August 2002: Metro Technology Center, Okla-



Herman Johnson, Targeted Minority Recruitment Program Coordinator (right), attends numerous career fairs throughout the year.

homa City; OSU, Oklahoma City Campus.

- September 2002: Employer Marketplace Job Fair, Oklahoma City; University of Oklahoma Health Fair, OU Health Sciences Center Complex, Oklahoma City; Fall Career Fair at Langston University, Langston, OK; OSU/OKC Fall Career Fair, Oklahoma City.
- October 2002: Fall Career Fair, University of Central Oklahoma, Edmond, OK; Careers for Global Success, Oklahoma City University, Oklahoma City; Agricultural, Food, Environmental and Natural Science Job Fair, Oklahoma State University, Stillwater, OK; Workforce Oklahoma/Tinker Air Force Base Job Fair, Midwest City, OK; Rose State College Career Fair, Midwest City, OK; NAACP Job Fair, Ramada Inn, Oklahoma City;
- January 2003: Martin Luther King Multi-Cultural Career Fair, Oklahoma City;
- February 2003: Athletic Career Fair, University of Oklahoma, Norman;
- March 2003: Opportunity Day 2003, Wes Watkins Technology Center, Wetumka, OK; Spring Career Fair, Oklahoma City Community College; Spring Career Fair, Langston University, Langston, OK; Spring Career Fair, Oklahoma Christian University, Oklahoma City;
- April 2003: Career Expo 2003, Redlands Community College; OSU/OKC Spring



During FY 03, the Register, Test Administration, and Applicant File Room Team included (l to r) Cassandra Patmon, Missy Jolly, Misty Brandon, Emilou Hiebert, Sandie Wein, and Kari Jo Powers.

- Career Fair, Oklahoma City;
- May 2003: Workforce Oklahoma Semi Annual Career Fair, Midwest City, OK.

#### State Work Incentive Program

The State Work Incentive Program was created by the Legislature in 1997, to permit state agencies to hire individuals participating in the Temporary Assistance to Needy Families (TANF) program as unclassified employees.

The Legislature amended the provisions governing the Program in 2000 to permit vocational rehabilitation clients of the Department of Rehabilitation Services (DRS) to participate in the State Work Incentive Program.

During FY 03, state agencies made 13 SWIP appointments; nine were certified by the Department of Human Services as participants in the TANF program, and four were certified by DRS as vocational rehabilita-

tion clients.

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

The Applicant Services Team also is responsible for services related to applicant registers, test administration, and applicant files. During FY 03, Team members included Emilou Hiebert, Cassandra Patmon, Sandie Wein, Rosemary Mahboob, Kari Jo Powers, Misty Brandon, and Melissa Jolly.

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 re-

duction-in-force and who are eligible for Priority Reemployment Consideration. During FY 03, members of the Register Team issued 3,585 certificates.

On November 4, 2002, applicants for state employment began testing at the Tulsa office of the Oklahoma Employment Security Commission (OESC). This location, combined with the 22 Oklahoma CareerTech campuses statewide and OPM in Oklahoma City, brings to 24 the total number of testing sites available to the general public.

The testing partnership between OPM and OESC was initiated in 1981, when local OESC offices began offering Merit System examinations. Through Project OPEN, Oklahomans could obtain job information and take Merit System examinations at a local office usually no more than 75 miles from their home. In March 2001, federal budget cuts forced OESC to curtail this service and focus on other programs. As OPM's partnership with OESC ended, the agency was able to enter into



Applicant Services Team member Harry Gentry (second from left) helped prepare the staff of the OESC office in Tulsa to offer Merit System exams. Pictured with Mr. Gentry are (l to r) Karen Baskerville, Sheila Bougher, Bill Maxwell, and Sharon Norris.

a new partnership with the Oklahoma Department of Career and Technology Education to provide Merit System testing at 20 CareerTech campuses statewide. In FY 02, OPM added the Pioneer Career Technology Center in Ponca City as a testing location, bringing the total number of CareerTech sites to 21.

During each workday at OPM, Test Administration Team members administer Merit System examinations. During FY 03, members administered

9,918 employment exams, including 2,896 on-line examinations using the Integrated Computerized Examination (ICE) system. Team members also recorded and scored 5,332 examinations administered through CareerTechs across the state and at the Tulsa Workforce Oklahoma office.

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



In April 2003, Emilou Hiebert, supervisor of Register, Test Administration, and the Applicant File Room, celebrated 35 years of service to the state of Oklahoma and was presented with a longevity certificate and pin.

files to the Oklahoma State Archives.

### Sanitarian and 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 Okla-



Applicant Services Team member Patty Nelson is a member of the Sanitarian and Environmental Specialist Registration Advisory Council.



Josette M. Alicina was one of the first applicants to take the new Tap Dance Alpha-Numeric data entry test, which was implemented in June 2002, and is given only at OPM. An alpha-numeric data entry test is different than a standard 10-key data entry test in that applicants are required to enter fields of data consisting of both numbers and letters, instead of just numbers. This new examination replaces the traditional typing test and is used for the Administrative Technician job family.

homa City-County Health Department; one member appointed by the Tulsa City-County Health Department; two state employees appointed by the Commissioner of 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 03, members of the Council included Jim Echelle, Gary Collins, Mike Bailey, Alisa Forbes, Rocky McElvany, Mark Radzinski, Jack Christy, and Patty Nelson.

### Personnel Assessment

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.

During FY 03, members of the Personnel Assessment Team included Joe Davenport, Natasha Riley, Lance Cullen, Barry Breckle, Juan Benavidez, Jamie Culp, Tansy Diaz, Suzie Marta Daniels, and Jeanette Nance. Joe Davenport, Personnel Assessment Director for seven years, retired on July 31, 2002, after 34 years of state service at the State Personnel Board and OPM. Natasha Riley was appointed Director on August 1, 2002. Joe Davenport was re-employed on a temporary basis until March 28, 2003, to assist with the Performance Management Process audit.

During FY 03, Personnel Assessment Team members developed or revised 14 written



During FY 03, the Personnel Assessment Team included (l to r) Lance Cullen, Jamie Culp, Tansy Diaz, Juan Benavidez, Joe Davenport, Natasha Riley, and Barry Breckle.

content-validated job knowledge tests, and developed or revised 19 ratings of training and experience. Of those 19 ratings of training and experience, four were supplemental questionnaires. Additionally, Team members implemented a commercial performance test for data entry jobs, and revised the Certified Personnel Professional test. Team members also conducted 49 meetings with agency employees to review new or existing selection devices.

During FY 03, Personnel Assessment Team members partnered with the Department of Corrections (DOC) to implement a realistic job preview and checklist for the Correctional Security Officer (CSO) job family. Realistic job previews provide potential applicants with a glimpse into the daily duties of the job. They help applicants better understand what they can expect if they are hired. This provides applicants with the op-

portunity to “self-select” out of the application process. Applicants who realize that the job is not what they expected are less likely to continue with the application process, therefore reducing turnover and saving money that would be used for training.

The video shows scenes from Oklahoma correctional facility centers and interviews with CSOs, and the checklist contains information regarding duties and situations that will occur on the job, e.g., supervising large numbers of inmates alone. CSO applicants must



Personnel Assessment Director Natasha Riley (left) presented a session on structured interviewing at the 25<sup>th</sup> annual meeting of the National Association of State Personnel Executives, held August 17 - 20, 2002, in Indianapolis. Pictured with Ms. Riley are Mollie Anderson, Director of the Iowa Department of Personnel and 2002 NASPE President (center); and Hank Batty, OPM Deputy Administrator for Programs (right).



Former Personnel Assessment Team member Brett Sharp, now a professor at the University of Central Oklahoma, presented the Distinguished Public Service Award of the Oklahoma Chapter of the American Society for Public Administration to Joe Davenport during his retirement reception on March 28.



On March 28, 2003, the Personnel Assessment Team hosted a retirement reception for Joe Davenport who retired after 34 years of service to the state of Oklahoma. Mr. Davenport began his career with OPM (then the State Personnel Board) in 1969, as a personnel generalist. He was Director of OPM's Personnel Assessment Division from 1996 until 2002. In June 1977, Mr. Davenport hired a young woman named Mary Copeland as a Classification/Examination Analyst I. We know Ms. Copeland now as Oklahoma Lt. Governor Mary Fallin. The Lt. Governor was a special guest at Mr. Davenport's retirement reception on March 28.

watch the video and answer "yes" to each question on the checklist, indicating a willingness to perform each task under the circumstances described, before being allowed to take the written examination for CSO.

Both the video and checklist were implemented July 15, 2002, at all OPM testing sites. Applicants watch the realistic job preview and then fill out the willingness checklist before continuing to the next step in the selection process. If applicants are still comfortable with the requirements of the job after completing the realistic job previews, they are allowed to continue with the testing process.

Personnel Assessment Team members reviewed 275 requests for recruitment to ensure that an appropriate selection device was assigned to each register. Also, Team members reviewed revisions to 63 Job Family Descriptors to ensure appropriate knowledge, skills, and abilities were incorporated.

In addition, Team members:

- Provided professional support in the administration of the Mentor Executive selection process;
- Continued an extensive job analysis and development of a new written test for Correctional Security Officer;
- Provided assistance to the

Tourism and Recreation Department in developing internal guidelines for use of the Hogan Personality Inventory; and

- Made numerous presentations on the Productivity Enhancement Program (PEP), the Performance Management Process (PMP), and structured interviewing at agency conferences, supervisor meetings, and in HRDS courses.

The most ambitious undertaking for members of the Personnel Assessment Team was the implementation of a computerized test development, administration, and scoring system for use with Merit System test-



On September 16, 2002, representatives from the Raytheon Technical Services Company met with members of the OPM Team, as well as CareerTech staff to discuss the new ICE computerized test development, administration, and scoring system. Pictured (l to r) are Sandy Gazdyszyn, Raytheon; Brent Funck, Raytheon; Connie Duett, Raytheon; Debbie Doty, Mid-America Technology Center, Wayne; Natasha Riley, OPM; Shirley Wood, Pontotoc Technology Center, Ada; Hank Batty, OPM; and Mary Lou Cooke, Central Technology Center, Sapulpa.

# I C E



The first applicant to take a Merit System exam using the ICE System was Jenny Elliott. Ms. Elliott took the exam for Administrative Technician and pronounced the ICE system "very easy to use."

ing for state jobs. The new system, known as "ICE" (Integrated Computerized Examination system), was delivered to OPM in December 2002 after months of Personnel Assessment staff coding existing tests for import into the system by the vendor Raytheon Technical Services Company. On January 10, 2003, ICE went live at OPM with the Social Services Specialist test as the first to be released. More tests continued to be released in the new system after being reformatted and reviewed for quality assurance. At the end of FY 03, approximately 90 percent of all test administrations at OPM were being given in ICE. Those applicants taking a test in ICE are able to get the results of the test immediately upon

completion of the test. Furthermore, applicants earning passing scores have their names placed on the applicable registers the same day, and many times within minutes of completing the test.

The Personnel Assessment Team also conducted the first annual audit of agencies' use of the Performance Management Process (PMP) in FY 03. The Oklahoma Personnel Act requires the OPM Administrator to conduct an annual random audit of state agencies for compliance with the state's performance management system. OPM requested a random sample of PMPs from 31 Merit

System and non-Merit System agencies for the audit. Of those 31 agencies, 22 were found to be substantially in compliance with the statutory requirements for employee service ratings. Three agencies had not implemented PMP at all. Six agencies had not fully implemented PMP, with less than 60 percent of the covered employees in the random sample having two completed PMPs. Audit reports were provided to each agency's Appointing Authority. A summary of the results was provided to the Governor, Senate President Pro Tempore, and Speaker of the House of Representatives. Members of the Personnel Assess-

ment Division met with representatives from nine agencies regarding PMP. Those agencies not in compliance have taken steps to correct their deficiencies.

### PEP

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



Personnel Assessment Director Natasha Riley shares information with participants in the Certified Personnel Professionals training course on job analysis, selection, performance appraisal systems, and the Productivity Enhancement Program.



During FY 03, in an effort to encourage participation in PEP, members of the Personnel Assessment Team staffed a booth at the 2003 Quality Oklahoma Team Day, prepared a PowerPoint presentation that is featured on the OPM Website, and provided information to participants in the Human Resource Development Services Awards and Recognition class. Pictured (l to r) are Personnel Assessment Team members Juan Benavidez and Lance Cullen.



On December 20, 2002, Personnel Assessment Team member Lance Cullen (right) was named OPM's Employee of the Year in the Advisor category. OPM's Employee Recognition Awards are divided into three categories: (1) the Advisor Award goes to an employee acting as liaison between OPM and agency HR officials; (2) the Affiliate Award goes to an employee supporting agency liaisons and their functions; and (3) the Associate Award is presented to an employee supporting all divisions of OPM. Each Employee of the Year receives a plaque and a \$100 cash equivalent award. Pictured with Mr. Cullen is Joyce Smith, Human Resource Development Services, who served as chair of OPM's Employee Recognition Committee in FY 03.

# Equal Opportunity and Workforce Diversity

During FY 03, the work of the Office of Equal Opportunity and Workforce Diversity (EOWD) related to Equal Employment Opportunity, affirmative action, and the investigation of complaints of discrimination. Team members continued to provide staff support to the Affirmative Action Review Council, Governor's Advisory Council on Asian-American Affairs, Governor's Advisory Council on Latin-American and Hispanic Affairs, the Martin Luther King, Jr. Memorial Commission, and the Oklahoma Commission on the Status of Women.

During FY 03, EOWD Team members included Brenda Thornton, Director; Ann



Governor Frank Keating (center) delivered the keynote address at the first annual Oklahoma Issues Summit, hosted by the Governor's Advisory Council on Latin-American and Hispanic Affairs. The Summit, which was held October 17, 2002, attracted representatives from state and community agencies, school districts, volunteer organizations, and the general public. EOWD provides staff support to the council. Pictured with Governor Keating are (l to r) Matthew Mollman, Governor's Advisory Council on Latin-American and Hispanic Affairs, and chair of the Summit Planning Committee; Yolanda Charney, Governor's Advisory Council on Latin-American and Hispanic Affairs; Governor Frank Keating; Oscar Quiroga, Governor's Advisory Council on Latin-American and Hispanic Affairs; Juanita Salazar Lamb, chair, Governor's Advisory Council on Latin-American and Hispanic Affairs; Jerry Orellana, Governor's Advisory Council on Latin-American and Hispanic Affairs; and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration.

Craven, administrative assistant (until November 2002, when she moved to the Management Services Department, and subsequently to the Office of Communications in January 2003); Linda Williamson, administrative assistant; and William Franklin, consultant.

OPM ended Mr. Franklin's temporary appointment on January 17, 2003, due to the agency's budgetary shortfall.

During FY 03, the Equal Opportunity and Workforce Diversity Team included (l to r) Linda Williamson and Brenda Thornton.



## Affirmative Action/ Equal Employment Opportunity

Equal Opportunity and Workforce Diversity (EOWD) Team members provide services that support the development and continuance of a diverse state workforce. 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 the 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



The All New Oklahoma State Government EEO/AA Status Report received a Governor's Commendation Award and a Certificate of Recognition during Quality Oklahoma Team Day 2003 at the state Capitol in May 2003. The project, created by OPM staff members, was one of 34 projects submitted for consideration and 37 exhibited on Team Day. Awards were presented during ceremonies held in the state House Chambers.

Projects were evaluated based on uniqueness or originality; use of Quality processes, methods or tools; and measurable results. The goals and objectives of the OPM project were to utilize today's technology to find a smarter, faster, and less expensive means of creating, producing, and distributing the annual Oklahoma State Government Equal Employment Opportunity/Affirmative Action Status Report and to meet the mandatory deadline established by law. Previously, the report was calculated manually, taking months to input and correct, and several "man-hours" to complete. The report is now put onto a spreadsheet that automatically performs the mathematical procedures, identifies mistakes, and creates the cumulative statewide statistical document, thus cutting down on time and "man-hours" to complete. The complete report is also placed on-line for anyone to access, thereby costing OPM nothing to distribute it.

Members of the Project Team included Brenda Thornton and Ann Craven, Office of Equal Opportunity and Workforce Diversity; Cynthia Clegg, former Deputy Administrator for Programs; Cynthia Kyle, Financial Management Services (FMS); Marcia Alexander, FMS; Jose Posa, FMS; Dayna Petete, Office of Communications; Grayson Bedwell, Human Resource Development Services; and Gabe Marler and Randy Peter, Information Technology Services.



Jim Bratkovich, Office of State Finance, was EOWD's nominee for 2003 Public Service Recognition Week HR Hero. He was recognized by Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, and Hank Batty, OPM Deputy Administrator for Programs.

responsible for affirmative action efforts and progress by requiring each agency to submit an AAP to OPM annually.

The Administrator has assigned to EOWD the responsibility for reviewing AAPs to ensure their compliance with the Oklahoma Personnel Act and the Merit Rules, and for reporting the results of its review to the Affirmative Action Review Council (AARC), which also reviews AAPs submitted by state agencies. During FY 03, Team members reviewed 108 AAPs.

In June 2003, EOWD Director Brenda Thornton conducted training workshops for state agency affirmative action officers.

During FY 03, EOWD again published its Oklahoma State Government Equal Employment Opportunity/Affirmative Action Status Report on the OPM Website. The report is issued on an annual basis in accordance with the Oklahoma Personnel Act, which mandates



EOWD Director Brenda Thornton and consultant William Franklin at a meeting of the Affirmative Action Review Council.

that agencies, boards, commissions, departments, and offices of each branch of state government prepare an annual AAP and file it with OPM by September 1 of each year. The Status Report issued during FY 03 is the collated data from state agency AAPs for the reporting period beginning July 1, 2001, and ending June 30, 2002.

Highlights from the report indicate:

- The State of Oklahoma's workforce consisted of 34,475 employees in the 108 reporting agencies, boards and commissions—an increase of 179 state employees (0.5 percent) from the 34,296 re-

ported as of June 30, 2001.

- An increase of 150 minority employees (2.3 percent) from 6,651 in FY 01 to 6,801 in FY 02.
- An increase in female representation of 135 employees (0.7 percent) from 18,814 in FY 01 to 18,949 in FY 02.

Through affirmative action, equal opportunity, and targeted minority recruitment efforts, state government made proportionately greater progress in the employment of ethnic minorities and females during FY 03.

OPM submitted a copy of the annual Status Report to the Governor, Speaker of the House of Representatives, and President Pro Tempore of the Senate as



EOWD Team member Ann Craven (right) was chosen OPM Employee of the Quarter in September 2002. Pictured with Ms. Craven is Joyce Smith, who served as chair of OPM's Employee Recognition Committee in FY 03. Also during FY 03, Ms. Craven worked in OPM's Management Services Department and the Office of Communications.



During the April 14, 2003, meeting of the Governor's Advisory Council on Latin-American and Hispanic Affairs, Gerald Adams (far left), Governor Brad Henry's Chief of Staff, informed the Council that Governor Henry had signed Executive Order 2003-07, which recreated the Council. Pictured with Mr. Adams are Council members (second from left to right) Guillermo Rojas; Juanita Salazar Lamb, chair; Oscar Quiroga; and Jerry Orellana.

required by the Oklahoma Personnel Act.

### Discrimination Complaints Investigator Training

EOWD Team also coordinates, in cooperation with the Oklahoma Alliance for Civil Rights, Inc., training for all individuals who investigate complaints of employment discrimination in executive branch agencies. State law requires these individuals to complete four days of initial discrimination complaints investigator training either conducted or approved by OPM; a minimum of one investigation under the guidance of a senior Equal Employment Opportunity (EEO) investigator; and a minimum of six hours of classroom instruction or 0.6 Continuing Education Units (CEUs) in training each calen-

dar year, and other annual training that may be announced by OPM. Persons who complete annual training must submit proof of completion that is acceptable to OPM. To date, 58 individuals have been certified discrimination complaints investigators, including 17 Senior Investigators and 41 Primary in-



During FY 03, Denise Edwards and Trey Davis, Oklahoma Department of Labor, visited with members of the Governor's Advisory Council on Latin-American and Hispanic Affairs regarding DOL materials that are printed in various languages in addition to English.

vestigators.

OPM's partner in this training venture is the Oklahoma Alliance for Civil Rights, Inc. (OACR), an organization 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 Employment Opportunity personnel by identifying recruitment sources; serving as a network for professional information and development in the area of Equal Employment Opportunity and affirmative action; disseminating information to schools, organizations and agencies; and advocating for progress in the area of Equal Employment Opportunity.

EOWD also assisted the Martin Luther King, Jr. Coalition with the Martin Luther King, Jr. Day activities on January 20, 2003, by coordinating the Governor's Bell Ringing Cer-



During FY 03, members of the Governor's Advisory Council on Asian-American Affairs included (l to r) Vasithy Sengdara, Tinny Chang, Dr. Yoshi Sasaki, Dr. Rita Raman, Rex Chen, and Hung Le, Chair.

emony at the Historical Society. Governor Brad Henry, Senator Angela Monson, Mrs. Clara Luper, and Mr. Roosevelt Milton were the speakers.

In addition, EOWD Director Brenda Thornton attended the Summit on Leading Diversity in Atlanta, Georgia, March 24 - 27, 2003.

### 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. In FY 03, the

major focus of the Council members was to work with the Department of Public Safety to offer the driver license test in Spanish and to ensure that no legislation was passed mandating

English only in the state of Oklahoma.

On October 17, 2002, the Advisory Council hosted the first annual Oklahoma Issues Summit. Held at the Cox Business Center, the Summit attracted representatives from state and community agencies, school districts, volunteer organizations, and the general public. Topical presentations included, A General Overview of Issues and Concerns Facing Hispanics in Oklahoma, by Pat Fennell, Executive Director of the Latino Community Development Agency. Dr. Raul Font of the Oklahoma City Public Schools spoke on Educational Views/Issues and Barriers, and Maria Carlota Palacios of the Com-



Members of the Governor's Council on Latin-American and Hispanic Affairs welcomed Senator Bernest Cain (D-Oklahoma City) (center) to their July 1 meeting. Senator Cain co-authored Senate Bill 966 (2002), which authorizes the Department of Public Safety to issue driver license tests in Spanish, if funds are available. Pictured with Senator Cain and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources (far right) are (l to r) Chris Morriss, "Kelly Haney for Governor" campaign (Senator Haney also co-authored SB 966); Jerry Orellana, Council member; Dee S. Rao, "Kelley Haney for Governor" campaign; Oscar Quiroga, Council member; Juanita Salazar Lamb, Council chair; Senator Cain; Guillermo Rojas, Council member; Matthew Mollman, Council member; Yolanda Charney, Council member; and Mr. Jackson.

munity Service Council of Tulsa spoke on The Tulsa Hispanic Study and Tulsa's Response. Robert Tobias, President of the Tulsa Hispanic Chamber of Commerce, addressed the issue of Initiating and Succeeding in Business. Mr. Tobias' presentation focused on how the growth of the Hispanic population converts to economic potential and buying power.

Governor Frank Keating delivered the keynote address at the luncheon attended by more than 100 participants. Governor Keating spoke on Oklahoma's strength through ethnic diversity. The afternoon concluded with a motivational presentation delivered by Ed Romo of the League of United Latin American Citizens (LULAC) entitled, Being Hispanic and Surviving. The audience was given an opportunity to ask questions and share their concerns following each presentation.

Encouraged by the success of the FY 03 conference, the



2003 Oklahoma Women's Hall of Fame inductees (l to r) Donna Shirley, Lynn Schusterman, Esther Houser, Vicki Miles-LaGrange, and Linda Morrissey.

Council formed a committee to plan the FY 04 Summit. Members of the committee are in the process of discussing ideas, topics, speakers, and workshops for the upcoming event.

During FY 03, Juanita Salazar Lamb served as chair of the Council and members included Yolanda Charney, Matthew Mollman, Jerry

Orellana, Guillermo Rojas, and Oscar Quiroga. John Lopez, former vice-chair, resigned during FY 03. The Governor appointed all members.

On April 14, 2003, Governor Brad Henry signed Executive Order 2003-07, which continued the Governor's Advisory Council on Latin-American and Hispanic Affairs. EOWD



During FY 03, members of the Oklahoma Commission on the Status of Women included (back row, l to r) Catherine Haynes; Pat Martin; Kathryn Jones, secretary; Debbe Leftwich, chair; Bob Darcy; Rep. Barbara Staggs; Patricia Presley, vice-chair; (front row, l to r) Juan Hong Fei, guest; Mary Walker; Bernice Mitchell; Sally Shrek; Carolyn Gang; and Claudean Reynolds.

Team members provide staff support to the Council.

### 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 ten 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 non-voting ex officio capacity.

During FY 03, Hung Le served as chair of the Council.

Members included Tinny Chang, Rex Chen, Chinh Huynh, Dr. Kyung-Whan Min, M.D., Dr. Rita Raman, M.D., Dr. Yoshi Sasaki, Vastithy Sengdara, and Paulus Tangdang.

On April 14, 2003, Governor Brad Henry signed Executive Order 2003-07, which continued the Governor's Advisory Council on Asian-American Affairs. EOWD Team members provide staff support to the Council.

### Oklahoma Commission on the Status of Women

The Oklahoma Legislature created the Oklahoma Commission on the Status of Women in 1994 to:

- Act as an advisory entity on equity issues relating to gender bias; monitor legislation to determine whether it is discriminatory toward one gender or the other;
- Act as a resource and a clearinghouse for research on issues related to women and gender bias;
- Report annually to the Gov-

ernor, President Pro Tempore of the Senate, and Speaker of the House of Representatives regarding its activities; and

- Make recommendations concerning needed legislation or regulatory changes relating to equity and gender bias.

The Commission consists of 30 members who serve staggered five-year terms; ten members are appointed by the Governor, ten by the President Pro Tempore, and ten by the Speaker.

Members of the Legislature passed and Governor Keating signed legislation facilitating the transfer of staff support responsibility from the Office of the Secretary of State to OPM during the 2002 legislative session. This legislation became effective July 1, 2002.

Five new members of the Oklahoma Women's Hall of Fame were inducted during a ceremony held March 27, 2003, at the State Capitol: Esther Houser, Oklahoma City; Judge Vicki Miles-LaGrange, Oklahoma City; Judge Linda Morrissey, Tulsa; Lynn Schusterman, Tulsa; and Donna L. Shirley, Norman. Lt. Governor Mary Fallin hosted the induction ceremony. The Oklahoma Women's Hall of Fame, which was created in 1982 by Governor George Nigh, is sponsored by the Oklahoma Commission on the Status of Women.

During FY 03, EOWD Team members included (l to r) Ann Craven, Brenda Thornton, and William Franklin.



# Financial Management Services

As OPM's Chief Financial Officer and Associate Administrator for Financial Management Services, Marilyn Capps leads a department that provides a variety of diverse support services to OPM management and staff including budget, fiscal reports, procurement, inventories, accounts receivable and payable, and agency human resource services including payroll and benefits administration.



During FY 03, members of the Financial Management Services Team included (l to r) Marilyn Capps, Marsha Reeder, Cynthia Williamson, Mark Winn, LaTisha Edwards, Frank Friel, Yvette Talley, Steven Snyder, Cyndy Kyle, John Schlichting, Marcia Alexander, Jose Posa, T.V. Muralidharan, Grayson Roulston, and Pearl Barnes.

Financial Management Services (FMS) Team members support the agency by providing reception, mailroom, graphic, and copying services; records management and publications clearinghouse support; telecommunications and networking services; and maintenance of the agency's intranet, OPMnet.

In addition to the support provided to OPM departments during FY 03, Financial Management Services Team members spent numerous hours in support of the statewide CORE

project in both the Accounts Payable and Purchasing areas by participating in testing phases of the PeopleSoft product.

During FY 03, Team members included Marilyn Capps, Grayson Roulston, Yvette Talley, Cyndy Kyle, LaTisha Edwards, Marsha Reeder, Pearl Barnes, Marcia Alexander, T.V. Muralidharan, Lee Ardrey, Debbie Tingler, Jose Posa, Steven Snyder, John Schlichting, Frank Friel, Mark Winn, and Cynthia Williamson.



FMS Team member Lee Ardrey retired in September 2002 after over 20 years of service with the state of Oklahoma. In July 2002, she was presented with a 20-year longevity certificate and pin.

Former OPM Team member M. M. Sundram (right photo) joined current OPM Team members in saying a fond farewell to Ms. Ardrey in September 2002.



## Accounting and Reporting

The Accounting and Reporting Team prepares and distributes monthly financial statements to Management Team members as a tool to manage their fiscal responsibilities. Generally Accepted Accounting Principle (GAAP) Re-



FMS Team members (l to r) Yvette Talley and Jose Posa.

the Accounting and Reporting Team. During FY 03, Team members processed 1,300 miscellaneous and travel claims and 94 payroll claims.

Supply and fixed assets inventory management is managed by conducting an annual physical inventory of both types of assets in order to have an accurate accounting for GAAP reporting, as well as the improved accountability

ports are prepared at fiscal year end for inclusion in the state of Oklahoma Comprehensive Annual Financial Report (CAFR).

Team members manage agency accounts receivable, preparing quarterly billings to Merit System agencies based on the average number of classified employees each agency employed during the quarter and OPM's cost to operate during the same quarter. The Voluntary Payroll Deduction billing is prepared on a monthly basis and is based on an administrative fee of two percent of gross annual insurance premiums and one percent of gross annual retirement plans payments. Receipts from both of these billings are deposited into the state of Oklahoma's General Revenue Fund.

Accounts payable activities management, including payment of travel and miscellaneous claims and payroll claim funding, are the responsibility of

of assets. Departmental supply usage reports are prepared to assist in further identifying program costs, provide better accountability, and to maintain an adequate supply of stock on hand for commonly used items.

### Audit

In January 2003, OPM was notified by the Department of Central Services, Central Pur-

chasing Division Audit Team, of their intent to conduct a review of OPM's FY 02 acquisitions pursuant to state law. The records reviewed included sole source/sole brand, professional services contracts, high technology acquisitions, intergovernmental agreements, statewide contract releases including State Use, non-encumbered contracts, open market acquisitions, change orders, authority orders, and surplus property disposals. Based on the review performed and the procedures and conclusions made by the Audit Team, OPM was found to be "materially in compliance" with the Oklahoma Central Purchasing Act, rules promulgated by DCS, and the provisions of the State Use Committee and OPM's internal purchasing procedures, and there were "no reportable findings" noted during the review.

### Budget

OPM's final FY 03 Budget Work Program was \$5,357,904.



FMS Team members (l to r) Marsha Reeder and LaTisha Edwards.



FMS Team members (l to r) Jose Posa, John Schlichting, and Mark Winn.

supports common desktop work stations and operating systems for agency users along with end-user application support and basic Microsoft Windows use skills training.

During FY 03, NMS invested a great deal of time and expertise in support of the Integrated Computerized Examination (ICE) Merit System applicant

testing software, and was involved in the CORE project by providing technical assistance for required hardware and software related to agency staff training.

### HR, Payroll, and Benefits

The Human Resources, Payroll, and Benefits Team is responsible for internal personnel services for all OPM employees, including development of agency personnel policies, pro-

cessing of personnel transactions, leave accounting, payroll, benefits, grievance management, safety, workers compensation, Americans With Disabilities Act. Human Resources, Payroll, and Benefits Team members prepared OPM's Affirmative Action Plan for 2002, which was presented to and approved by the Affirmative Action Review Council on November 13, 2002. During FY 03, Human Resources, Payroll, and Benefits Team member Cynthia Williamson was chair of OPM's Charitable Contribution Campaign Committee.

During FY 03, FMS Team members processed all employee benefits changes during the annual open enrollment period, as well as assisted employees with new enrollments and changes during the remainder of the year.

Due to the state's budget situation, it was necessary for OPM to implement a reduction-in-force plan, in consultation with the Human Resources, Payroll, and Benefits Team, on

In accordance with the Oklahoma Personnel Act, Merit System agencies provide 96 percent of OPM's funding. The remaining four percent funding was derived from revolving funds made up of fees charged to other state agencies for participation in the Certified Public Manager Program and other specialized training provided for state employees, and reimbursement from the Employees Benefits Council for programming support services provided by OPM's Information Technology Services Department.

### Network Management Services

Network Management Services (NMS) provides comprehensive support for the agency's networked computing needs and strives to maintain a modern, secure, and efficient data-center that provides transparent access to agency network resources. NMS maintains and



FMS Team members (l to r) Grayson Roulston and Debbie Tingler.



In March 2003, FMS Team member LaTisha Edwards marked 15 years of service with the state of Oklahoma. Hank Batty, OPM Deputy Administrator for Programs, presented Ms. Edwards with her longevity pin and certificate during the OPM Team meeting on March 14.

two occasions during the fiscal year.

### Purchasing and Support Services

Purchasing and Support Services Team members greet agency visitors on a daily basis, both in person and on the telephone, and may be the only contact the general public and other state agency personnel ever have with this agency. During FY 03, the administrative receptionist handled more than 28,000 telephone calls and faxes.

Team members offer copying, graphic, and mailing services for all OPM departments. During FY 03, Team members produced approximately 1.5 million copies, with a large portion resulting in training manuals and materials used in Human Resource Development Services

workshops. In addition, OPM spent \$28,000 in postage during the year to mail in excess of 100,000 letters to applicants and other miscellaneous business

correspondence, and the graphic artist completed approximately 500 projects for various agency departments.

During FY 03, FMS Team members executed over 400 purchase orders and contracts to provide OPM staff with routine goods and services, as well as for HRDS instructors to facilitate training for employees state-wide, and a new electronic testing system for Applicant Services.

OPMnet, OPM's intranet, was launched during FY 03 and provides employees with a convenient method for obtaining information and tools necessary for conducting day-to-day business. Agency policies and procedures, along with forms and information about departments are available for employees through OPMnet.



FMS Team member Marcia Alexander (center) was named OPM Employee of the Quarter in April 2003. Pictured with Ms. Alexander are Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration (l) and FMS Team member LaTisha Edwards (r), who served as chair of the OPM Employee Recognition Committee during FY 03.

The Purchasing and Support Services Team also administers the state Voluntary Payroll Deduction (VPD) Program through which employees may have employee association dues; credit union payments; supplemental life, accident and health insurance premiums; supplemental retirement plan payments; insurance premiums for legal services; college savings plan payments; and Oklahoma Today magazine subscription fees, automatically deducted from their paychecks.

State law prescribes the requirements that associations, credit unions, insurance companies, and the Oklahoma College Savings Plan must meet to participate in the VPD program. During FY 03, 17 credit unions,

three employee associations, and nine insurance billing units participated in the state VPD program.

During FY 03, FMS Team member LaTisha Edwards served as chair of OPM's Employee Recognition Committee.



FMS Team members (l to r) Marcia Alexander, Cyndy Kyle, and TV Muralidharan.



On June 27, 2003, OPM said goodbye to two longtime FMS Team members, Grayson Roulston (right) and Yvette Talley (above) who retired from state service.



# Human Resource Development Services

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. During FY 03, Larry Fisher served as OPM Assistant Administrator for HRDS.

During FY 03, Team members included Larry Fisher, Lee Hayden, Shelley Wise, Carrie Rohr, Joyce Smith, Grayson Bedwell, Michelle Boren, Shelly Edwards, Sara Wilson, and Tauheedah Raheem. Lee Hayden retired from state service on March 31, 2003 (and returned to work as a temporary employee in May), Larry Fisher retired on April 30, 2003, and



During FY 03, HRDS Team members included (l to r) Larry Fisher, Grayson Bedwell, Joyce Smith, Lee Hayden, Shelley Wise, Carrie Rohr, and Tauheedah Raheem.

Shelley Wise retired on June 30, 2003. HRDS Team member Carrie Rohr was detailed to special duty as HRDS Acting Director on April 30.

FY 03 was a busy year for the HRDS Team who hosted with 419 days of training for 7,528 participants. Currently, the HRDS team offers more than 65 courses covering the range of management topics. The Fall 2002 training semester began September 10, 2002, and the Spring 2003 semester began March 5, 2003.

In addition to HRDS training, OPM, in cooperation with the Department of Central Services, the Office of State Finance, and MAXIMUS, conducted and/or coordinated 148 sessions of CORE Oklahoma/PeopleSoft Training during Spring 2003. Approximately 2,110 state agency participants completed the CORE Oklahoma/PeopleSoft training that was offered.



Larry Fisher, OPM Assistant Administrator for Human Resource Development Services, retired from state service on April 30, 2003. Mr. Fisher began his career at the University of Oklahoma in the 1960s, and joined the OPM staff in 1984. Pictured with Mr. Fisher is Paul Wilson. He and Mr. Fisher met in 1972 while doing work for the University of Oklahoma Postal Training Center.



During FY 03, 19 contract facilitators were approved as facilitators for strategic planning assistance. Pictured (l to r) are Jauna Head, OSF; Susan Ferguson, Julia Teska, Mary Jo Major, Vic Jackson, Ken King, contract instructors; Joyce Smith, OPM; and Larry Fisher, OPM.

## Training and Development

During FY 03, members of the HRDS team:

- Provided strategic planning facilitation support and consultants to state agencies.
- Participated in the training function of the CORE Oklahoma project and helped coordinate the training of state employees in the new integrated human resources, purchasing, and payroll software package.
- Continued partnerships with the Interagency Training Council of the Oklahoma City Federal Executive Board and the Oklahoma State University Cooperative Partnership, which provides executive-level training to state employees at discounted rates.

The HRDS Team also administers the state's Mandatory Supervisory Training Program for executive branch agencies. The Oklahoma Personnel Act requires employees appointed to supervisory positions to complete 24 hours of training within 12 months of assuming a super-

met the requirement.

visory position, and 12 hours of training each year thereafter.

In FY 03, HRDS Team members reported that over 86 percent of state agency managers and supervisors fully met the mandatory supervisory training requirement for calendar year 2002, and another seven percent partially

## 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. During FY 03, 288 employees from 49 state agencies, boards, and commissions, as well as the city of Oklahoma City, were enrolled in the CPM program. OPM conducted 170 sessions of CPM required courses, administered 109 tests, and approved 120 projects.



The 2001 Good Work! Award recipient Carol Puckett, Oklahoma Tax Commission, presented the Good Work! Award plaque to the 2002 winner, Edward Manuel of the Oklahoma Employment Security Commission during the 2002 CPM graduation held in September.

Senator Cal Hobson, President Pro Tempore of the Oklahoma State Senate, gave the keynote address at the 15th Annual CPM Graduation Ceremony in September 2002, during which 32 candidates representing 16 state agencies received the CPM designation. During the graduation ceremony, Edward Manuel, Oklahoma Employment Security Commission, was named winner of the Gerald D. Wilkins Good Work! Award for his

project, "American Legion National Commission Awards Program Nominations." Edward was this year's nominee for the Askew Award given by the American Academy of Certified Public Managers. The Askew Award is presented to the author of the out-

## FY 03 Human Resource Development Services Courses

Title of Course	Total Days	Total Participants
Administrative Law	3	101
Advanced Creative Problem Solving	7	106
Affirmative Action Plan Training (EEO/Workforce Diversity)	2	65
Applied Leadership	8	203
Awards and Recognitions	6	123
Certified Personnel Professional Training	4	20
Challenges of Supervision	18	191
Change Management	4	54
Civil Rights: At the Crossroads (EEO/Workforce Diversity)	1	42
Conducting Effective Group Meetings	6	132
CPM Executive Development Seminar	4	23
CPM Orientation	2	41
Delegation and Control	8	189
Developing Creative Problem Solving Skills	9	231
Developing Effective Negotiating Skills	7	162
Disability Awareness (Office of Handicapped Concerns)	10	134
Effective Communication In Management	8	194
Effective Stress Management	9	261
Effective Time Management Techniques	14	306
Ethics In Public Management	14	174
Everyday Creativity	7	180
Facilitation Skills	2	12



Robert Shepherd, a 36-year state employee of the Office of State Finance (OSF), was named the 2002 CPM Manager of the Year. The award was presented at the annual Oklahoma Society of Certified Public Managers (OSCPM) Awards Banquet, December 13, 2002. Pictured (l to r) are Carrie Rohr, OPM CPM Coordinator; Larry Fisher, OPM Assistant Administrator for HRDS; Robert Shepherd, CPM Manager of the Year, OSF; and Hank Batty, OPM Deputy Administrator for Programs.

Title of Course	Total Days	Total Participants
Gender Games In Management	7	121
How to Conduct On-the-Job Training	7	136
Lateral Thinking for Supervisors	6	93
Legislative Process	9	170
Listening Skills for Managers	6	100
Management 2000	8	42
Managing Conflict	9	219
Managing Diversity In the Workplace	5	87
Managing the Grievance Process	3	46
Managing the Troubled Employee Through the EAP Process	2	29
Mediation Skills for Personnel Supervisors (Supreme Court)	4	27
Motivating for Performance	10	191
New Approaches to Development	16	146
OMPC Appeals Process	3	49
One Minute Manager	8	188
OPHRA Training Seminars (2002 - 2003)	4	53
Performance Management Process (PMP)	13	367
Performance Measurement	2	36
Personnel Law Video Festival	4	75
Personnel Policies and Practices	7	145
Planning Skills for Managers	2	50
Policy Analysis	3	82
Presentation Skills	4	40
Program Evaluation	3	69
Progressive Discipline	8	225
Public Speaking and Effective Presentations	2	24
Quality Oklahoma Processes	4	35
Quality Tools	4	21
Safety Management	4	89
Strategies for Improving Communication	14	156
Structured Interview Process	7	146
Supervising Under Pressure	1	4
Supervision for New Supervisors—Phase 1	8	101
Supervision for New Supervisors—Phase 2	4	43
Systems Management	2	26
Team Building	6	144
Violence In the Workplace	12	233

Title of Course	Total Days	Total Participants
Workplace 2002/2003	12	109
Workplace Energy	5	110
Workplace Sexual Harassment & Discrimination	11	236
World Trends	7	150
Writing Effective Letters, Memos, and Reports	4	19
Writing Skills for Managers	6	152
Totals: 65 courses	419	7,528



In May 2003, Debbie Smith, Chief Technology Officer and Deputy Division Administrator of the Department of Human Services Data Services Department, was elected President-Elect of the American Academy of Certified Public Managers (AACPM). Ms. Smith has been an Oklahoma state employee for 32 years. She graduated from Oklahoma's Certified Public Manager Program in 1991. She will begin her term as President-Elect on January 1, 2004.

standing project in each accredited state. Two hundred and ninety participants have graduated from the CPM Program since its inception.

More than 300 government managers and supervisors attended the Oklahoma Society of Certified Public Manager's 13th Annual Educational Conference on September 6, 2002.

Speakers included Tom Terez, author of *22 Keys to Creating a Meaningful Workplace*; Jim Riley, former OU and Miami Dolphins football player; Mickey Doll, former US Marshal; Dr. Lee Manzer, Oklahoma State University; Tim Tall Chief, State Department of Health; and Dr. Mary Ann Bauman. The audience was delighted as former Governor George Nigh shared his thoughts on life after the Governor's office, during his luncheon speech.

The CPM Program is designed to improve services pro-

vided 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 agencies 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—



During FY 03, HRDS Team member Joyce Smith and Management Services Team member James Perez attended the Georgia Merit System's Second Annual Workforce Planning and Development Conference in Atlanta, July 31 – August 2, 2002.



Former Governor George Nigh (l) shared his thoughts on life after the Governor's office during the September 2002 OSCPM Annual Educational Conference, and author Tom Terez (below) talked about 22 Keys to Creating a Meaningful Workplace.

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. Each October, HRDS conducts a four-day Executive Development Seminar for CPM participants. The Executive Development Seminar is the capstone assignment in the CPM curriculum. It duplicates the high demand for flexibility and multitasking in today's workplace and its increasing reliance on problem-solving groups.

Participants must apply their CPM coursework and lead-



ership skills to complete a task force report under deadline. In addition, each participant is required to attend the main speaker sessions.

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 qualifica-

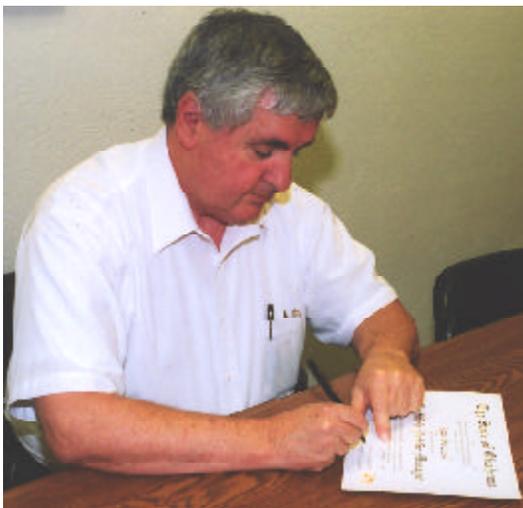
tions. With agency approval, individuals receiving the certification may be eligible for skill-based pay.

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, 43 CPM graduates have taken advantage of this benefit.

During FY 03, CPM Coordinator Carrie Rohr served as chair of the accreditation team for the Idaho CPM Program. During her site visit to Idaho in January 2003, Ms. Rohr interviewed advisory board members, CPM candidates, agency directors, and instructors. The review is a requirement for accreditation by the National Certified Public Manager Consortium. Once a state receives initial accreditation, programs are re-evaluated every five years to ensure consortium requirements are met.

## Quality Oklahoma

Quality Oklahoma continues to train employees and encourage the use of Total Quality Management, facilitation skills, and recognizing and awarding employees. Additionally, Quality Oklahoma sponsors an annual Team Day at the state capitol and the State employees Having an Active Role



Larry Fisher, OPM Assistant Administrator for Human Resource Development Services, signed his last CPM certificate shortly before he retired from state service in April 2003.

## FY 03 Certified Public Manager Program Participants

Agency	Candidates	Total Graduates
ABLE Commission	2	2
Accountancy Board	0	1
Advancement of Science & Technology	2	2
Agriculture	4	2
Architects Board	0	1
Auditor & Inspector	2	2
Central Services	1	3
City of Oklahoma City	2	2
Civil Emergency Management	1	2
Commerce	0	3
Commission on Children and Youth	1	0
CompSource Oklahoma	1	3
Conservation Commission	1	0
Corporation Commission	2	2
Corrections	21	9
Cosmetology Board	0	3
Council on Law Enforcement Training	2	0
Dentistry Board	0	1
Election Board	1	1
Employees Benefits Council	1	0
Employment Security Commission	10	7
Environmental Quality	7	0
Finance	0	5
Group Insurance Board	2	2
Health Care Authority	1	4
Health Department	8	5
Historical Society	1	0
Horse Racing Commission	1	0
Housing Finance Authority	2	2
Human Services	68	91
Insurance Department	1	0
Bureau of Investigation	1	1
J.D. McCarty Center	1	0
Juvenile Affairs	5	2
Labor	3	1
Land Office	0	3

Agency	Candidates	Total Graduates
Libraries	0	3
Medical Licensure & Supervision	0	1
Medicolegal Investigations	1	0
Mental Health	2	5
Military Department	2	1
Mines	4	1
Narcotics & Dangerous Drugs Control	1	0
Nursing Board	0	1
Osteopathic Examiners	0	1
Pardon & Parole Board	1	0
Office of Personnel Management	5	3
Oklahoma City/County Health Department	10	0
Pharmacy Board	2	1
Public Employees Association	1	0
Public Employees Retirement System	0	2
Public Safety	14	6
Real Estate Commission	0	1
Rehabilitation Services	10	20
State Senate	1	0
State Treasurer	1	1
Tax Commission	13	15
Teacher Preparation Commission	1	0
Tourism	5	4
Transportation	53	56
Transportation Authority	1	1
Tulsa County District Attorney	1	0
Used Motor Vehicle & Parts Commission	0	1
Veterans Affairs	5	4
Water Resources Board	1	0
Totals: 59	288	290

in Education (SHARE) Program. Support in statewide strategic planning is also available through the program. The intent of the program remains to improve state services to Oklahoma citizens, empower decision-making at the lowest level, and encourage continuous im-

provement in meeting customer requirements and system redesign.

On May 8, 2003, 38 teams representing 20 state agencies participated in Quality Oklahoma Team Day. Paula Marshall-Chapman, CEO of the Bama Corporation and chair of

the board of directors of the Oklahoma Quality Award Foundation was the keynote speaker. She and Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, presented Governor's Commendation Awards to 38



OCSE-157 Report/Performance Measures, by the Child Support Enforcement Division (CSED) of the Department of Human Services, was the recipient of the coveted 2003 Quality Crown Award, presented annually for the project best documenting the use of TQM processes. Oklahoma's CSED is one of the few programs in the US to pass the first and succeeding annual audits required by Congress, which resulted in receipt of more than \$6 million in federal incentive funds in FY 02, with an additional \$3 million expected for FY 03.

I-40 Bridge Over the Arkansas River, represented by W.T. Merrell, Terry Richey, Maurice Faulk, Paul Green, Mike Adams, Cecil Davis, Travis Smith, Katy Littrell, Terry Swayze, Robert Smith, and Steve Carter, Oklahoma Department of Transportation, won the Extra Mile Award during the 2003 Quality Oklahoma Team Day held May 8 at the state Capitol.



projects identified as best practices. Six specialty awards, Quality Crown (the highest honor), Employee Empowerment, Motivating the Masses, Red Tape Reduction, Going the Extra Mile and Best Booth, were also presented during the awards ceremony. FY 03 exhibits demonstrated over \$23 million in cost savings and revenue generation for the state. Since the first Team Day in 1993, Team Day projects have demonstrated over \$263 million in savings.

During FY 03, 12 OPM Team members participated in the State employees Having an Active Role in Education (SHARE) Program during school year 2002 - 2003 at Millwood Middle School. The

SHARE Program allows employees to tutor students in the Help One Student to Succeed (HOSTS) Program. OPM employees may use one hour a

week of paid leave to volunteer time at the school tutoring students in reading.

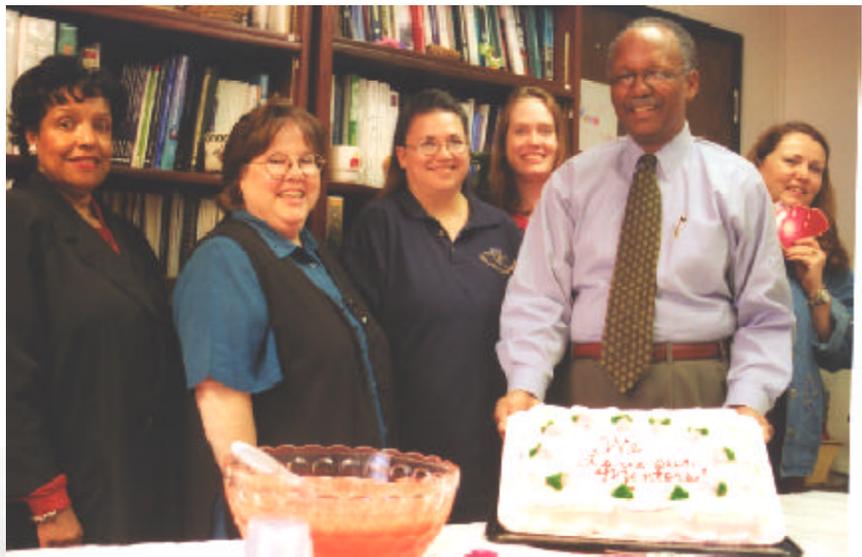
During FY 03, Quality Oklahoma instructors conducted 14 workshop sessions on the regular HRDS calendar. The Quality catalog includes: Quality Oklahoma Problem Solving Process (PSP), Quality Improvement Process (QIP),



HRDS Team member Shelley Wise retired in June 2003, after over 20 years of service to the state of Oklahoma and was presented with a retirement certificate signed by Governor Brad Henry.

Quality Tools, Quality Oklahoma Processes, Awards and Recognition, Facilitation Skills, and Presentation Skills.

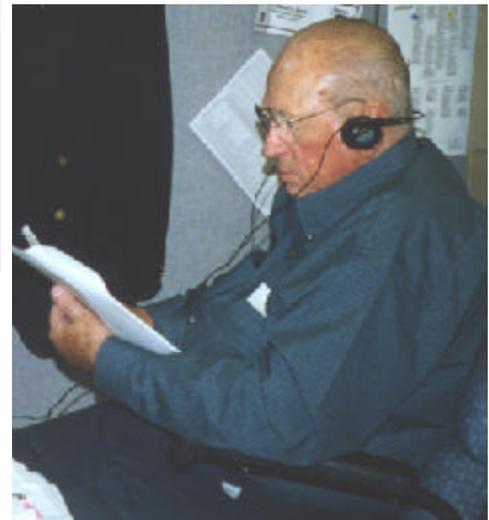
During FY 03, Quality Oklahoma Coordinator Joyce Smith was elected 2002 - 2003 chair of the Federal Executive Board (FEB) Inter-agency Training Council (ITC).



Joyce Smith, Quality Oklahoma Coordinator (left photo), presented a plaque from the Millwood Middle School HOSTS (Help One Student to Succeed) Program to Hank Batty, OPM Deputy Administrator for Programs. The plaque was in recognition of OPM's support, through the SHARE Program, of Millwood's reading and mentoring program from 2000 through 2002. On February 14, 2003, HOSTS instructor Loma Nelson (above, far left) expressed Millwood Middle School's appreciation to OPM Team members (second from l to r) Carrie Rohr, HRDS; Blanche Longoria, OPM State EAP; Jamie Culp, Employee Selection Services; Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration; and Dayna Petete, Office of Communications; for their support of the HOSTS Program.



CPM Coordinator Carrie Rohr (standing) visits with new CPM candidates during the annual Program orientation.



HRDS Team member Lee Hayden retired in March 2003.



# Information Technology Services

The OPM Information Technology Services (ITS) Team provides responsive automated systems services for all state agencies in the management of human resources information.

During FY 03, the ITS Team included Glenda Gesell, Randy Peter, Janice Halley, Linda Helms, Linda Spivey, Linda Belinski, Gabe Marler, Bunny Illeperuma, Raymond Wainscott, Bernie Buchenau, Robert Clayton, Sheila Oakley, Carol Pillow, Valsamma Reghunathan, Lalitha Sundara-Rajan, Theresa Walters, Sharon Dossey, Kim Wojcak, and Marsheila Ward. Glenda Gesell serves as OPM Assistant Administrator for Information Technology Services.

## CORE Oklahoma

CORE Oklahoma is the name of a partnership among the state of Oklahoma, PeopleSoft Inc., and Maximus to replace the state's current financial, purchasing, human resources, and payroll systems. The



During FY 03, ITS Team members included (standing, l to r) Gabe Marler, Robert Clayton, Linda Helms, Bunny Illeperuma, Marsheila Ward, Sheila Oakley, Theresa Walters, Randy Peter, Linda Spivey, Glenda Gesell, Bernie Buchenau, Sharon Dossey, Kim Wojcak, (seated, l to r) Carol Pillow, Janice Halley, Linda Belinski, Lalitha Sundara-Rajan, and Valsamma Reghunathan.

Project Team comprises staff from the Department of Central Services, Office of State Finance, OPM, PeopleSoft, and Maximus. During FY 03, the ITS Team supported CORE Oklahoma by providing information about existing systems and creating extracts of the data they contain. In addition, ITS Team members Marsheila Ward, Linda Belinski, Teresa Wal-

ters, Sheila Oakley, and Lalitha Sundara-Rajan were assigned to work on the Project.

## Employees Benefits System

In 1993, the Legislature passed and Governor David Walters signed Senate Bill 591, which required OPM to develop and implement a system for the Employees Benefits Council (EBC). The resulting Employees Benefits System assists agency Benefits Coordinators in



The Employees Benefits Council's Benefits Administration System (BAS) Team won the Red Tape Reduction Award during Quality Oklahoma Team Day on May 8, 2003. Members of the Team included Frank Wade, Phillip Moore, Mike DeRose, Goli Dunkle, Dan Melton, Gary Grizzle, Bonita McCoy, Mitch Parsons, and Phil Kraft, EBC; and Glenda Gessell, OPM. Pictured are Dan Melton, Frank Wade, Mitzi Bennett, Phillip Moore, Goli Dunkle, Gary Grizzle, Bonita McCoy, and Barbara Wagner.



Janice Halley and Glenda Gesell, OPM Information Technology Services Department (below) review insurance test results on the new Employees Benefits Council's Web-based benefits administration system (BAS) with EBC staff members (left photo, l to r) Gary Grizzle, Mike Derosé, and Goli Dunkle. The review of the data is checked to ensure that the new system will produce the same results as the current production system.

the initiation and maintenance of insurance benefits for all state employees. This system also provides critical accounting functions to EBC and automated eligibility information to third party processors and benefit services providers.

During FY 03, the ITS Team supported EBC in its transition to a new Benefits Administration System (BAS), which occurred in October 2002. At EBC's request, the ITS Team has continued to maintain the old system to preserve its employee history.

### HRMS

The Human Resource Man-

agement System (HRMS) provides automated management of information related to the employment of over 40,000 state

employees and the agencies where they work. The ITS Team has been maintaining the existing system and at the same time providing large amounts of information to the CORE Oklahoma project to establish the new system.

### HRDS Training System

This system allows the Human Resource Development Services Department to schedule courses and provides an on-line capability for agencies to enroll their employees in these courses.

### IS Services Support

The Information Systems Services Sup-

During FY 03, ITS Team member Randy Peter (l) was presented with his 30-year longevity pin and certificate.



port Team handles all activities involved with the coordination of requests for services between users and operating and/or applications system staff. This Team is also responsible for providing system training, user support, preliminary user acceptance testing, and the coordination and submission of all computerized processes.

### OK-CAREERS System

The Oklahoma Computerized Applicant Recruitment and Examination and Employee Reporting System (OK-CAREERS) supports OPM's effort to provide each Oklahoman with a fair and equal opportunity for state employment by enabling OPM to provide lists of qualified individuals to agencies seeking to hire classified employees. It also enables OPM to track the progress of individuals through various stages of appli-





During FY 03, ITS Team member Janice Halley was presented with her 25-year longevity pin and certificate.

cation, testing, registration, certification, and appointment.

During FY 03, OPM purchased the Integrated Computerized Examination (ICE) on-line testing software. The ITS Team established an effective and efficient computer interface between CAREERS and ICE. The result is that applicants may now be on state employment registers within minutes of completing an examination using ICE.

### OPM Website

The ITS team provides technical support for the maintenance and development of the OPM Website. The OPM Website provides state employees, agency human resources personnel, and the general public with information about the services provided by OPM.

The number of services available on OPM's Website increased during FY 03, including

During FY 03, the ITS Team won breakfast with Dave and Dan (center, holding a broom and a dust mop), morning on-air personalities with Oklahoma City radio station KXY 96.1.

implementation of a Shared Leave Registry.

In December 2002, members of the OPM Website Team, consisting of Glenda Gesell, Randy Peter, Linda Helms, Gabe Marler, ITS; and Dayna Petete, Office of Communications; received the OPM Team of the Year Award.

### Payroll System

The Payroll System provides automated and standard payroll processes for customer agencies in all of Oklahoma's 77 counties.

The System is designed to satisfy the current operating requirements of many related entities, including the seven retirement systems, the Employees Benefits Council, insurance vendors, financial institutions, and state employees.

As with the Human Re-

sources Management System, the ITS Team has been providing a great deal of information to the CORE project to establish the new payroll system, while simultaneously maintaining the existing system. The ITS Team also made various changes to the system required by state and federal law, including modification of the payroll system to allow hourly leave accrual.

During FY 03, the Payroll Support/Direct Deposit Unit of the Management Services Department was temporarily assigned to ITS to perform the duties normally assigned to ITS Team member Linda Belinski who was appointed Security Lead for the CORE Oklahoma project.

Periodically the ITS department publishes Payroll Matters, a newsletter designed to keep agency payroll officers informed about developments in the Agency Payroll System.



# Management Services

Members of the Management Services Team are responsible for functions related to the classification, compensation, transactions, and records of Merit System employees.

The primary responsibility of the Classification Division of the Management Services Department is to maintain an employee classification system for all classified state employees and to properly allocate the positions within that system. The Agency Services Unit is part of the Classification Division and exists to provide assistance to agencies with their HR management needs based on the administrative capacity and resources of those agencies.

The Compensation Division of the Management Services Department administers a variety of compensation policies and programs for state government. Management Services also includes a Workforce Planning function, the purpose of which is to develop a workforce planning model that state agencies may use to systematically ad-



During FY 03, members of the Management Services Team included (standing, l to r) James Perez, Ron Thatcher, Marianne Sanchez, Debra Martin-Barber, David Hays, Everett Slavik, Delois Webb, Connie Hollins, Greg Thomas, Karen Luman, Tom Patt, Delphine Pilate, Sharon Dossey, Kim Wojcak, John Bonny, (kneeling, l to r) Carolyn Williams, Diane Haser-Bennett, and Leann Morrow.

dress the state's future workforce needs.

During FY 03, Management Team members provided support for the CORE Oklahoma project by reviewing systems edits, discussing issues related to leave accrual, and meeting with agency payroll representatives to discuss implementation and data capture from current OPM systems.

During FY 03, the Management Services Team included Diane Haser-Bennett, Tom

Patt, David Hays, James Perez, Ann Craven, Delphine Pilate, Marianne Sanchez, John Bonny, Connie Hollins, Ron Thatcher, Greg Thomas, Carolyn Williams, Debra Martin-Barber, Everett Slavik, Karen Luman, Sharon Dossey, Kim Wojcak, Christa Dorsey, Stefani Luman, Michele Morris, Leann Morrow, Delois Webb, Amber Hubbart, Brandi Madden, Cyndy Kyle, Gloria Schratwieser, Sonja Harkey, and Tim Morrow. Diane Haser-Bennett is OPM's Assistant Administrator for Management Services.

## Classification Division

A primary responsibility, assigned to Classification Team members to meet statutory requirements, involves the classi-



During FY 03, Classification Director David Hays was presented with his 15-year longevity certificate and pin.



Classification Team members (l to r) Ron Thatcher, David Hays, Carolyn Williams, Greg Thomas, Connie Hollins, and John Bonny.

fication of positions and employees. This includes the classification of positions in the classified service through the job audit and position allocation process and monitoring the allocation of unclassified positions to insure consistency with various authorizations to establish positions in the unclassified service. It also includes ensuring the proper classification of employees consistent with position allocations through reviewing and processing various personnel transactions regarding appointments, promotions, transfers, and other actions.

Related to this is the responsibility for maintaining a job code system for jobs in both the classified and unclassified service of the state, which is used by all agencies, including those in the executive branch, legislative branch, and judicial branch. Team members provide consultative services to agencies as needed to assist agency staff in processing the numerous personnel transactions allowed under the Merit Rules. David Hays is Director of Classification.

Activities completed by the Classification Team during FY

O3 included:

- Completed 364 position audits;
- Reviewed 8,646 personnel transactions;
- Posted 702 unclassified position allocations;
- Responded to 4,388 telephone contacts from agencies and employees;
- Issued 349 unclassified job codes.

Another significant accomplishment completed in FY O3 was the implementation, in coordination with other OPM Team members, of a State Leave Sharing Registry on the OPM Website. The purpose of this registry is to provide a means for eligible employees to be identified as needing shared leave donations, if desired, through the OPM Website. Employees interested in donating leave can then contact the employing



Classification Team members Carolyn Williams and Greg Thomas marked 15 years of state service during FY O3. Hank Batty, OPM Deputy Administrator for Programs presented longevity pins and certificates to Ms. Williams and Mr. Thomas.



Diane Crabbe, Oklahoma State and Education Employees Group Insurance Board (OSEEGIB); Diane Haser-Bennett, OPM; and Jeannette Williams, OSEEGIB; were the proud recipients of door prizes given out during one session of the Annual IPMA Southern Region Conference, held June 1 - 4, 2003, in Tampa, Florida. During FY 03, Diane Haser-Bennett served as president of the Oklahoma Public Human Resources Association.

agency through a designated contact person and make the necessary arrangements.

In January 2002, the OPM Classification Division announced a new initiative to review all Job Family Descriptors (JFDs) adopted in November 1999, as a result of the Classification and Compensation Reform Act of 1999. During this project, all JFDs in selected occupational groups will be reviewed to ensure that they still meet the needs of user agencies in classifying jobs and employees and in recruiting applicants for vacant positions. During the first phase of the project, January to June 2002, reviews were completed of the 49 JFDs included in the Corrections and Custody, Travel, Tourism and Recreation, Agricultural Services and Inspections, Veterans Services, and Nursing Services occupational groups, which are

used by ten different agencies.

During FY 03, Classification Team members began the second phase of the project, scheduled for July to December 2002, consisting of 48 JFDs in the Transportation and Highway Construction and Maintenance, Historical Preservation, Revenue and Taxation, Insurance and Benefits Administration, Power Generation, and General Sciences and Environmental Services occupational groups. There were 48 user agencies identified to participate in the review and provide any recommended changes to individual JFDs.

The reviews scheduled for January to June 2003 were not completed due to the staffing shortages that resulted from the budget

shortfall and other commitments, including the CORE Oklahoma project.

Also during FY 03, Classification Team members spent many hours advising state agencies on the provisions of the Oklahoma Personnel Act and Merit Rules regarding reduction-in-force and furloughs. During FY 03, the following state agencies conducted reductions-in-force and/or offered voluntary out benefits: Department of Career and Technology Education (31 positions); Department of Commerce (21 positions); Department of Education (91 positions); Office of State Finance (seven positions); Department of Health (107 positions); Department of Human Services (64 positions); Indigent Defense System (27 positions);



During FY 03, Agency Services Team member Leann Morrow became a certified Grievance Manager.

OPM (nine positions); Oklahoma Tourism and Recreation Department (two positions); Will Rogers Commission (one position). In addition, Classification Team members approved furlough plans for the following agencies in FY 03: Agriculture, Food and Forestry, Conservation Commission, Department of Central Services, Department of Mental Health and Substance Abuse Services, Department of Corrections, Ethics Commission, Fire Marshal, Historical Society, Indigent Defense System, Liquefied Petroleum Gas Administration, Pardon and Parole Board, and the Oklahoma Tax Commission.

#### Agency Services Unit

The Agency Services Unit (ASU) was created by the Legislature in 1994 and became fully operational in December 1995. Its purpose is to assist agencies with their human resources management needs based upon the administrative capacity and resources of the various agencies. ASU Team members act as liaisons to 18 Merit System agen-



ASU Team members (l to r) Kim Wojcak, Leann Morrow, Tim Morrow, Sharon Dossey, Amber Hubbert, Karen Luman, and Delois Webb.

cies and 31 non-Merit System agencies. Other responsibilities include processing and posting or approving agency personnel transactions, providing payroll services for approximately 40 small agencies, maintaining the direct deposit system for all state agencies including higher education, and maintaining the employee file system consisting of records for all current Merit System employees and a large number of former employees. Karen Luman is the manager

of the ASU.

During FY 03, ASU Transactions Team members processed 33,712 individual personnel transactions submitted by agencies, as well as an additional 7,219 actions related to longevity dates and job qualification reviews. The Payroll Support/Direct Deposit Unit was involved in implementing a new pay card option through the direct deposit system for the University of Oklahoma. In addition, the Payroll Support/Direct Deposit Unit was temporarily assigned to the Information Technology Services Department (ITS) during FY 03 to perform the duties normally assigned to ITS Team member Linda Belinski who was appointed Security Lead for the CORE Oklahoma project.



Jim Schuelein, Oklahoma Water Resources Board, was one of Management Service's nominees for 2003 Public Service Recognition Week HR Hero. He was recognized by Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, and Hank Batty, OPM Deputy Administrator for Programs.



During FY 03, ASU manager Karen Luman was presented with her 15-year longevity certificate and pin.

During FY 03, ASU Team members Karen Luman and Leann Morrow taught both Personnel Policies and Practices HRDS courses.

#### Injury Review Board

The purpose of the statutory Injury Review Board is to review requests submitted by members of the Law Enforcement Retirement System for leave as a result of an injury sustained during the performance of assigned law enforcement duties. The Board is made up of three members—one member

appointed by the law enforcement officer's employer, one member appointed by the OPM Administrator, and one member appointed by the Governor. The OPM Administrator's appointment serves as chair of the Board. Classification Team member Greg Thomas serves as the current chair of this board.

During FY 03, the Board considered 20 requests for injury leave and approved 18 of them.

#### Compensation Division

The Compensation Team is responsible for the administration and oversight of the compensation program for the state's classified workforce, which consists of approximately 26,300 employees, and to a

lesser extent the unclassified work force, consisting of approximately 9,800 employees. Tom Patt is Director of Compensation.

During FY 03, Compensation Team members provided advice and assistance to agency HR staff in the appropriate use of pay movement mechanisms and the development of salary administration plans. According to OPM's 2002 Pay Movement Mechanism Report, which was released in February 2003, the number and cost of pay movement mechanism (PMM) transactions decreased from CY 01 to CY 02. Transactions decreased from 5,616 in 2001 to 3,774 in 2002, while total costs declined from \$6,261,687.66 to \$3,799,330.53. The Report projected that the cost for PMM usage for the remainder of FY 03 would be \$1,577,931.27. The total number of personnel transactions for PMMs declined 32.80 percent from CY 01 to CY 02. The total cost of PMMs decreased 39.32 percent from the previous calendar year. Pay-for-performance had the largest percentage increase from the previous calendar year than any other PMM, while market adjustments had the largest percentage decrease from the previous calendar year.



Compensation Team members (l to r) Debra Martin-Barber, Tom Patt, and Everett Slavik.



During FY 03, Classification Team member Greg Thomas served as chair of the Injury Review Board.

A major responsibility of the Compensation Division is administration of the Job Content Review (JCR) process. In this process, teams of trained employees evaluate jobs using the Hay Guide Chart Profile factoring system. Evaluations are based on the degree to which jobs reflect know-how, problem solving, accountability, and other relevant factors. Based on the results of this evaluation, jobs are assigned to the appropriate pay band in the classified salary structure. During FY 03, five JCR Committees were convened to review a total of 11 classified jobs. State agency JCR participants include Ron Wilson, Oklahoma Health Care Authority; Gary Sloup, Department of Transportation; Susan McClure, Department of Veterans Affairs; Kristen Griffin, Office of State Finance; Spencer Anthony, Department of Corrections; and David Peugh, De-



During FY 03, ASU Team member Delois Webb accepted congratulations from Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, on her 15 years in state services (left) and her retirement (above).

partment of Human Services. OPM Classification Team member Greg Thomas also is a regular participant.

Each year in its Annual Compensation Report, the Compensation Team compares the state's average pay rates for selected benchmark jobs in the classified service with market survey rates. The goal of this "market pricing" is to determine the competitiveness of the state's pay practices for classified employees with those prevalent in the external market. For the FY 03 report, the OPM Compensation Team employed a different methodology for making comparisons to market rates for benchmark jobs.

In previous years, survey

comparisons were made using a "single source" or "no duplication" approach, i.e., only one survey source was used for each benchmark job comparison. Jobs were matched to surveys in a hierarchical order, which was established based on a number of factors, including:

- How well survey benchmark job content matched that of state jobs.
- How closely the survey participants reflected the relevant market.
- The degree of statistical analysis and quality control applied to the survey data.
- The relative stability of the survey participant mix.

While this single source methodology is acceptable, us-

ing multiple sources for comparison provides a more representative market value for benchmark jobs. Consequently, the FY 03 Annual Report employed a "market composite rate" for survey data. The market composite rate is established by blending survey data from all available and appropriate sources. In blending the data, more weight is given to some surveys than others based on a consideration of the above criteria. The result is a solid survey value for each benchmark job that clearly reflects a "market consensus" or "going rate."

This methodology is based on generally-accepted compensation practice and is supported by WorldatWork, the leading compensation professional association, as a means of establishing an accurate assessment of pay competitiveness in the labor market. During FY 03, the new approach was presented to a representative group of state agency HR managers and senior professionals, and they expressed unanimous support for the new methodology.

The FY 03 Annual Compensation Report, submitted December 2, 2002, by OPM to the Governor and legislative leadership, indicated that, on average, classified employee pay was 11.3 percent below the competitive labor market—a figure that was significantly greater than the 4.5 percent deficit of FY 02 and reminiscent of the market disparity that existed in FY 99 - 01.

Also, according to the Re-

port, the average cost of the state's fringe benefits package (paid leave, insurance, employer retirement contributions, and legally-required benefits such as Social Security, Medicare, unemployment insurance, workers' compensation, and temporary disability insurance) increased during the year, due primarily to continuing increases in health care costs. Because the cost of the market's fringe benefits package increased at an even greater rate than the state's, however, the cost of the state's fringe benefits package was approximately 30 percent below the average cost in the market. In the future, consistent with the availability of funds, OPM plans to pursue a benefit value study to provide a more appropriate comparison of the state's benefit package with the market. Such a study was planned for the FY 03 report, but was abandoned due to cost considerations and vendor availability.

In addition, the Report indicated that in FY 03 the overall turnover rate for the classi-

fied workforce as a whole was 11.8 percent and the voluntary turnover rate was 10.3 percent. The overall turnover rate reflects resignations, retirements, and discharges that occurred during FY 03, while the voluntary rate is based on resignations and retirements only. The FY 03 figures were slightly lower than last year's rates of 12.6 percent and 11.4 percent respectively. The Compensation Team plans to continue to trend state employee turnover data from year to year, and will use this data, as well as other available retention data, to assist agencies in developing strategies for addressing retention problems. The Compensation Team also encourages state agencies to conduct their own analyses of turnover based on their own data and experience.

Survey sources used for the FY 03 salary benefit analysis include the OPM FY 03 State of Oklahoma Compensation Survey; the Central States Salary Survey and the Southeastern States Salary Survey, both of which consist of data from states contiguous to Oklahoma; the Oklahoma State Chamber of



Cyndy Kyle (above) and Ann Craven (right with HRDS Team member Grayson Bedwell) were Management Services Team members during FY 03.





During FY 03, members of the State Agency Review Committee included (l to r) Rhonda Burgess, Office of Juvenile Affairs; Mike Wester, Department of Human Services; Sam Blair, Office of Juvenile Affairs; Diane Haser-Bennett, OPM; and Mary Wilson, Oklahoma Tax Commission.

Commerce Survey; the Oklahoma Hospital Association Survey; and Compensation Data 2002, a salary benefits survey conducted by CompData Surveys.

Also during FY 03, members of the Compensation Team attended the Central States Compensation Association Conference in Madison, Wisconsin and the Southeastern States Salary Conference in Memphis, Tennessee. Compensation Director Tom Patt served on a panel at the Central States Conference that discussed Broadbanding and its Effect on Recruitment and Retention.

### State Employee Child Care Program

Members of the Compensation Team also administer the State Employee Child Care Program. The Child Development Center, located in the Kerr-

Edmondson Building in downtown Tulsa, has been the site of child care services for state employees since 1992.

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, staffed by the Community Action Project (CAP) of Tulsa County, was established to meet the child care needs of state employees working in the Tulsa area. The Center is open 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. During FY 03, 68 children were enrolled in the state child care center.

### State Agency Review Committee

In 1989, the Legislature created a single combined charitable solicitation entity that enabled state employees to contribute to a variety of charitable organizations through payroll deduction. The Compensation Division is responsible for coordinating the activities of the State Agency Review Committee (SARC), which oversees the Oklahoma State Employee Charitable Contribution Campaign. During FY 03, SARC members included Oscar B.



During FY 03, Management Services Team members Diane Haser-Bennett (center) and James Perez (right) assisted the State Department of Health (represented by Diane Biard-Holmes, left) in initiating a workforce development planning process to address current and future SDOH employee development.



During FY 03, OPM Workforce Planning Analyst James Perez (l) worked on an OPM State Employee Assistance Program survey with OPM State EAP Coordinator Robert Stevens (r).



Classification Director David Hays (above) and Compensation Director Tom Patt (below) are instructors in the Certified Personnel Professionals training course sponsored by OPM.



Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, ex-officio; Rhonda Burgess, Office of Juvenile Affairs, chair; Mike Wester, Department of Human Services, vice-chair; Diane Haser-Bennett, OPM; Michelle Kirby, Department of Veterans Affairs; and Mary Wilson, Oklahoma Tax Commission.

Contributions statewide in Oklahoma for FY 03 were approximately \$385,000.

### Workforce Planning

The Workforce Planning Unit, staffed by James Perez, assists agencies with developing strategic methods needed for addressing present and anticipated workforce needs. Workforce Planning functions include equipping agency managers with tools needed to develop agency workforce plans and as-

sisting agencies with staffing issues.

During FY 03, the Workforce Planning Unit began developing a "toolkit" which will be used by agencies in developing their workforce plans. This consists of creating workforce snapshots for individual agencies, a workforce planning model, survey instruments, and turnover reports used for retention studies. In addition, Mr. Perez offered workforce planning training to HR professionals during the Certified Personnel Professional training course, which was held in October 2002.

Terri Berry, Department of Rehabilitation Services, was one of Management Service's nominees for 2003 Public Service Recognition Week HR Hero. She was recognized by Oscar B. Jackson, Jr., OPM Administrator and Cabinet Secretary of Human Resources and Administration, and Hank Batty, OPM Deputy Administrator for Programs.



# OPM Advisory Bodies

## 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. Equal Opportunity and Workforce Diversity team members provide staff support to the AARC.

The OPM Administrator consults with members of the AARC concerning the standards that executive branch agencies must follow in adopting their Affirmative Action Plans (AAPs). The AARC reviews agency AAPs and assists the Administrator in preparing the annual status report regarding EEO/AA efforts in state agencies. During FY 03, members of the AARC recommended 108 AAPs to the OPM Administrator, which he subsequently approved.

During FY 03, Peggy Carter, Department of Corrections, served as AARC chair, and members included Representative Opio Toure (D-OKC); Senator Maxine Horner (D-Tulsa); Carole Saunders Call, University of Oklahoma Health Sciences Center; R. Charles Smith, State Department of Health; and Garland W. Price, retired from Oklahoma Gas & Electric. Garland Price and Carole



During FY 03, members of the Affirmative Action Review Council included (l to r) Garland Price, retired from Oklahoma Gas & Electric; Senator Maxine Horner; Peggy Carter, Department of Corrections; Carole Saunders Call, University of Oklahoma Health Sciences Center; and R. Charles Smith, State Department of Health.

Saunders Call left the Council in January 2003 when their terms expired.

## CPM Advisory Board

In 1986, the OPM Administrator created the Certified Public Manager (CPM) Program as a comprehensive management-training program for state government employees. The CPM Advisory Board, which met for the first time in 1996, advises the OPM Administrator on CPM policy, admission requirements, curriculum, standards, and graduation requirements. The Advisory Board did not meet in FY 03.

HRDS Team members provide staff support to the Board.

## Child Care Advisory Committee

In 1989, the Legislature authorized the OPM Administra-

tor 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. During FY 03, 68 children were enrolled in the state child care center. Management Services Team members provide staff support to the Child Care Advisory Committee.

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.

The Committee did not meet in FY 03.

## 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.

During FY 03, Reverend Dick Virtue, Executive Director of the Alcohol Information Center of Norman, OK, served as chair of the Council, and Jimmy Durant, Director of Public Policy, SSM Healthcare of Oklahoma, Oklahoma City, OK, served as vice-chair.

Members included Jim DeSilver, retired, Norman, OK;



During FY 03, members of the OPM State EAP Advisory Committee included (l to r) Bob Craig, Jimmy Durant, Delbert Rice, Rev. Dick Virtue, Senator Kenneth Corn, and Steve De Quevedo.

Steve De Quevedo, EAP Consultant, Edmond, OK; Senator Kenneth Corn (D-Howe); 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; Representative Susan Winchester (R-Chickasha); and Bob Craig, Administrative Director, Oklahoma State Senate.

On October 22, 2002, Rev. Dick Virtue retired as Executive Director of the Norman Alcohol Information Center after 30 years of service. He has been a member of the Advisory Council since 1995, and has served as chair since 2000. He continues to serve as chair of the Council.

OPM State EAP Team members provide staff support to the 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. Office of Communications Team members provide staff support to the Committee.

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.

The Mentor Executive Advisory Committee did not meet in FY 03.

# FY 03 Expenditures

FY 03 Budget Activity	Total Expenditures	Total FTE
Administration and General	\$1,387,668	22.3
Recruitment and Assessment	\$889,078	21.0
Human Resource Development	\$476,602	6.8
Management Services	\$909,560	19.8
Personnel/Payroll Information Systems	\$1,694,996	25.3
Totals	\$5,357,904	95.2

## FY 03 Expenditure Categories

Salaries/Benefits	\$4,548,427
Professional Services	\$133,121
Equipment	\$195,084
Other Operating Expenses	\$481,272
Total Expenditures	\$5,357,904

## FY 03 Funding Sources

General Revenue Funds	\$5,118,775
Benefits Council Reimbursement Fund	\$112,124
OPM Revolving Fund	\$127,005
Total Funding	\$5,357,904

Note: In FY 03, \$5,099,424.54 was billed to Merit System agencies and deposited to the General Revenue Fund upon payment. The average state agency cost per classified FTE was \$187.22.

# FY 03 Legislation

During the 2003 session, the Oklahoma Legislature passed a number of human resources-related bills that affect state agencies and employees.

## Compensation

House Bill 1039 (Erwin/Corn) amends 74:840-2.29 to require that each classified employee who is on-call be compensated for a minimum of two hours of work anytime the employee reports to a work location while on-call and works less than two hours; 7/1/03.

Senate Bill 194 (Morgan & Robinson/Mitchell, Bonny & Balkman) amends 74:840-2.17 to require that skill-based salary adjustments, other than lump-sum payments, become permanent after 24 months and may not be taken away if the employing agency conducts a furlough or reduction-in-force; creates the "Oklahoma Biennial Compensation Review Board" at 74:841.30, to review the OPM compensation study and to make compensation adjustment recommendations, including increasing the mid-points that are identified in the study for all job family descriptors (JFDs) to within 95 percent of the market, and providing for targeted salary increases for JFDs that are at least 15 percent below the market based upon the study; 7/1/03 and 11/1/03.

Senate Bill 703 (Leftwich/Braddock) amends 44:209 and 72:48 to clarify that "acting incumbents" (individuals hired as

unclassified employees to temporarily fill positions vacated by state employees who are on military duty) are entitled to benefits and pay adjustments, e.g., approved differentials and lump-sum adjustments; 7/1/03.

## Discipline

House Bill 1127 (Lerblance/Gumm) amends 74:840-6.3 to require the Merit Protection Commission to adopt rules prohibiting supervisors from considering incidents that occurred longer than four years before an offense in order to move to a higher level of discipline; prohibition does not apply to: criminal activity, sexual misconduct and/or harassment, racially discriminatory behavior and/or harassment, threats or acts of violence against employees in the workplace, and drug and/or alcohol use or abuse on the job; 3/31/03.

## OPM State EAP

Senate Bill 703 (Leftwich/Braddock) amends 74:840-2.10 to clarify that an OPM State Employee Assistance Program (EAP) professional may not be compelled by subpoena to testify concerning the contents of confidential EAP records; 7/1/03.

## HRMAC

Senate Bill 703 (Leftwich/Braddock) amends 74:840-1.15 to transfer the remaining responsibilities of the Human Resources Management Advi-

sory Committee (HRMAC) to the OPM Administrator—model projects, delegation of personnel functions, and the Human Resource Management Plan and Self-Evaluation Report system for state agencies; 7/1/03.

## Leave

Senate Bill 647 (Leftwich/Hefner) amends 74:840-2.20 to require that leave accrual for state employees be based on hours worked, paid leave, and holidays, but excluding overtime, not to exceed the total possible work hours for the month; 7/1/03.

Senate Bill 703 (Leftwich/Braddock) amends 74:840-1.6A to clarify that the Administrator's authority to adopt leave rules includes furlough, which is leave without pay; 7/1/03.

## State Mentor Program

Senate Bill 703 (Leftwich/Braddock) amends 74:840-3.8 to permit intermittent Mentor Executive rotations and require the appointing authority of each Mentor Executive to participate in the design and implementation of the Mentor Executive's management rotations; 7/1/03.

## Miscellaneous

House Bill 1593 (Pope/Rabon) creates law at 68:238.2 to provide that a state employee will be subject to disciplinary action by his or her agency Appointing Authority if the Okla-

homa Tax Commission (OTC) determines that the employee is not in compliance with state income tax laws; require a state agency to terminate an employee who has been subject to disciplinary action pursuant to the provisions of HB 1593 two or more times in the previous three calendar years; require OTC to adopt rules to implement; 7/1/03.

Senate Bill 703 (Leftwich/Braddock) amends 74:840-1.18 to clarify that the "Director" referred to in this section, which relates to the payment of administrative costs and expenses, is an agency Appointing Authority, a term that is defined in the Oklahoma Personnel Act; amends 74:840-2.19 to remove the requirement that state agencies provide to OPM a copy of the notice sent to an employee regarding a payroll claim error and a copy of the documents related to an employee's protest of the determination of a payroll claim error; 7/1/03.

#### PMP

Senate Bill 703 (Leftwich/Braddock) amends 74:840-4.17 to require the OPM Administrator to prescribe a form agencies must use to confirm that they are in compliance with this section of law regarding performance appraisals; 7/1/03.

#### Recruitment and Selection

Senate Bill 194 (Morgan & Robinson/Mitchell, Bonny & Balkman) amends 74:840-4.13 to require an agency director to justify in writing to the

OPM Administrator why he or she wishes to exclude relevant public or private sector experience from the minimum qualifications for a position; amends 74:840-4.15 to require the OPM Administrator to approve, before the reposting of a previously-posted vacancy, any qualification change made by an agency appointing authority in the position previously posted; 11/1/03.

Senate Bill 703 (Leftwich/Braddock) amends 74:840-4.15 to strike the requirement that agencies post vacancy notices conspicuously in transparent, secured enclosures situated in prominent locations throughout the agency; add the requirement that agencies describe in their promotional plan the method by which all agency employees will be notified of vacancy announcements; require that promotional postings include a listing of job title, major work duties, and minimum qualifications, instead of the job family descriptor; 7/1/03.

#### Reduction-in-Force

House Bill 1086 (Carey/Gumm) amends 74:840-2.27B to define "reorganization" as the planned elimination, addition, or redistribution of functions or duties either wholly within an agency, any of its subdivisions, or between agencies; 4/22/03.

House Bill 1101 (Easley/Corn) amends 74:840-2.27C to require Cabinet Secretary approval of an agency's notice of

a reduction-in-force. The requirement does not apply if there is no Cabinet Secretary for the agency; 6/3/03.

Senate Bill 703 (Leftwich/Braddock) amends 74:840-2.27B and 74:840-2.27C to remove references to unclassified employees from the reduction-in-force provisions of the Oklahoma Personnel Act; amends 74:840-2.27C to remove the requirement that agencies provide a reduction-in-force plan to the OPM Administrator for approval; add the requirement that agencies post a reduction-in-force notice and send this notice to the Administrator; give agencies five days after the posting of the notice, rather than the current two days, to post the reduction-in-force implementation plan; 7/1/03.

#### RIF Severance Benefits

House Bill 1086 (Carey/Gumm) amends 74:840-2.27D to provide severance benefits for employees affected by a reorganization or any other action by an agency which results in affected positions being abolished and affected employees being severed from state service; 4/22/03.

House Bill 1101 (Easley/Corn) amends 74:840-2.27D to remove unclassified employees from the list of employees entitled to receive severance benefits, but to require agencies to provide severance benefits to regular unclassified employees who are separated as a result of the same conditions that caused the agency to conduct a reduc-

tion-in-force of classified employees; 7/1/03.

Senate Bill 703 (Leftwich/Braddock) amends 74:840-2.27E to clarify that an employee who is re-employed by the agency from which separated as a result of a reduction-in-force within one year of separation must repay all severance benefits received on a proportional basis; amends 74:840-5.1A to authorize state agencies to provide severance benefits to regular unclassified employees with one year or more continuous state service who are separated for budgetary reasons; requires the Director of the Office of State Finance to review and reject any severance benefits plan that does not meet certain requirements; 7/1/03.

Summary of provisions related to severance benefits for unclassified employees: Effective July 1, 2003, a state agency is not required to provide severance benefits to unclassified employees (but may provide benefits) EXCEPT when the agency (1) conducts a reduction-in-force of classified employees, and (2) separates unclassified employees for the same reasons that the agency conducted a reduction-in-force of classified employees.

#### Employee Personal Info

Senate Bill 703 (Leftwich/Braddock) amends 74:840-2.11 to extend the confidentiality afforded to the home addresses, home telephone numbers, and social security numbers of current and former state em-

ployees to information related to personal electronic communication devices, e.g., cell phone numbers, pager numbers, etc., of current and former state employees; 7/1/03.

#### Unclassified Service

House Bill 1101 (Easley/Corn) amends 74:840-5.5 to increase unclassified authorizations for the Department of Central Services and the Department of Agriculture, Food, and Forestry; extend the authorization for unclassified appointments related to the CORE/PeopleSoft Project; 6/3/03.

House Bill 1800 (Carey & Askins/Monson) creates the State Classification Task Force at 74:840-5.1B to review executive branch unclassified positions and make recommendations to the Legislature concerning the current unclassified service and the feasibility of proposals to add to or remove positions from the unclassified service; 10/1/03.

Senate Bill 703 (Leftwich/Braddock) amends 74:840-5.5 to permit permanent classified employees to request a two-year leave of absence to accept an unclassified appointment as an "acting incumbent" (an individual hired as an unclassified employee to temporarily fill a position vacated by a state employee who is on military duty); add nurses to the list of discretionary unclassified positions; 7/1/03.

#### Vendor Access

House Bill 1114 (Erwin/Gumm) amends 74:842 to require state agencies to permit

product vendors approved for payroll deduction pursuant to 62:7.10, "reasonable access" to state employees for the purpose of providing information concerning their products, and to clarify that such access will be during scheduled breaks or during periods immediately before or after normal work hours, and during each shift in 24-hour state facilities; 3/31/03.

#### VPD

Senate Bill 371 (Shurden/Wilson & Smith) amends 62:7.10 to permit subscriptions to the Oklahoma Today magazine to be automatically deducted from state employee paychecks; 4/21/03.

Senate Bill 703 (Leftwich/Braddock) amends 62:7.10 to clarify that state agencies, rather than OPM, are required to accept on-line or electronically-submitted forms from the Oklahoma Public Employees Association and other state employee associations; 7/1/03.

#### Whistleblower

House Bill 1058 (Ellis/Corn) amends 74:840-2.5 to permit state employees to discuss state agency operations and functions with members of the "print or electronic media"; 7/1/03.



# Oklahoma's Workforce

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, 2003, as reported through state payroll records.

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
Merit System				
ABLE Commission	030	50	5	55
Agriculture	040	401	91	492
Central Services	580	196	52	248
Children & Youth Commission	127	13	9	22
Commerce	160	7	106	113
CompSource Oklahoma	390	222	183	405
Conservation Commission	645	7	9	16
Consumer Credit	635	9	5	14
Corporation Commission	185	317	107	424
Corrections	131	4,306	380	4,686
Cosmetology Board	190	11	4	15
Dentistry Board	215	1	4	5
Education	265	25	434	459
Election Board	270	21	14	35
Emergency Management	309	22	5	27
Employees Benefits Council	815	25	5	30
Employees Group Insurance	516	152	39	191
Employment Security Commission	290	667	110	777
Engineers & Land Surveyors	570	4	4	8
Environmental Quality	292	492	78	570
Ethics Commission	296	3	4	7
Fire Marshal	310	26	3	29
Funeral Board	285	0	4	4
Grand River Dam Authority	980	392	80	472
Handicapped Concerns	326	5	2	7
Health Care Authority	807	0	272	272
Health Department	340	1,711	568	2,279
Historical Society	350	123	29	152
Human Rights Commission	355	15	2	17
Human Services	830	6,916	790	7,706

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
Merit System, continued				
J. D. McCarty Center	670	113	33	146
Office of Juvenile Affairs	400	954	66	1,020
L. P. Gas Administration	445	6	6	12
Department of Labor	405	88	28	116
Commissioners of the Land Office	410	42	10	52
Department of Libraries	430	70	4	74
Medical Licensure Board	450	19	5	24
Mental Health & Substance Abuse Services	452	1,181	698	1,879
Merit Protection Commission	298	6	1	7
Military Department	025	183	239	422
Bureau of Narcotics & Dangerous Drugs	477	82	16	98
Office of Personnel Management	548	71	24	95
State Bureau of Investigation	308	267	30	297
Osteopathy Board	525	1	4	5
Pardon & Parole Board	306	36	9	45
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	34	14	48
Department of Public Safety	585	1,393	59	1,452
Real Estate Commission	588	15	5	20
Department of Rehabilitation Services	805	*709	**161	870
School of Science & Math	629	6	63	69
Science & Technology Center	628	0	21	21
Secretary of State	625	27	9	36
Securities Commission	630	3	26	29
Office of State Finance	090	68	38	106
Oklahoma Tax Commission	695	786	209	995
Teachers Retirement System	715	25	24	49

\*Department of Rehabilitation Services—Number of classified employees includes 181 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 75 contract instructional personnel at the Oklahoma School for the Blind and Oklahoma School for the Deaf, and seven 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.]

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
Merit System, continued				
Tourism & Recreation Department	566	371	759	1,130
Department of Transportation	345	2,366	39	2,405
Oklahoma Transportation Authority	978	502	20	522
Department of Veterans Affairs	650	1,420	157	1,577
Water Resources Board	835	71	30	101
Will Rogers Memorial Commission	880	4	10	14
65 Merit System Agencies		27,063	6,226	33,289
		81%	19%	100%

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
Non-Merit System				
Accountancy Board	020	0	7	7
Aeronautics Commission	060	0	10	10
Architects Board	045	0	4	4
Arts Council	055	0	16	16
Attorney General	049	0	163	163
Auditor & Inspector	300	0	153	153
Banking Department	065	0	40	40
Boll Weevil Eradication Organization	039	0	111	111
Career & Technology Education	800	0	391	391
Centennial Commission	007	0	9	9
Chiropractic Examiners Board	145	0	2	2
District Attorneys Council	220	0	36	36
Firefighters Retirement Board	315	0	11	11
Office of the Governor	305	0	35	35
Horse Racing Commission	353	0	48	48
House of Representatives (includes 101 Representatives)	422	0	348	348
Indian Affairs Commission	360	0	5	5
Indigent Defense System	047	0	126	126
Industrial Finance Authority	370	0	12	12
Insurance Department	385	0	126	126
Interstate Oil Compact Commission	307	0	1	1
J. M. Davis Memorial Commission	204	0	11	11
Law Enforcement Education & Training	415	0	36	36
Law Enforcement Retirement System	416	0	4	4
Legislative Service Bureau	423	0	39	39
Office of the Lieutenant Governor	440	0	7	7
Marginal Wells Commission	446	0	4	4

Agency Name	Agency #	Employees		
		Classified	Unclassified	Total
Non-Merit System				
Board of Medicolegal Investigations	342	0	73	73
Department of Mines	125	0	43	43
Motor Vehicle Commission	475	0	4	4
Nursing Board	510	0	32	32
Nursing Home Board	509	0	3	3
Educational Television Authority	266	0	66	66
Optometry Board	520	0	8	8
Police Retirement Board	557	0	10	10
Private Schools Board	563	0	3	3
Psychological Examiners Board	575	0	3	3
Scenic Rivers Commission	568	2	22	24
Senate (includes 48 Senators)	421	0	243	243
Space Industry Development Authority	346	0	4	4
Speech Pathology & Audiology Board	632	0	2	2
Supreme Court	677	0	168	168
Teacher Preparation Commission	269	0	12	12
Tobacco Board	092	0	2	2
Treasurer	740	0	80	80
University Hospitals	825	0	4	4
Used Motor Vehicle Commission	755	0	20	20
Veterinary Medical Examiners Board	790	2	6	8
Wheat Commission	875	0	4	4
Wildlife Commission	320	0	397	397
Workers Compensation Court	369	0	93	93
49 Non-Merit System		4	3,057	3,061
Total State Government (excluding Higher Education)		1%	99%	100%
114 State Agencies		27,067 74%	9,283 26%	36,350 100%

# State Workforce

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, 2003.

Category	Gender	White	Black	Hispanic
Officials/Administrators	Males	901 (49.4%)	55 (3.0%)	12 (0.7%)
	Females	687 (37.7%)	58 (3.2%)	5 (0.3%)
Professionals	Males	4,310 (31.0%)	366 (2.6%)	78 (0.6%)
	Females	6,977 (50.2%)	918 (6.6%)	139 (1.0%)
Technicians	Males	1,560 (54.1%)	78 (2.7%)	30 (1.0%)
	Females	860 (29.8%)	97 (3.4%)	17 (0.6%)
Protective Services	Males	2,712 (69.0%)	196 (5.0%)	64 (1.6%)
	Females	454 (11.6%)	75 (1.9%)	13 (0.3%)
Para-professionals	Males	577 (18.6%)	176 (5.7%)	27 (0.9%)
	Females	1,608 (52.0%)	383 (12.4%)	89 (2.9%)
Administrative Support	Males	528 (10.8%)	63 (1.3%)	16 (0.3%)
	Female	3,318 (67.6%)	468 (9.5%)	106 (2.2%)
Skilled Craft	Males	743 (78.7%)	36 (3.8%)	10 (1.1%)
	Females	37 (3.9%)	7 (0.7%)	0 (0.0%)
Service Maintenance	Males	1,009 (51.6%)	121 (6.2%)	47 (2.4%)
	Females	495 (25.3%)	72 (3.7%)	22 (1.1%)
Totals	Males	12,340 (36.9%)	1,091 (3.3%)	284 (0.8%)
	Females	14,436 (43.2%)	2,078 (6.2%)	391 (1.2%)
Grand Total		26,776 (80.1%)	3,169 (9.5%)	675 (2.0%)

# By Gender & Race/Ethnicity

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	American Indian	Asian/Pacific Islander	Total
Officials/Administrators	Males	49 (2.7%)	9 (0.5%)	1,026 (56.3%)
	Females	40 (2.2%)	8 (0.4%)	798 (43.7%)
Professionals	Males	270 (1.9%)	122 (0.9%)	5,146 (37.0%)
	Females	586 (4.2%)	133 (1.0%)	8,753 (63.0%)
Technicians	Males	119 (4.1%)	40 (1.4%)	1,827 (63.3%)
	Females	58 (2.0%)	26 (0.9%)	1,058 (36.7%)
Protective Services	Males	336 (8.6%)	12 (0.3%)	3,320 (84.5%)
	Females	64 (1.6%)	2 (0.1%)	608 (15.5%)
Para-professionals	Males	68 (2.2%)	11 (0.4%)	859 (27.8%)
	Female	119 (3.8%)	36 (1.2%)	2,235 (72.2%)
Administrative Support	Males	51 (1.0%)	6 (0.1%)	664 (13.5%)
	Females	307 (6.3%)	42 (0.9%)	4,241 (86.5%)
Skilled Craft	Males	108 (11.4%)	0 (0.0%)	897 (95.0%)
	Females	3 (0.3%)	0 (0.0%)	47 (5.0%)
Service Maintenance	Males	131 (6.7%)	6 (0.3%)	1,314 (67.1%)
	Females	45 (2.3%)	9 (0.5%)	643 (32.9%)
Totals	Males	1,132 (3.4%)	206 (0.6%)	15,053 (45.0%)
	Females	1,222 (3.7%)	256 (0.8%)	18,383 (55.0%)
Grand Total		2,354 (7.0%)	462 (1.4%)	33,436 (100%)

## Breakdown of Classified Service Appointments By Job Family—FY 03

Nursing Services—311 (15%)

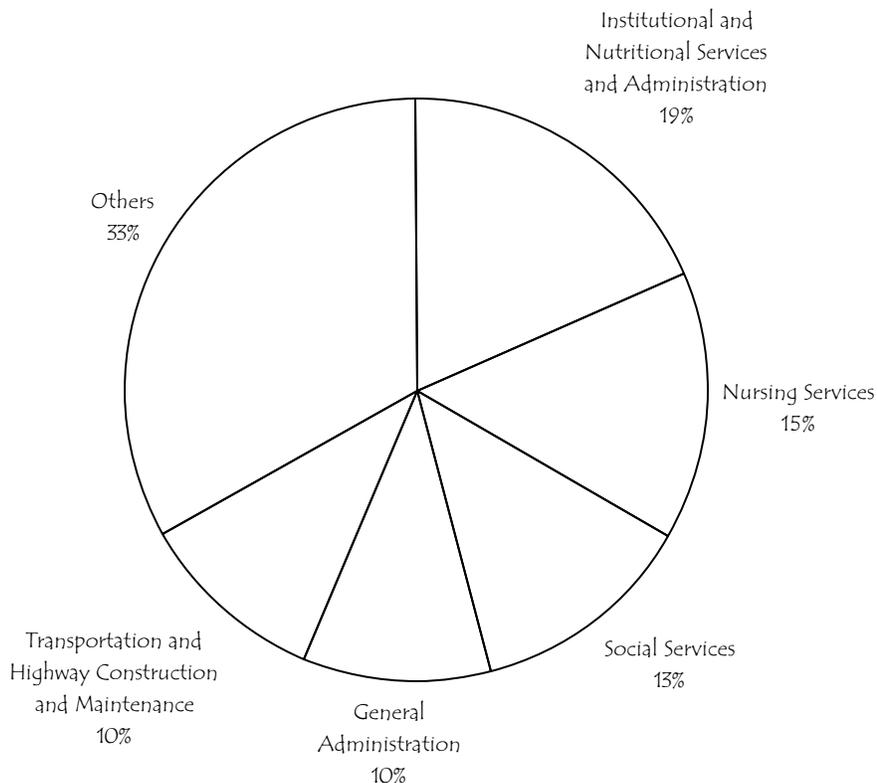
Social Services—269 (13%)

General Administration—221 (10%)

Transportation and Highway Construction and Maintenance—221 (10%)

\*Others—713 (33%)

\*The "Others" category 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; Corrections and Custody; and Historical Preservation.



## Classified Service Applications and Appointments By County—FY 03

The number of applications and appointments made during the fiscal year also provides information about Oklahoma's workforce. OPM processed 59,938 applications, and state agencies made 2,133 appointments from certificates in FY 03. Below is a representation of the number of classified service applicants and the appointments from certificates for counties in Oklahoma with the most activity with a comparison of appointments from the previous fiscal year.

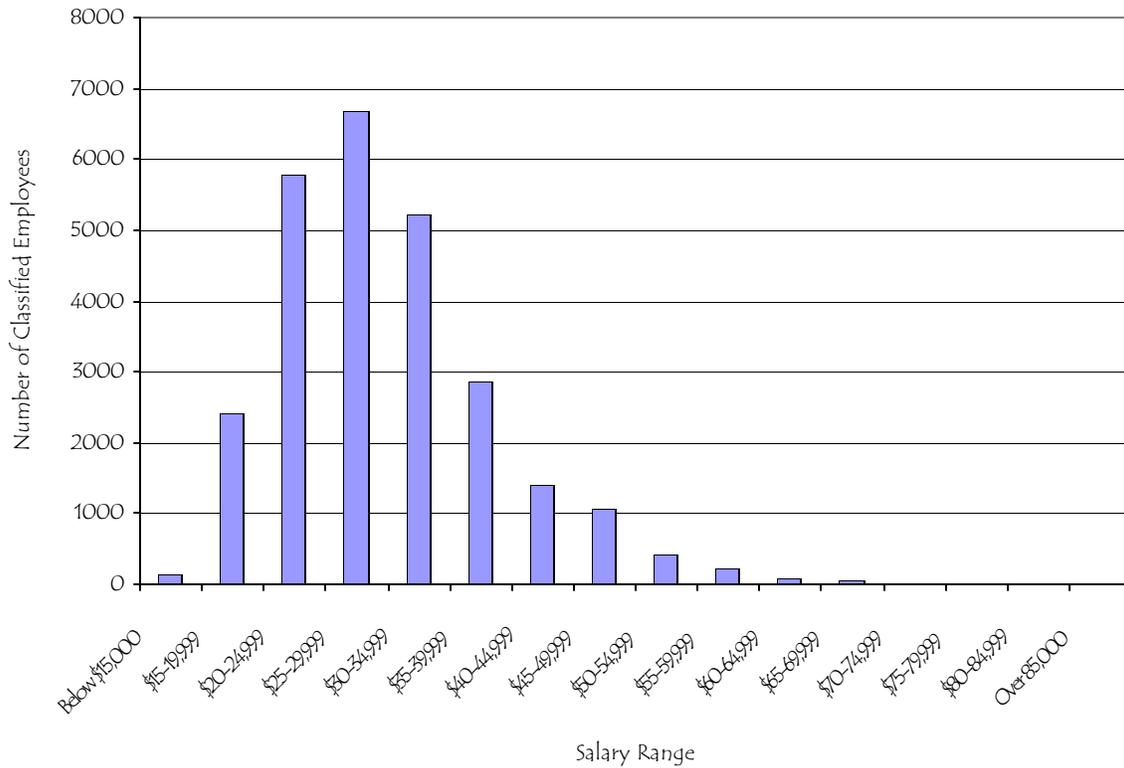
County	Applications	Appointments	% Appointed FY 03	% Appointed FY 02	% Difference
Oklahoma	21,489	395	1.8	2.1	-0.30
Cleveland	4,967	272	5.5	5.0	0.5
Tulsa	4,249	132	3.1	5.0	-1.9
Comanche	3,926	50	1.3	3.0	-1.7
Canadian	1,949	32	1.6	2.0	-0.4
Pottawatomie	1,336	76	5.7	4.0	1.7
Muskogee	1,036	45	4.3	5.0	-0.7
Garfield	879	99	11.3	9.0	2.3
Mayes	815	38	4.7	6.0	-1.3
Carter	797	36	4.5	6.0	-1.5
Stephens	744	25	3.4	2.0	1.4
Pittsburg	721	33	4.6	5.0	-0.4
Creek	715	17	2.4	3.0	-0.6
Lincoln	658	21	3.2	3.0	0.2
Grady	657	18	2.7	3.0	-0.3
All other counties	13,803	824	6.0	5.0	1.0
Out-of-state	1,197	21	1.8	2.0	-0.2
Total	59,938	2,134	3.6%	4.0%	-0.4%

## Breakdown of Salary Ranges for Classified Employees—FY 03

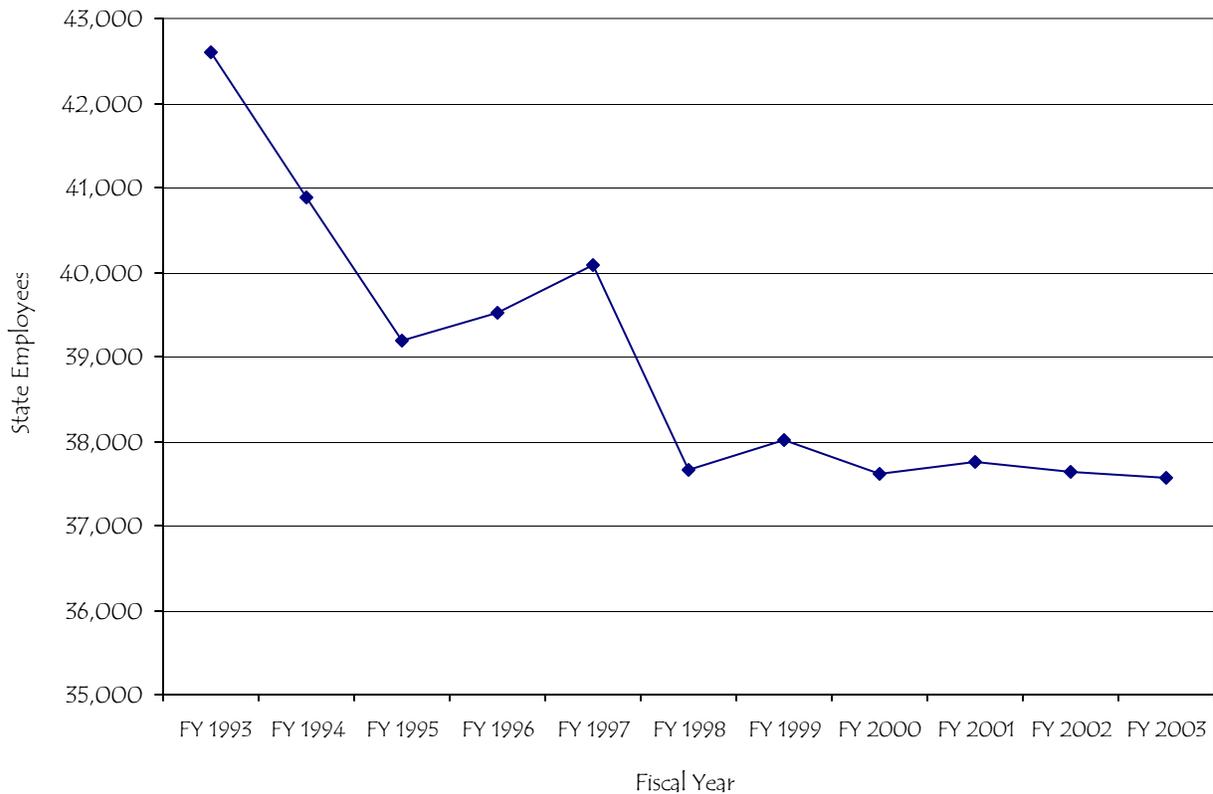
An important characteristic in looking at the workforce for the state of Oklahoma is the employee count and salary ranges that employees are in throughout the fiscal year. Below is a breakdown and graphic representation of the different salary ranges that classified employees fall into, a trend analysis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

Annual Salary Range	Number of Employees	Percent in Range
Below \$15,000	135	0.5
\$15 - 19,999	2,408	9.1
\$20 - 24,999	5,793	22.0
\$25 - 29,999	6,681	25.3
\$30 - 34,999	5,222	19.8
\$35 - 39,999	2,871	10.9
\$40 - 44,999	1,411	5.4
\$45 - 49,999	1,059	4.0
\$50 - 54,999	414	1.6
\$55 - 59,999	222	0.8
\$60 - 64,999	90	0.3
\$65 - 69,999	43	0.2
\$70 - 74,999	9	0.0
\$75 - 79,999	4	0.0
\$80 - 84,999	3	0.0
Over \$85,000	1	0.0
Total	26,366	100%

## Number of Classified Employees Within Salary Ranges

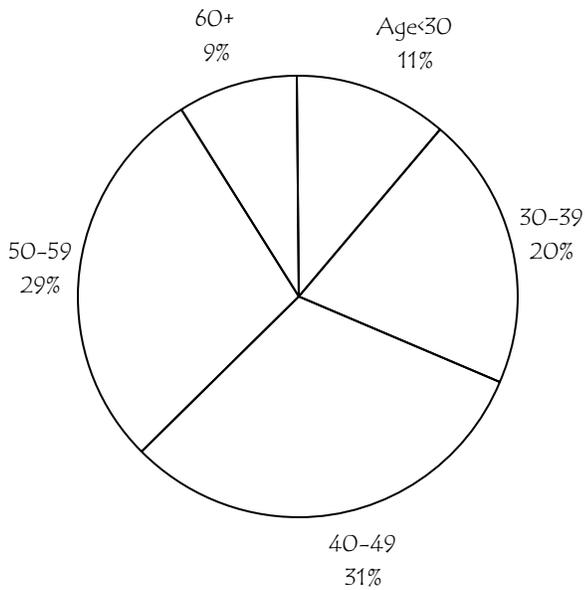


## Number of State Employees By Fiscal Year

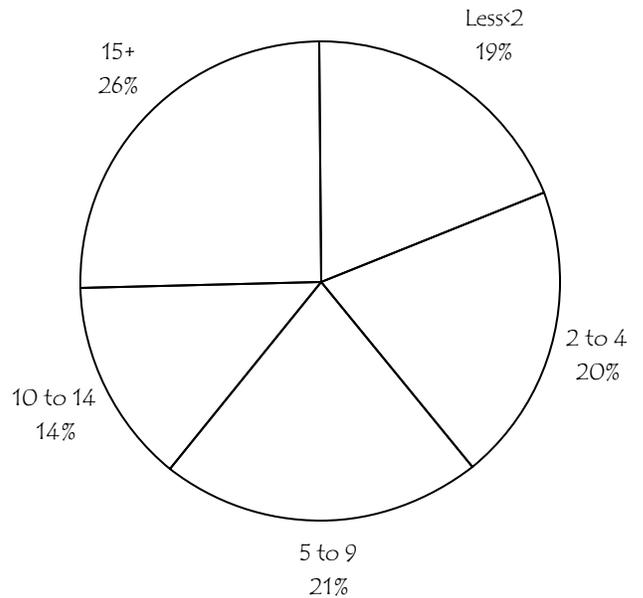


# Age and Years of Service of State Employees

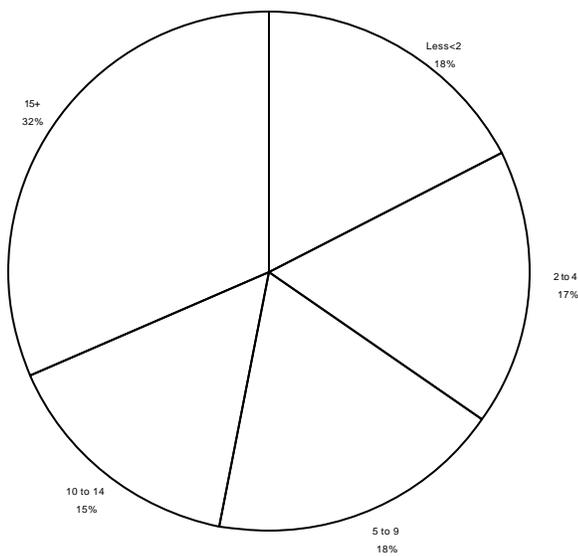
Age of State Employees  
Average Age of State Employees: 44.8



Years of State Service at Current Agency  
Average Years of Service at Current Agency: 9.2



Years of State Service  
Average State Years of Service: 10.5

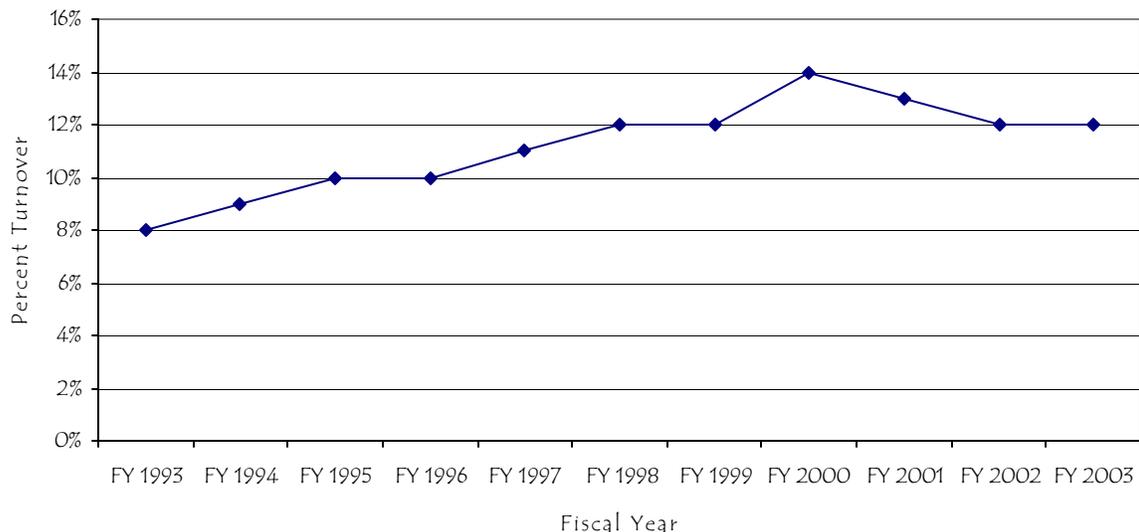


## Multi-Year Classified Employee Turnover Comparison

Below is data showing an overall classified turnover for state agencies for the last ten years. The data focuses on "controllable" turnover, which is defined as 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 03 turnover shows that 62 percent of statewide turnover represented resignations, 20 percent represented retirements, and 18 percent represented discharges. While resignations and retirements decreased from the previous year, the overall turnover rate remained the same from the previous year. Although retirements and discharges increased, the overall turnover rate decreased. Percentages were calculated on the total number of employees at the close of FY 03 (June 30, 2003).

Fiscal Year	Resignation	Retirement	Discharge	Total	Turnover Rate %
1993	1,536	630	142	2,308	8.0
1994	1,723	736	161	2,620	9.0
1995	1,857	601	196	2,654	10.0
1996	1,723	685	266	2,674	10.0
1997	1,975	735	323	3,033	11.0
1998	2,269	670	413	3,352	12.0
1999	2,305	658	339	3,302	12.0
2000	2,688	700	413	3,801	14.0
2001	2,495	714	363	3,572	13.0
2002	2,139	715	415	3,269	12.0
2003	2,000	641	458	3,238	12.0

### Classified Employee Turnover Trend



## FY 03 Classified Service Employee Turnover By Agency Agencies With Turnover

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, 2003).

Agency Name	Resignation	Retirement	Discharge	Other	Total	Total Classified Employees 6/30/03	Classified Turnover %
ABLE Commission	2	0	0	0	2	54	4.0
Agriculture	13	7	3	3	26	408	6.0
Central Services	6	6	4	3	19	211	9.0
Children & Youth Commission	6	1	0	1	8	16	50.0
Civil Emergency Management	1	0	0	0	1	23	4.0
CompSource Oklahoma	21	5	3	1	30	232	13.0
Consumer Credit	0	1	1	0	2	9	22.0
Corporation Commission	11	4	1	1	17	331	5.0
Corrections	325	113	42	24	504	4,575	11.0
Cosmetology Board	2	0	0	0	2	9	22.0
Education	0	2	0	0	2	27	7.0
Employees Benefits Council	1	0	0	1	2	26	8.0
Employment Security Commission	38	21	6	11	76	657	12.0
Engineers & Land Surveyors	1	0	0	0	1	4	25.0
Environmental Quality	25	7	4	2	38	482	8.0
Fire Marshal	2	0	0	0	2	27	7.0
Grand River Dam Authority	7	9	1	1	18	390	5.0
Group Insurance Board	10	0	1	0	11	145	8.0
Handicapped Concerns	1	0	0	0	0	6	17.0
Health Department	218	434	16	7	275	1,864	15.0
Human Rights Commission	2	0	0	0	2	19	11.0
Human Services	519	143	118	322	802	7,024	11.0
J.D. McCarty Center	0	0	18	0	18	111	16.0
Office of Juvenile Affairs	144	30	33	8	215	1,024	21.0
Department of Labor	9	2	3	0	14	83	17.0
Commissioners of the Land Office	2	1	0	0	3	43	7.0
Department of Libraries	1	0	1	0	2	71	3.0
Mental Health & Substance Abuse Services	153	31	74	9	267	1,277	21.0
Merit Protection Commission	3	0	0	0	3	7	43.0
Military Department	17	8	5	0	30	184	16.0
Narcotics & Dangerous Drugs Control	2	2	0	0	4	86	5.0
Office of Personnel Management	5	4	0	6	15	83	18.0
State Bureau of Investigation	12	5	1	0	18	250	7.0
Pardon & Parole Board	3	0	0	0	3	38	8.0
Public Employees Retirement System	2	1	0	0	3	34	9.0

Agency Name	Resignation	Retirement	Discharge	Other	Total	Total Classified Employees 6/30/02	Classified Turnover %
Department of Public Safety	41	30	4	4	79	1,379	6.0
Department of Rehabilitation Services	34	25	6	1	66	730	9.0
School of Science & Math	1	0	1	0	2	8	25.0
Secretary of State	0	1	1	0	2	29	7.0
State Finance	6	6	0	4	16	80	20.0
Tax Commission	28	28	2	9	65	853	8.0
Teachers Retirement System	0	0	1	0	1	26	4.0
Tourism & Recreation	28	14	0	9	51	394	13.0
Department of Transportation	59	55	15	6	135	2,342	6.0
Oklahoma Transportation Authority	42	16	13	0	71	481	15.0
Department of Veterans Affairs	197	25	79	4	305	1,356	23.0
Water Resources Board	4	2	1	1	8	76	11.0
Will Rogers Memorial Commission	0	0	0	1	1	6	17.0
Total	2,000	641	458	139	3,238	27,590	12.0%

