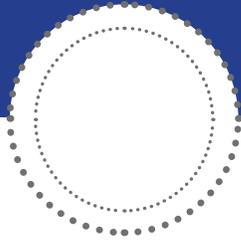


OPM

HR Exchange



A publication of the

State of Oklahoma Office of Personnel Management



Governor Mary Fallin

Governor Mary Fallin's Executive Cabinet

On February 17, 2011, Governor Mary Fallin filed Executive Order 2011-06, establishing the Governor's Executive Cabinet Structure. See: <https://www.sos.ok.gov/documents/executive/764.pdf> for a listing of the agencies, board and commissions assigned to the fifteen (15) cabinet departments. Governor Fallin has appointed the fifteen (15) individuals noted below to serve as members of her Executive Cabinet.



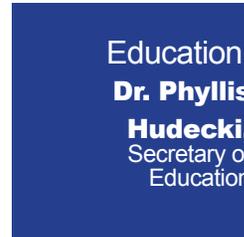
Lt. Governor Todd Lamb



Agriculture:
Jim Reese,
Commissioner of
the Department of
Agriculture and
Secretary of
Agriculture



**Commerce and
Tourism:**
Dave Lopez,
Secretary of Commerce
and Tourism, who has
also been appointed
Director of the Depart-
ment of Commerce



Education:
**Dr. Phyllis
Hudecki,**
Secretary of
Education



Energy:
Mike Ming,
Secretary of
Energy



Environment:
Gary Sherrer,
Secretary of
Environment



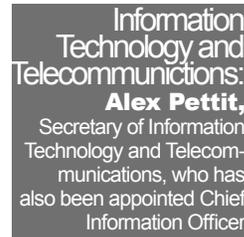
Finance & Revenue:
**Preston
Doerflinger,**
Secretary of Finance
and Revenue, who
has also been
appointed Director of
the Office of State
Finance



**Health and
Human Services:**
Dr. Terry Cline,
Secretary of Health
and Human Services,
who also serves as
Commissioner of
Health



**Human Resources
& Administration:**
**Oscar B.
Jackson, Jr.,**
Secretary of Human Re-
sources & Administration,
who has also been
appointed Administrator of
the Office of Personnel
Management



**Information
Technology and
Telecommunications:**
Alex Pettit,
Secretary of Information
Technology and Telecom-
munications, who has
also been appointed Chief
Information Officer



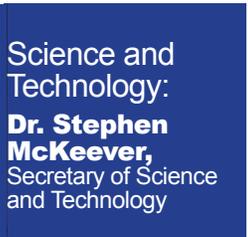
Military:
**Major General
Myles Deering,**
Secretary of the
Military, who has
also been appointed
Adjutant General of the
Oklahoma



Safety & Security:
**Michael C.
Thompson,**
Secretary of Safety and
Security, who also has
been appointed Com-
missioner of the Depart-
ment of Public Safety



**Science and
Technology:**
**Dr. Stephen
McKeever,**
Secretary of Science
and Technology



**Secretary of
State:**
Glenn Coffee,
Secretary of State



Transportation:
Gary Ridley,
Secretary of Transpor-
tation, who also serves
a Director of the De-
partment of Transpor-
tation and Director of
the Oklahoma Turnpike
Authority



**Veterans
Affairs:**
**Major General
Rita Aragon,**
Secretary of
Veterans Affairs



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2011 MEMBERS OF GOVERNOR MARY
FALLIN'S EXECUTIVE CABINET

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OPM Administrators Attend NASPE Mid-Year

Administrator Oscar Jackson and Deputy Administrator Hank Batty attended the Mid-Year meeting of the National Association of State Personnel Executives (NASPE) in Washington D.C. January 28-January 30, 2011. The gathering included HR executives from eighteen states as well as corporate sponsors representing eleven vendors of HR-related products.

To no one's surprise, discussions focused on the budgetary crisis faced by state governments. Almost every state represented was either proposing or responding to proposals to consolidate agency HR functions into the state's central HR agency or to initiate or expand upon existing "shared services" projects designed to reduce the cost of delivering statewide HR services. Utah and Indiana, to cite only two examples, have reorganized statewide HR functions making all HR, including HR staff dispersed throughout state government, direct reports to the central HR office. They are also expanding shared services projects to include more HR transaction processing within the central HR offices.

Attendees also heard two presentations: "Public Sector Leadership Perspectives" by Dr. Patrick Malone of American University; and "Connecting with Key State Leaders: Your CIO and Budget Director" by Brian Sigriz of the National Association of State Budget Officers and Doug Robinson, Executive Director, National Association of Chief Information Officers.

"NASPE meetings are a critical forum for gaining insight to the problems state HR shops face and for brainstorming potential solutions to those problems", said Batty, who serves on the Executive Committee of NASPE. "The Mid-Year meeting is particularly helpful, because it is very informal and there are ample opportunities for candid discussions among a smaller group of our peers. We invariably leave these meetings with new insights and ideas to share with the State of Oklahoma HR community and policy makers".

Board Training Focus Group

With the change of administration, there will be many new faces in new roles. With that in mind, the Office of Personnel Management hosted a focus group on January, 21, 2011, to identify training needs for members of state agency governing boards. Those in attendance are pictured from left to right: Tom Spencer, OPERS; Kathy Pendarvis, OSEEGIB; Val-Laura Grissom, Oklahoma Department of Health; Oscar Jackson, OPM; Lisa Fortier, OPM; Dr. Richard DeVaughn, Chair, Oklahoma Commission - Department of Human Services; Richard McPherson, Oklahoma Employment Security Commission; Linda Parrish, Department of Corrections; and Anne Woody, Real Estate Commission.



OPM facilitated a discussion of training that had been offered in the past, possible new ideas and discussed a possible resource book by John Carver titled "Boards That Make a Difference".

Other topics discussed included: Board roles and responsibilities, Legal responsibilities and liabilities, Monitoring the financial aspect, Ethical Leadership and Communication.

The input and ideas brought to the table will be invaluable to OPM as we move forward with planning and creating training.



Pictured from left to right at January 3, 2011 HAS/CDHP Briefing in Indianapolis, Indiana: Phil Kraft, Oklahoma EBC Executive Director; Jerry Malooley, Indiana Health Policy Director; Dan Hackler, Indiana Director of State Personnel; Christy Tittle, Indiana Director of Benefits Administration; Keith Beesley, Indiana State Personnel Attorney; and Denny Darrow, Indiana Chief of Staff and Deputy Director of State Personnel; and Oscar Jackson, Oklahoma OPM Administrator and Cabinet Secretary of HR and Administration.



Oklahoma Reviews Indiana Health Plan Option

Brian King, Communications Officer, Employees Benefit Council

Consumer-driven health plans (CDHPs) and health savings accounts (HSAs) – terms that currently are not familiar to many of Oklahoma’s state employees and their families. But that could change in the near future, thanks to new friendships developed in the home of the “Indy 500.”

Oscar B. Jackson, Jr., Administrator and Cabinet Secretary of Human Resources and Administration, Oklahoma Office of Personnel Management, and Philip K. Kraft, Executive Director of the Employees Benefits Council (EBC), visited Indianapolis January 3 for an inside look at the State of Indiana’s CDHP/HSA program. It is recognized as the most successful state-level program of its kind in the nation and one many of Oklahoma’s leaders want to replicate.

“What impressed me the most about Indiana’s HSA plan,” Kraft said, “was Governor Mitch Daniels’ (R) demonstration of true leadership and resolve. The plan was a key part of his campaign and he made it a priority in his administration, telling his citizens ‘ladies and gentlemen, it takes leadership.’ He made the very successful program happen for Indiana’s state employees and their families.”

“As the Indiana experts explained various components of their program, I would stop them and ask for copies of their statutes or administrative rules that made those things possible,” Kraft said. “After the third time I asked, they said ‘we didn’t have to worry about all that. We just did it.’ That’s how you get things done. We need to put this on the fast track.”

The Indianapolis visit was made possible through Secretary Jackson’s connections in the National Association of State Personnel Executives (NASPE). Jackson is a past NASPE president.

“It was truly an educational and enlightening trip,” Jackson said. “The benefits office representatives in Indiana were extremely gracious, accommodating and willing to share their experience with us. They really opened our eyes to what is possible with these plans.”

Indiana’s progressive program currently has 85 percent participation (more than 24,000 enrollees). Conversely, a similar plan that has been available to Oklahoma’s state employees for four years, the HealthChoice “S-Account”, has an enrollment of 62 out of approximately 35,000 state employees.

Jackson and Kraft heard Indiana’s first-hand experience with CDHPs, which are health benefits plans that engage

covered individuals in choosing their own health care providers, managing their own health expenses, and improving their own health with respect to factors that they can control. Compared to traditional plans, premiums are typically much lower, saving both the employee and the employer money. Indiana’s benefits officials estimate their CDHP/HSA plans saved their state more than \$17 Million in 2010 alone.

High deductibles are usually offset by employer (state) contributions to an HSA. The HSA dollars belong to the member, meaning funds can roll over from year to year, can move with the employee to a different job, and can still be used by the employee after retirement. The HSAs give account holders freedom to compare prices for medical services and spend their healthcare dollars wisely. In Indiana, participants receive half of the state’s annual HSA contribution amount in the first month of the plan year. It’s an example Oklahoma supporters would like to replicate during the current legislative session.

“As an agency director, I have received numerous calls and emails from state employees who say, ‘just give me the cash and I’ll get my own health insurance,’” Kraft said. “For the most part, that’s exactly what these CDHPs with HSAs do. They give employees and their families the cash to get the health care that’s right for them.”

Indiana’s benefits experts have agreed to partner with Oklahoma’s state benefits office to help replicate Indiana’s success if the Oklahoma Legislature allows EBC to offer such a plan. On January 27, two of those Indiana officials participated in EBC’s Annual Planning Meeting by delivering a presentation about their program.

“With our new legislature’s emphasis on what’s ‘politically achievable,’ I’m encouraged we will be able to do this,” Kraft said. “Oklahoma has a unique opportunity here to dramatically improve health care as we know it for state employees and their families, but there are some statutory restrictions that will have to be removed. Currently, it would be a violation of state law for EBC to contract with a private-sector CDHP/HSA provider. I’m a firm believer that markets exist wherever consumers are allowed to seek the greatest value for their money and producers are allowed to seek profits by providing what consumers (state employees and their families) want. The interaction of demand and supply creates competitive prices, generates investment, and leads to innovation and progress.”



Certified Public Manager of the Year is Awarded to Paula Printup-Porter

Joyce Smith, Quality Oklahoma and Productivity Enhancement Programs Coordinator

Exceptional service to the Oklahoma Society of Certified Public Managers® is one criterion for the OSCPM Certified Public Manager of the Year Award. Paula Printup-Porter met this one and several others and received the 2010 award at the OSCPM annual awards banquet. The honor was presented by Oscar B. Jackson, Jr., Administrator and Cabinet Secretary for Human Services and Administration.

"I've taken a rather zig-zagged career path. I joined the Air Force after graduating from El Reno High School. I felt strongly, and still do, that all Americans OWE some kind of service to our country," she said. Printup-Porter, fulfilled that personal mandate and in addition to her military service, she is now a Senior Systems Analyst for the Oklahoma Health Care Authority since 1998. She is a 2005 graduate of the Oklahoma Certified Public Manager® Program and a Southern Nazarene University alumna.

"I've had so many great opportunities to learn and grow with OHCA. The best opportunity was when I was selected as a certified public manager candidate. There is a substantial amount of learning in the classrooms, but the friendships with other CPMs from all over the state is by far, the biggest career changer of all," she said. "The brain trust of the candidates and Oklahoma Society of CPMs is unmatched anywhere in Oklahoma. Where else can you find out – a with just an e-mail to a fellow graduate -- what other agencies are doing to recognize their employees, to save money and improve service to our citizens?" she asked.

After graduation, Printup-Porter joined OSCPM and was 2010 OSCPM president and 2006 OSCPM Rookie of the Year. She has served as Southwest Area board member, programs co-chair, and facilitator for the 2006 CPM Executive Development Seminar. Porter also participates with OSCPM Christmas Angel Tree, Cell Phones for Soldiers, and at Quality Oklahoma Team Day, OETA Festival, and Multiple Sclerosis Walk.

"If I could, I'd go through the CPM program again in a heartbeat ... just to grow that network of public service professionals and friends. The next best thing is staying connected through the Oklahoma Society of CPMs, where we had the opportunity last year to host the national conference," she said.

She is a past president of IABC Central Oklahoma and Kerr-McGee Toastmasters, and also served as co-chair of the Hugh O'Brian Youth Foundation Oklahoma West Leadership. She served as secretary of her church Parish Council for 3 years and of the Catholic Daughters for one year.

In her spare time, Printup-Porter loves to suit-up for adventure: rock climbing, hot air ballooning, zip lining, swimming and snorkeling with sting rays or dolphins.





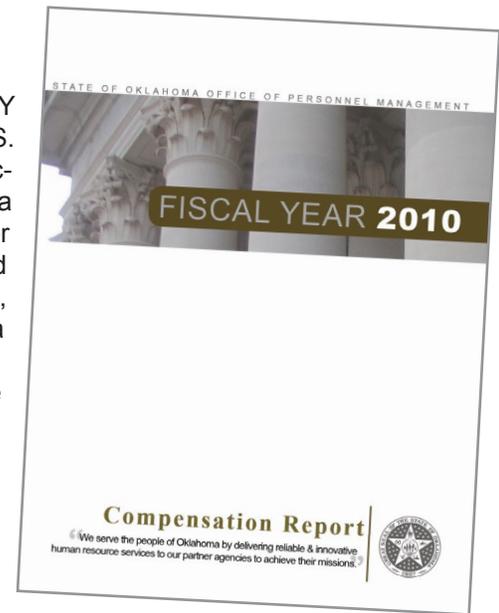
OPM Publishes FY2010 Compensation Report

Everett Slavik, Director of Compensation

The Office of Personnel Management (OPM) has published the FY 2010 Annual Compensation Report. The report, as required by O.S. Title 74:840-2.12(5), compares the compensation and benefits practices of employers in the relevant labor market to those in Oklahoma State government. The State of Oklahoma competes for labor with both public sector organizations and private sector companies in various industries within the state and the surrounding states. In order to accurately gauge compensation competitiveness, OPM utilizes a blend of seven salary survey sources of local and regional salary data from employers in the relevant market. OPM also uses one national benefits survey, with a regional data cut, from a leading H.R. and Benefits firm, to form the basis of the analysis of state benefits. This year the Annual Compensation Report covers 18,355 employees (or 72 percent of the classified workforce) in 391 benchmark job family levels.

The summary findings includes: the overall state classified pay lag the labor market on average of 16.46 percent; state classified total compensation costs, which include salary and benefits, are approximately 7 percent lower than total compensation costs in the labor market; and the state minimum wage indexing component is creating an unfunded and unpredictable financial liability for state agencies as the minimum wage continues to increase each year.

With respect to cash compensation (salaries), the economic recession, which has gripped the country throughout the past couple of years, appears to have caused employers to be very conservative in awarding pay increases. This has contributed to slower market pay growth the last few years, which in turn has prevented a dramatic increase in the pay disparity between the state and the market. In 2009, the average benchmark job was 15.47 percent below the labor market. In 2010, the wage disparity grew to 16.46 percent below the labor market – only a one percent increase. Chart 1 outlines the historic trend in which state compensation has lagged the market.

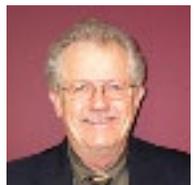


OKCareers Milestone

Tom Impson, Director of Applicant Services

A milestone was reached on March 3, 2011, when the Oklahoma Office of Personnel Management’s applicant tracking and testing system, OKCAREERS, received its 10,000th job requisition. The Applicant Services Division of the Oklahoma Office of Personnel Management is charged with processing requisitions, which are submitted daily by various state agencies who wish to announce their vacant positions. OKCAREERS is also the web based system allowing applicants to easily apply for on line vacant positions with the State of Oklahoma.

The 10,000th request was submitted by the Oklahoma Department of Corrections for the Correctional Security Officer position. The analyst with the privilege of processing this job announcement was Human Resources Management Specialist, Crystal Zerger. This milestone was achieved during OKCAREERS’ third year of implementation. Since its inception, OKCAREERS has been influential in the reduction of paper usage and processing times. The new system has simplified and improved the overall employment process within State government. With the success that OKCAREERS has already had, this milestone should be the first of many more to come.



Governor Mary Fallin, a “First” in More Ways than One

Hank Batty, Deputy Administrator for Programs

In January, 2011, Mary Fallin made history by becoming the first female governor of the State of Oklahoma. This is no surprise: it was commented upon by virtually everyone who reported on or was involved in the election. What is less known is the other historic “first” represented by Governor Fallin’s election: she became the first former employee of what is now called the Office of Personnel Management to be elected to any statewide office, let alone as our state’s governor. Mary Copeland, now Fallin, began her professional career working for what was then known as the State Personnel Board shortly after graduation from Oklahoma State University. Although none of her coworkers from that era still work at OPM, we have been told that Mary worked for almost two years in what was then called the “Examinations Division,” something of a hybrid of its successor divisions, Personnel Assessment and Applicant Services, and was supervised by now-retired Personnel Assessment Division Director, Joe Davenport. Many of us remember how then-Lieutenant Governor Fallin came to Joe’s retirement reception in 2003 and regaled us with memories of working in the basement of the Jim Thorpe Building “back in the day”. Governor Fallin transferred from the State Personnel Board to the Oklahoma Securities Commission, where she served as personnel officer, before leaving state service to work in the private sector.

NEW OPM Training Center

The Office of Personnel Management's Human Resource Development Services Department will soon have a new home for delivering some of our HRDS workshops. With some of the rearranging we have done regarding our office space, we had the opportunity to utilize the basement of the Jim Thorpe Building to our advantage. We have a beautiful new training room with a SmartBoard and a great sound system. We also have two break-out/meeting rooms and a computer lab.

OPM/HRDS is celebrating our 30th anniversary of offering classes to state employees this year. We will be proud to officially open the "OPM Training Center". Stay tuned for a Grand Opening date.



Shared Services overview

Hank Batty, Deputy Administrator for Programs

In the current economic climate, many state governments are looking at centralization, consolidation, shared services or a combination of these strategies as tools for reducing the cost of government while preserving and even expanding effectiveness in the delivery of services.

On January 19, 2010, the Office of Personnel Management hosted a presentation by EquaTerra, one of the nation's leading human resources consulting firms, on strategies for providing shared administrative services in state government. Among the invited guests who attended the session were State Chief Information Officer, Alex Petit, State Representative Jason Murphy, who chairs the House Government Modernization Committee, legislative staff, Andrew Sylvester of the Governor's Office, and state officials from other agencies who are becoming the focus of consolidation or shared services bills under consideration by the Oklahoma Legislature.

Jim Farrell and Ken Millen of EquaTerra shared their experiences with other states, including Michigan, Alaska, Pennsylvania and Utah, who have turned to shared services models for efficiencies and cost-savings. The focus of these projects usually involves "back office" functions, like information technology, finance and accounting, procurement and human resources (especially personnel transactions and payroll). While acknowledging that such projects can achieve savings of 20 per cent or higher, Farrell and Millen emphasized the importance of careful planning for implementation, strong and committed leadership for the project and frequent and clear communication with all involved parties. They also cautioned that it is often helpful to implement these projects in stages, both as an effective way to learn lessons and minimize missteps throughout the process and to manage expectations and anxieties often associated with consolidation. Such projects, Farrell noted, should inculcate a passion to transform end-to-end business process through scale, automation, standardization, aggressive performance management and customer orientation.

OKDHS News Release:

OKDHS First State Agency to Receive Oklahoma Quality Award for Achievement

OKLAHOMA CITY -- The Oklahoma Department of Human Services is one of only five organizations in Oklahoma that received a 2010 Oklahoma Quality Award during a luncheon ceremony Dec. 9, 2010, at the Governor's Mansion in Oklahoma City. The awards were given to organizations that demonstrated high standards of excellence worthy of recognition in Oklahoma.

OKDHS and Unity Health Center in Shawnee each received an Oklahoma Quality Award for Achievement. SSM Health Care of Oklahoma and Metro Technology Centers, both of Oklahoma City, each received an Oklahoma Quality Award for Excellence. Southern Oklahoma Technology Center in Ardmore received the Oklahoma Quality Award for Commitment.

"These are all excellent Oklahoma organizations," Gov. Brad Henry said. "They represent the best of Oklahoma and we are proud to recognize them. Organizations must be flexible and innovative if they are to thrive in the highly competitive and changing marketplace of the 21st century and these award winners exemplify that approach."

"We are the first state agency to ever win the Achievement Award," said OKDHS Director Howard Hendrick. "This is an advanced level for organizations that have demonstrated, through their commitment and application of continuous improvement principles, significant progress in building sound processes and in achieving improvement results."

Seven criteria for the Oklahoma Quality Award support the goals of delivering ever-improving value to customers and improving overall operational performance of the organization. The criteria are: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

"Participation in Quality Awards recognizes our employees for their work, while also helping us develop performance improvement practices," said Connie Schlittler, chief information officer for OKDHS.

In the face of increasing demand for services and declining state revenues, OKDHS has implemented process and procedural improvements, said Mike Strong of the Oklahoma Quality Awards Foundation. The use of comparative and competitive data has increased effectiveness within the agency and garnered national recognition.

This year marks the 16th year of the Oklahoma Quality Awards, administered by the Oklahoma Quality Award Foundation, Inc. (Link opens in new window) The Oklahoma Quality Award application process helps develop strategic improvement initiatives that address the major competitive issues of quality products, services and customer relationships.



OKDHS Director Howard Hendrick, second from left, accepts an Oklahoma Quality Achievement Award from U.S. Rep. Mary Fallin, center, and Yash Fozdar, awards committee chairman, Oklahoma Quality Award Foundation, far left, and Mike Strong, right, Oklahoma Quality Award Foundation director.



OPM Releases FY2010 Annual Report

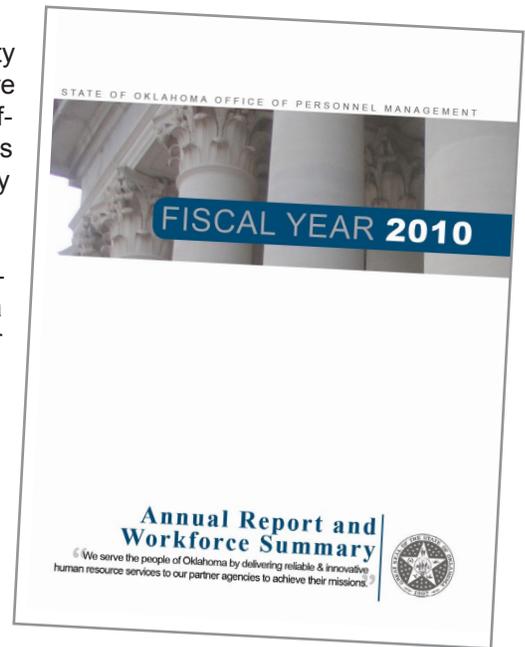
Ross Tripp, Workforce Planning Manager

The Office of Personnel Management (OPM) released its Fiscal Year (FY) 2010 Annual Report on April 1st. The report gives an overview of OPM's services and personnel to reflect the increasing need for information and strategic management of our human resources. It also focuses on Oklahoma's Workforce and analyzes everything from hiring Oklahoma's workers, compensation and demographics, to turnover trends.

In the report OPM Director Oscar Jackson states: "Efficiency and productivity have always been a high priority, but in this changing economic climate there has been an increasingly stronger emphasis to do more with less. The Office of Personnel Management and indeed all state agencies find themselves addressing our goals and missions with this stronger emphasis on economy while still maintaining our high productivity and service standards."

Additionally: "The core role and functions of the Oklahoma Office of Personnel Management have not changed," "However, as we move forward into a new decade we must evaluate and adapt our mission to overcome whatever challenges lay ahead." One of these challenges is doing more with less. Oklahoma's workforce declined by 3 percent last year which is the first significant decline in the overall number of employees since 2005. Retirements were also on the rise increasing by roughly 30 % in fiscal year 2010.

Copies of the Annual report Printed Copies of the Report will be available in April 1 and a copy will be posted on the OPM Website shortly after. Please contact Ross Tripp, Manager of Workforce Planning, at (405) 521-6376 or ross.tripp@opm.ok.gov if there are questions or comments.



New HCM Business Process for Rejected Actions

Tom Patt, Assistant Administrator for Management Services

Effective immediately, there is a new business process that governs what happens when the Office of Personnel Management (OPM) rejects actions in the human capital management (HCM) system. In the past, when an action was rejected by OPM, it was up to the agency to correct the action in the system. While most actions were promptly fixed, a few slipped through the cracks and were not corrected in a timely manner. As a result, improper or even illegal actions were allowed to stand for several weeks or even months.

Under the new business process, which has been agreed to by representatives from CORE and OPM, if an action is rejected in the system by the OPM liaison, the agency responsible for the action may be notified by the OPM liaison via email that the action will be superseded if not corrected within a specific time frame. To correct the action, the agency will contact the Help Desk and create a case for CORE to modify or delete the record of the action in the HCM system. If the action is future-dated, the agency can delete it without Help Desk intervention. If the rejected action involves a hire which is inconsistent with law or rule and must be reversed, the agency should contact the Employees Benefits Council and the appropriate retirement agency for the steps required to recoup the benefit allowance and any retirement contributions.

If an action is not corrected by the agency within the time period specified in the email message from OPM, the liaison will add a new job transaction to return the employee record to its prior state. This will be done with a new action/reason combination: "Data Change/OPM Supersede Action." In the case where the rejected action is a Hire or Rehire, and the hire is determined to be illegal, OPM will remove the authorization for continuing the individual's payroll using an action of "Remove Payroll Authorization." In either case, the OPM Review previously marked Rejected will then be changed to Superseded so it drops from the OPM 14 Summary. OPM will notify the agency that the transaction has been entered to supersede or remove payroll authorization.

This procedure is expected to significantly reduce the number of instances wherein a rejected action remains uncorrected for an extended period of time. Questions on this new process can be referred to the assigned OPM classification liaison.



Productivity Enhancement Program Awards Sylvia Friend

Joyce Smith, Quality Oklahoma and Productivity Enhancement Programs Coordinator

Peeping in dumpsters and measuring the contents is probably not anybody's idea of a great job or a fun day.

Sylvia Friend, a Department of Central Services employee, included this task in her work routine as part of her passion to save money for the state of Oklahoma. Although it was not in her job description to do so, she noticed DCS paid a standard amount for trash disposal regardless of the amount of trash disposed. Her measuring the contents over a period of time caused DCS to reduce the service and save money, while maintaining a sanitary environment.

DCS Supervisor Mark Sauchuk was so appreciative, he nominated her for a Productivity Enhancement Program (PEP) award. The Committee for Incentives for State Employees, also known as the PEP Committee, approved the nomination. The agency elected to give Friend an individual incentive award of \$5,000, almost one-half of the first year savings. Friend received public recognition in a photo session with Governor Mary Fallin in the Blue Room at the state capitol. She was joined by family, coworkers and the PEP Committee.

So the next time you, your employee, or any employee in state government that affects your agency's work has a great idea, think about the PEP Program. The PEP Program allows agency officials to nominate employees for individual or group noncash, individual cash and group cash awards for successfully implemented ideas resulting in increased productivity; cost curtailment; improved safety, efficiency or morale; or better services to the citizens of this state. Cash awards are paid by the agency from the savings incurred.

Individual incentive cash awards are given for ideas that save money or generate income for an agency. This award to the employee is a minimum of 25 percent of the savings and can be up to \$10,000, not exceed the actual savings.

Group awards, called unit incentive awards, are given to divisions, work teams, or entire agencies. They are presented for ideas reducing costs of operations without decreasing the level of services. Cash awards may be up to 25 percent of the total savings.

Non-cash awards can be given for any idea, but usually include improved safety, efficiency, and morale for employees and/or services to customers. Non-cash awards are certificates and lapel pins. These awards are presented at the discretion of the agency head.

For more information about the PEP Program, visit <http://www.ok.gov/opm/documents/PEP%20Booklet%202008.pdf> or contact Joyce Smith, PEP Coordinator, at (405) 522-3617 or Joyce.Smith@opm.ok.gov.



Top Photo:

Sylvia Friend (middle, front) recipient of a \$5,000 individual incentive cash award through the Productivity Enhancement Program (PEP) poses with her husband (right) and members of the Committee for Incentives for State Employees (left to right) Oscar B. Jackson, Jr., Preston Doerflinger, Governor Mary Fallin, Joyce Doakes Smith, Linda Terrill, and Committee Chair John Richard.

Bottom Photo:

Sylvia Friend (front, second from right), recipient of a \$5,000 individual incentive cash award through the Productivity Enhancement Program (PEP) poses with Governor Mary Fallin (middle), her husband, (far right, front) and her friends and coworkers.

Agency HR Manager Spotlight:

Mikki Gutierrez

Oklahoma Department of Wildlife Conservation

Mikki Gutierrez is the Human Resource Administrator for the Oklahoma Department of Wildlife Conservation, an agency that is 329 employees strong and represented across all 77 counties in the state. On board with the ODWC since 2007, Gutierrez completed her undergraduate degree in Human Resources at Southern Nazarene University and received a Master's degree in Human Relations from the University of Oklahoma. Her human resource experience counts for more than 11 of her 19 years of state service.

Gutierrez oversees a comprehensive program and two staff members. Together, this office takes a "hands-on" approach to its various responsibilities, ranging from benefits and employee relations to recruitment, workers compensation, maintenance of employee records, payroll, affirmative action, supervisory training and equal opportunity employment. But it's the area of employee development that Gutierrez finds the most exciting and challenging.

Gutierrez says encouraging employees to fully recognize their potential is essential to a happy and committed workforce. With that in mind — and with the support of her Administrator, Melinda Sturgess-Streich — Gutierrez coordinates the Agency's Wildlife Resource Professional Program and has taken on the challenge of implementing a new Leadership Development Program.

The Wildlife Resource Professional program is a continuing education curriculum for Wildlife Department employees to broaden their knowledge and skills in professional management of the state's fish and wildlife. Designed to be completed over a two-year period, the program is a 160-hour course taught by Department personnel to enhance employees' knowledge about aspects of fisheries and wildlife management other than those they deal with on a daily basis. The training reflects current Department philosophies, practices, and research to aid employees in their current and future employment with the Department. Upon successful completion, employees are certified as ODWC "Wildlife Resource Professionals" and have a broad background in fisheries and wildlife management techniques to help them more effectively serve the sporting public.

The Leadership Development Program was implemented to meet the needs of an ever-changing agency. As the ODWC continues to see an increase in the retirement of tenured employees — and since the agency is limited in supervisory opportunities — the need for leadership development is currently critical.

The solution is a multidimensional, diverse program that enhances leadership training opportunities for agency employees. Implemented by the ODWC through a partnership with the Association of Fish & Wildlife Agencies' Management Assistance Team, the program aims to prepare employees who wish to become more competitive for promotional opportunities and more effective in their current positions. The result is increased overall agency effectiveness and employee morale, and better preparation for the future of the agency. The Leadership Development Program focuses on a combination of core curriculum, individualized study, and a final project. The course of study is self-paced over a two-year period, and upon completion, participants are equipped to develop their own strategies to handle the challenges associated with moving into new and increasingly more complex leadership roles. Through the program, they gain a better understanding of their own approach to leadership and acquire new ideas to reach their potential. They leave the program with fresh perspectives and tangible action plans for taking charge and inspiring leadership throughout the agency.

Gutierrez is passionate about employee development and cannot stress enough the importance of helping employees reach their potential. She feels Oliver Wendell Holmes says it best when he says, "The greatest tragedy in America is not the destruction of our natural resources, though that tragedy is great. The truly great tragedy is the destruction of our human resources by our failure to fully utilize our abilities, which means that most men and women go to their graves with their music still in them."

Photo: from left to right: Elizabeth Howard, HR Assistant, Charmion Rose, Payroll/Benefits Specialist, Mikki Gutierrez, HR Administrator, Melinda Sturgess-Streich, Assistant Director of Administration & Finance.





Certified Personnel Professional Training COMING SOON!

Hank Batty, Deputy Administrator for Programs

After an eighteen month hiatus, the Office of Personnel Management will once again offer the Certified Personnel Professional training course from June 1 through June 3, 2011, on the Rose State College campus.

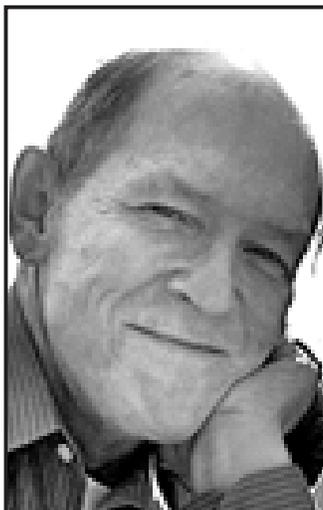
This course promises several significant changes from the previous course offered by OPM since the requirement for all agency personnel professionals to be certified by the Administrator went into effect fifteen years ago.

The course will be three, rather than four, consecutive days and will not include a presentation by Dr. Robert Mathis, one of the authors of the text "Human Resource Management," that is used in the class. Instead, participants will receive the text book and other course materials one to two weeks before the class and will be expected to familiarize themselves with relevant concepts, terms and practices that will be covered during the three days. Course instructors will reduce the amount of time spent lecturing and will instead rely heavily on HR case studies, group projects and interactive discussions. We believe this model will be an improvement as it will more closely mirror the techniques HR professionals must use in their daily work. Many of the course changes come at the suggestion of a group of HR professionals in state agencies who met earlier this year to discuss the course.

Interested participants may sign up for this course through their agency nominating officials. Because the course has not been offered recently, OPM anticipates that there may be more HR staff trying to enroll than we have slots available. We plan to offer another session of the course later in the year so that all employees who need the course to obtain Certified Personnel Professional certification will have an opportunity to attend.

AAA Memos

Memo No.	Date Issued	Memo Subject
OPM 11-01	01/07/2011	2011 State Agency Hiring Freeze - Executive Order 2011-01
OPM 11-02	01/10/2011	Quality Oklahoma Team Day 2011
OPM 11-03	01/13/2011	Agency Human Resources Management Self-Evaluation and Management Plan
OPM 11-04	01/26/2011	Inclement Weather Announcement and Clarification - January 20, 2011
OPM 11-05	01/31/2011	Department of Public Safety Hazardous Weather Announcement for Tuesday, February 1, 2011
OPM 11-06	02/08/2011	Department of Public Safety Hazardous Weather Announcement for Wednesday, February 9, 2011
OPM 11-07	03/02/2011	FY2010 OPM Annual Compensation Report
OPM 11-08	03/02/2011	Employee Service Rating (PMP) Compliance Form
OPM 11-09	03/14/2011	Public Hearing on Proposed 2011 Permanent Amendments to the Merit Rules and Voluntary Payroll Deduction Rules
OPM 11-10	03/24/2011	Business Process on Rejected Job Actions
OPM 11-11	03/24/2011	Mandatory Supervisory Training Requirement Report
OPM 11-12	03/29/2011	2011 Total Compensation Statement
OPM 11-13	03/31/2011	FY2010 Office of Personnel Management Annual Report and Workforce Summary
OPM 11-14	04/07/2011	2011 Public Service Recognition Week – May 1-7, 2011 2011 State Employee Recognition Day – May 4, 2011
OPM 11-15	04/12/2011	2011 Take Our Daughters and Sons to Work® Day
OPM 11-16	04/13/2011	Executive Order 2011-11 – Filed April 12, 2011 State Agency Hiring Freeze



Jim Lippert Passes Away

James "Jim" Anthony Lippert, passed away in Oklahoma City on December 30, 2010. Jim served as Principal Assistant to the OPM Administrator and Cabinet Secretary of Human Resources from 1994-1998, and OPM Assistant Administrator for Management Services for the Classification and Compensation Divisions from 1998-2001. Jim was born July 28, 1946, and graduated from Immaculate Conception Grade School, Bishop DuBourg High School in St. Louis, MO and the University of Oklahoma. Jim was honorably discharged from the United States Air Force January 20, 1972. He was a gifted athlete and an avid sports fan, especially of the St. Louis Cardinals. He was a creative writer who enjoyed music, books, and classic movies. He held a wealth of information and enjoyed sharing when prompted. Jim served many in his 30+ years in Human Resources. One of his many philosophies was, "Be interested, not interesting". Jim and Karen were high school sweethearts and finally married in 1991. A memorial fund has been set up in Jim's honor with Limbs for Life, 218 E. Main Street, Oklahoma City, OK 73104.



Remembering James L. Howard

Oscar Jackson, OPM Administrator & Cabinet Secretary for Human Resources and Administration

January 25, 2011

Ten years ago, before James Howard retired from state service, I was given the honor of presenting James, who I considered a friend and colleague, with a "Lifetime Achievement Award" from the Oklahoma Alliance for Affirmative Action, which has been renamed the Oklahoma Alliance for Civil Rights. I recently reviewed the remarks I prepared for that occasion. I commented that James and I both began our state government careers within a couple weeks of each other in the Fall of 1980.....I to direct the first statewide management and supervisory training effort we now call OPM Human Resource Development Services (HRDS), and James to head up the State of Oklahoma's equal opportunity and affirmative action program. Much to his embarrassment, I also recounted his outstanding accomplishments and recognition as a senior-level executive working for the State of Oklahoma in the State Personnel Board, which later became the Office of Personnel Management, and his tenure as Executive Director of the Oklahoma Merit Protection Commission.

But, what I remember most about my comments that day, was my use of a quote from the late United States Senator Sam Ervin, who once noted that "Public servants are men and women of capacity who, if they refuse to take part in politics and government condemn

themselves, as well as the people, to the punishment of living under bad government." I stated that day, and I believe even more today, as I reflect on James L. Howard's public service career, that he was one of Senator Ervin's "men of capacity".

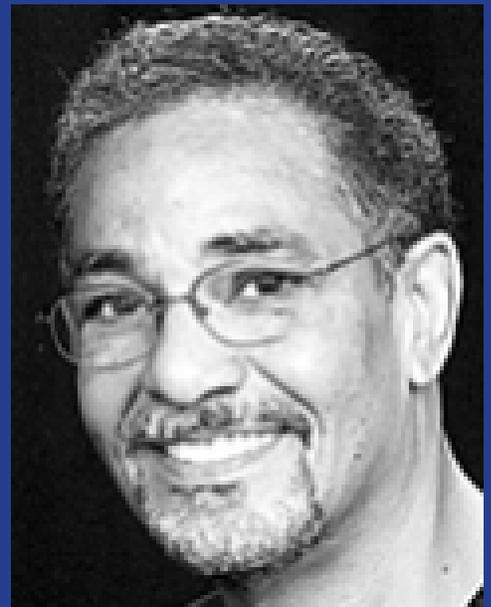
During his 20 plus years in state government, James was a tireless supporter of employment equity and other important human resources issues, and for the adoption of state policies aimed at providing equal employment opportunity within the state service. In everything he sought to accomplish during his service to the State of Oklahoma, he consistently drew upon a vast reservoir of experience that was characterized by dedication, effectiveness and integrity.

As many of you will recall, James adopted the following statement for the Oklahoma Merit Protection Commission: "Preserving the Integrity of the Oklahoma Merit System". As OPM Administrator, I was responsible for administering the Oklahoma Merit System. As Executive Director of the Oklahoma Merit Protection Commission, James held everyone accountable for their actions, including me. But, upon reflecting, through my interaction with James, although very stressful at times, because James would hold your feet to the fire, I believe I became a better Administrator and public servant as a result.

We owe James L. Howard a great debt of gratitude for his outstanding contributions on behalf of state government and the people of Oklahoma.

James L. Howard, passed away January 19, 2011. James served as OPM Director of Equal Opportunity and Affirmative Action, Assistant Administrator, and Executive Director of the Oklahoma Merit Protection Commission, and retired in 2004 after 20 years state service. James was the husband of former OPM Associate Administrator for Policy Services Marty Irwin, who retired in 1999, after 34 years state service.

James was born November 7, 1942, in Sturgis, KY. He rode a bus to an all-Black school 11 miles away in Morganfield, KY because Sturgis had no Black school. In 1956, at age 13, James led other students in attempting to integrate the all-white Sturgis high school. The campaign to desegregate the school was unsuccessful, but a judicial order led to school integration a year later, and James was able to graduate from Sturgis High School in 1960. James continued his education throughout life, attending military schools, colleges and several universities, including The National Judicial College in Reno, NV, and Oklahoma State University. James joined the U.S. Air Force after high school. He was stationed around the world during the twenty years of his service. His assignments included security work in Germany, Japan, and northeast Thailand during the Vietnam Era. After retiring from the military, James was employed by the state of Oklahoma and served as Assistant Administrator of the Office of Personnel Management and later as Executive Director of the Oklahoma Merit Protection Commission. Throughout his life, James was a tireless advocate for equal rights for all people. He broke through many barriers and paved the way for others. He valued diversity and was an inspiration and role model for many people. He earned the respect of state officials and employee advocates. A natural leader, James had a joy of life, a love of laughter, and a tender heart. He always loved to travel and experience the world.



Human Rights Commission Appoints New Director: John Carrington

On November 16, 2010, the Board of Commissioners for the Oklahoma Human Rights Commission (OHRC) appointed John Carrington as its new Executive Director. Carrington replaces Kenneth Kendricks who retired on October 1, 2010 with over 30 total years of state service.

Carrington has been with OHRC for sixteen years during which he served as Interim Director, Human Rights Representative Supervisor, and Conciliation Coordinator. As Executive Director, Carrington administers the day-to-day operations of the agency, overall supervision of the agency's professional staff in its two offices located in Oklahoma City and Tulsa, as well as oversight of the agency's three divisions of administration, enforcement, and community relations.

Carrington received his Bachelor of Science in Legal Studies from East Central University in Ada, Oklahoma in 1993. Part of the requirements for his undergrad degree included completion of a semester-long internship which he performed at OHRC. After graduation, and working as a legal assistant for a law firm, he started with OHRC in November, 1994 as the agency Conciliation Coordinator responsible for settlements and conciliation agreements. In August, 1998, he became the Human Rights Representative Supervisor in charge of investigations in the Oklahoma City office. Carrington also served three and a half months as Interim Director immediately prior to being named Executive Director

Carrington obtained his Master of Human Resources from East Central University in 2008, and is a member of ECU's Legal Studies Advisory Board which was responsible for gaining certification and American Bar Association approval for the Legal Studies Program. The Advisory Board is also responsible for maintaining ABA certification.

OHRC is a neutral fact-finding state agency that investigates discrimination complaints in employment, housing, and public accommodation. Anyone believing he/she has experienced discrimination in those areas may file a complaint. There are certain filing time limits and based only upon certain protected groups. Allegations of employment and public accommodation discrimination must be filed within 180 days and based only on the protected groups of race, color, sex, religion, national origin, age or disability. Housing discrimination complaints must be filed within one year and contain the same protected groups with the addition of familial status. OHRC also processes allegations of racial profiling, but based only on race or ethnicity.

OHRC has offices in Oklahoma City and Tulsa. The main office is in room 480 of the Jim Thorpe Building at 2101 N. Lincoln Boulevard, in Oklahoma City, and the Tulsa office is located in room 302 of the Kerr Office Building at 440 S. Houston. Additional information may be obtained toll-free at (888) 456-2558, by email at hrc@ohrc.state.ok.us or via website at www.ok.gov/ohrc/

Carrington replaces Kenneth Kendricks (photo to the right) who retired on October 1, 2010.



Appointments to Review Board

Shirley Russell, Director of Legislative Affairs

The Oklahoma Compensation and Unclassified Positions Review Board has two new appointees and one returning appointee. Before the end of his term, Governor Brad Henry appointed Philip K. Kraft, Executive Director of Oklahoma's Employee Benefits Council to the Review Board. Governor Henry also re-appointed Howard H. Hendrick, Director of Human Services. The Governor's appointees will serve until July 1, 2014. Senate President Pro Tempore appointed Sen. Gary Stanislawski to fill the unexpired term of the position formerly held by Sen. Jay Paul Gumm. Sen. Stanislawski will serve until July 1, 2012.

The purpose of the seven-member board is to biennially review the compensation study conducted by the Office of Personnel Management and make recommendations. The Board shall make recommendations which may include compensation adjustments, pay band adjustments, targeted salary increases, and other recommendations related to turnover, fringe benefits and other compensation issues concerning state employees, excluding retirement. The Board is also to review and make recommendations concerning the unclassified service in state agencies governed by the Merit system.



2011 Proposed Permanent Rule Amendments

Kara Smith, General Counsel

The Administrator of the Oklahoma Office of Personnel Management has proposed amendments to the following Merit Rules and Voluntary Payroll Deduction Rules. Copies of the proposed rules may be obtained between 8:00 a.m. and 5:00 p.m. Monday through Friday at the Office of Personnel Management, 2101 N. Lincoln Blvd., Suite G-80, Oklahoma City, OK 73105.

- VOLUNTARY PAYROLL DEDUCTION (TITLE 530, CHAPTER 15)
 - Subchapter 1. General Provisions
 - 530:15-1-9 [AMENDED]
 - Subchapter 3. Administrative Provisions
 - 530:15-3-13 [AMENDED]
- MERIT RULES (TITLE 530, CHAPTER 10)
 - Subchapter 1. General Provisions
 - Part 1. General Provisions
 - 530:10-1-2 [AMENDED]
 - Subchapter 5. Position Allocation and Employee Classification System
 - Part 5. Audits of Positions
 - 530:10-5-52 [AMENDED]
 - Subchapter 7. Salary and Payroll
 - Part 1. Salary and Rate of Pay
 - 530:10-7-12 [AMENDED]
 - Subchapter 9. Recruitment and Selection
 - Part 3. Written and Performance Tests
 - 530:10-9-40 [AMENDED]
 - Part 11. Direct Hire Authority
 - 530:10-9-111 [AMENDED]
 - Subchapter 11. Employee Actions
 - Part 11. Other Transactions
 - 530:10-11-120 [AMENDED]
 - Subchapter 13. Reduction-in-Force
 - Part 1. General Provisions for Reduction-in-Force
 - 530:10-13-3 [AMENDED]
 - 530:10-3-12 [AMENDED]
 - Part 3. Reduction-In-Force Plan Requirements
 - 530:10-13-32 [AMENDED]
 - Subchapter 15. Time and Leave
 - Part 5. Miscellaneous Types of Leave
 - 530:10-15-43 [AMENDED]
 - 530:10-15-48 [AMENDED]



2011 Compensation Statements to be Issued Soon

Tom Patt, Assistant Administrator for Management Services

Sometime in the next few weeks, State of Oklahoma Executive Branch employees will be receiving a document that should look familiar to them. The document is called the Total Compensation Statement; and it will look familiar, because this the third consecutive year it has been distributed to employees. In addition to showing the direct "cash" compensation that each employee receives in the form of base salary and annual longevity payments, the statement itemizes the state's contributions to benefits, including the benefit allowance (which covers core insurance benefits); contributions to the defined benefit plan and the SoonerSave defined contribution plan; and the cost of statutory benefits such as Social Security, workers compensation, and unemployment compensation. In addition, the statement provides an estimate of the value of each employee's paid time off benefits based on the employee's current hourly rate, as well as general information about the insurance and retirement benefits available to employees.

The Total Compensation Statement began as a recommendation of the Governor's Task Force on State Employee Compensation, which convened in 2007. Citing a practice that is gaining popularity in the private sector, the Task Force urged State government leadership to provide all employees a written statement that would give a clear picture of the investment the State makes on their behalf through the salary and benefits packages provided to them. Accordingly, in November of 2008, Governor Brad Henry issued Executive Order 2008-47, requiring the creation of such a total compensation "report card"; and, in December of 2008, a work group from several agencies was put together to design and develop this product. Each year since then, and except for a few changes in personnel, the same work group has convened to update and publish the statement for that year. The current work group consists of the following agency representatives:

- Stacy Bonner, CORE Group
- Nita Motte, CORE Group
- Dan Melton, Employees Benefits Council
- Frank Wade, Employees Benefits Council
- Brian King, Employees Benefits Council
- Patrick Lane, Oklahoma Public Employees Retirement System
- Michelle Crozier, Office of Personnel Management
- Tom Patt, Office of Personnel Management
- Everett Slavik, Office of Personnel Management

In 2010, an online survey on employee benefits was developed in conjunction with the Total Compensation Statement to ascertain the level of satisfaction among employees with various components of the benefit package. The survey revealed a generally high level of satisfaction with the current structure of the benefit package and the benefit allowance. The survey will be conducted online again this year through the EBC Benefits Administration System (BAS) so that a year-to-year comparison of results can be made.

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This publication has been printed and distributed by the Office of Personnel Management as authorized
by the Administrator, Oscar B. Jackson, Jr. Fifty copies have been printed at a cost of \$48.59.