



West Virginia Division of Personnel

ANNUAL REPORT

FISCAL YEAR 2013

To manage and monitor the West Virginia State Government employment process from recruitment and testing through separation, and ensuring fair and equitable treatment in all aspects of employment.

To provide training and development opportunities to all State employees.

To provide accurate and meaningful information regarding work-related issues to all State employees.

To participate in the implementation of an Enterprise Resource Planning (ERP) system.

GOALS



West Virginia Division of Personnel

An agency under the Department of Administration

Sara P. Walker, Director

STATE PERSONNEL BOARD

Ross Taylor, Chairman

Mark Carbone ♦ Sharon Lynch

Eugene Stump ♦ Elizabeth Walker

Earl Ray Tomblin, Governor

Ross Taylor, Cabinet Secretary

December 27, 2013

Honorable Earl Ray Tomblin, Governor
Honorable Members of the West Virginia Legislature
Citizens of West Virginia

Ladies and Gentlemen:

It is with pleasure that I submit to you the Fiscal Year 2013 Annual Report for the West Virginia Division of Personnel.

In accordance with West Virginia Code § 29-6-7(b) (11), we have prepared this report to share with you our achievements during Fiscal Year 2013. I hope you find this report informative, and I welcome your inquiries regarding any of the material it contains.

Sincerely,

Sara P. Walker
Director of Personnel

cc: Ross Taylor, Cabinet Secretary
Department of Administration

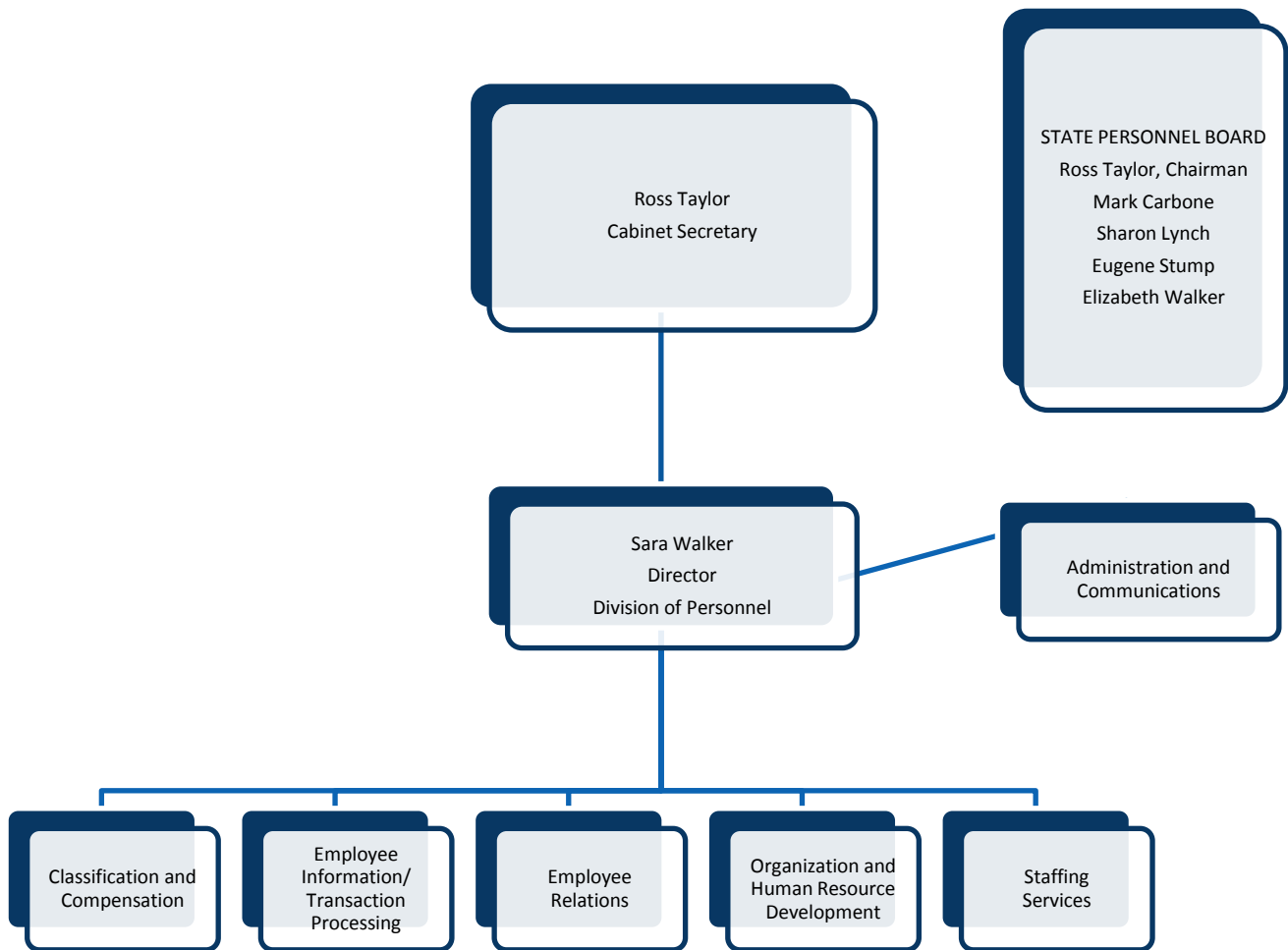
State Personnel Board Members

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ORGANIZATIONAL CHART



OVERVIEW

MISSION

The Division of Personnel's mission is to provide personnel management programs to support State agencies in employing and retaining individuals of the highest ability and integrity to provide efficient and effective governmental services for the citizens of West Virginia. Key to this mission is the creation of an environment that engenders trust and confidence at all levels, and promotes personal and professional growth.

INTRODUCTION

The Division of Personnel was created by the Legislature in *West Virginia Code* §29-6-1 et seq. in 1989 to provide leadership in personnel management for State government. Our services touch all aspects of employment from application and hiring through separation or retirement.

Our goal is to ensure that State government is staffed by a diverse workforce that is skilled, dedicated, and responsive to the needs of the citizens of West Virginia. Our use of techniques based on merit principles and scientific methods provides State agencies with qualified job applicants as well as an infrastructure that promotes equal employment opportunity and assures fair treatment of employees in all aspects of personnel administration.

A comprehensive system of personnel management is achieved through the integration of five functional areas. The major responsibilities of each section in the Division of Personnel are summarized below. In addition to these functional responsibilities, the Division serves as liaison and coordinator to the State Personnel Board, and coordinates regular and emergency rule-making processes.



The Division of Personnel also provides information on work-related issues through brochures, examination announcements, the employee handbook, standard forms, policies, and other informational materials. This section performs research, writing, editing, design, and printing services for regular publications, including *Stateline*. A quarterly newsletter for all State employees, *Stateline* contains information about policies, agencies' activities, honors/awards, training opportunities, insurance and retirement information, and other work-related issues. This Division also coordinates statewide activities celebrating Public Service Recognition Week.

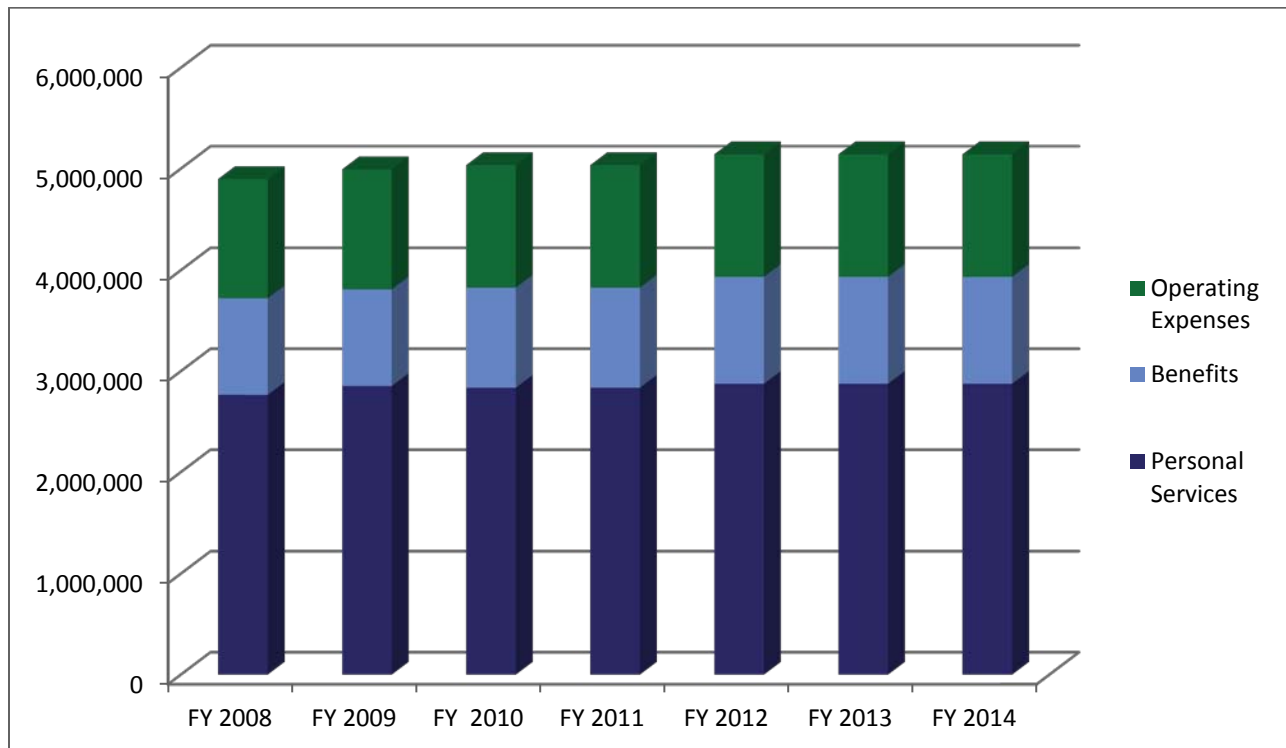


BUDGET

The Division of Personnel's Budget for 2013 was \$5,141,821 and will remain stable through FY 2014. The Division's budget has remained stable over the course of the past 7 Fiscal Years, increasing by \$245,230 over that period. Over \$142,000 of this budget increase is attributable to increases in the cost of employee benefits over this period of time.

DIVISION OF PERSONNEL BUDGET INFORMATION

DOP BUDGET HISTORY – 2008 THROUGH 2014				
FY	Personal Services and Annual Increment	Benefits	Unclassified	Total
2008	\$ 2,765,156	\$ 956,624	\$ 1,174,811	\$ 4,896,591
2009	\$ 2,852,841	\$ 957,191	\$ 1,182,707	\$ 4,992,739
2010	\$ 2,835,777	\$ 991,588	\$ 1,207,158	\$ 5,034,523
2011	\$ 2,835,777	\$ 991,588	\$ 1,207,158	\$ 5,034,523
2012	\$ 2,875,410	\$ 1,059,253	\$ 1,207,158	\$ 5,141,821
2013	\$ 2,875,410	\$ 1,059,253	\$ 1,207,158	\$ 5,141,821
2014	\$ 2,875,410	\$ 1,059,253	\$ 1,207,158	\$ 5,141,821



ADMINISTRATION and COMMUNICATIONS

STAFF

The Administration and Communications staff consists of a Personnel Specialist, Senior; an Administrative Services Assistant 1, and a Mail Runner.

OVERVIEW

The Administration and Communications section coordinates the financial and communications (including mail service) functions of the Division. The employees of this section act as key advisors to the Director providing workforce analytics, project management, and input into key functions within the Division.

The Division of Personnel provides information on work-related issues through brochures, examination announcements, standard forms, policies, and other informational materials. These materials are developed within this section, or received and edited from other agency sections, and then formatted and produced by the Administration and Communications section.

This section performs research, writing, editing, design, and distribution of regular publications, including *Stateline*. This is a quarterly newsletter which contains primarily information about policies, agencies' activities, honors/awards, training opportunities, insurance and retirement information, and other workrelated issues. Current and back issues of *Stateline* can be found at www.personnel.wv.gov/employees/Stateline/Pages/default.aspx.

In addition, this section coordinates statewide activities celebrating Public Service Recognition Week, ensuring that all State employees are recognized for their long service to the State.

FY 2013 ACTIVITIES and ACCOMPLISHMENTS

INTERNET SITE: The Division of Personnel debuted a new and much-improved agency website in December, 2012. The site was designed and launched by the Administration and Communications Section, in coordination with West Virginia Interactive. In general style and structure, the new Division of Personnel site mirrors those of other State agencies that partner with West Virginia Interactive, with specific tailoring to the Division.

Our website was designed to provide easily accessible information for our three target audiences: job seekers, current State employees, and State agency administrators, managers, and supervisors. Information was updated, reorganized, and consolidated. It was then made available through a number of navigation routes in order to make it easier for users to locate. To provide consistency, all information links for topics common to more than one group are directed to the same eventual landing pages, no matter which navigation route is followed.

PUBLIC SERVICE RECOGNITION PROGRAM: Section staff coordinated the employee recognition events surrounding Public Service Recognition week. Included is the recognition of all employees who had attained a minimum of 20 years of service, progressing upward in increments of five years. This year, over 1,700 employees were recognized, including two employees with 55 years of service. This effort is representative of the Division's dedication to recognizing State employees for their commitment to providing services to the citizens of West Virginia.



CLASSIFICATION and COMPENSATION

STAFF

The Classification and Compensation section has 10 employees consisting of an Assistant Director, one Administrative Services Manager, three Personnel Specialist Seniors, two Personnel Specialists, one Personnel Specialist Associate, one Personnel Assistant, and a Secretary.

OVERVIEW

The Classification and Compensation section is responsible for the development, maintenance, and revision of the classification and compensation plans for all positions in the classified service and a classification plan for all positions in the classified-exempt service. The classification and compensation plan organizes job classifications into related and meaningful groups for legally required hiring standards and pay relationships.

The Classification and Compensation section continues to focus on the PLANS (**P**reparing, **L**eveling, **A**dopting, **N**egotiating, **S**tructuring) project, an ongoing reclassification effort. This effort includes implementation of a new job evaluation methodology to replace the current market pricing/whole job comparison system which was installed in 1990. To support this new system, the project includes an evaluation of all 21,000-plus positions to ensure that our classification plan is accurate and up to date, the development of a compensation philosophy, and collection and analysis of comprehensive market survey information. The objectives of the project are to ensure our classification plan accurately organizes and describes jobs in State government and that our compensation plan is internally fair. A website has been set-up to provide information on the PLANS project at www.plans.wv.gov.

This section also reviews all personnel transactions and agency staffing requests for compliance with the classification and compensation rules, policies, and practices. They work cooperatively with user agencies in the development of new and revised job classifications based on new programs, reorganizations, and new technology in the workplace. Further, the staff assists user agencies in responding to severe recruitment and retention problems and other compensation-related issues. An important element of this analytical work involves conducting and participating in a variety of salary surveys on a national, regional, and local basis.

The Classification and Compensation section works in cooperation with the Attorney General's Office in representing the Division of Personnel at grievances filed by employees. A significant responsibility of this section is to present technical data and regulatory interpretations at Level 2 and Level 3 grievance hearings in defense of the classification and compensation plans. Also, agencies may call upon this section to explain regulatory interpretations at Level 1 grievances.

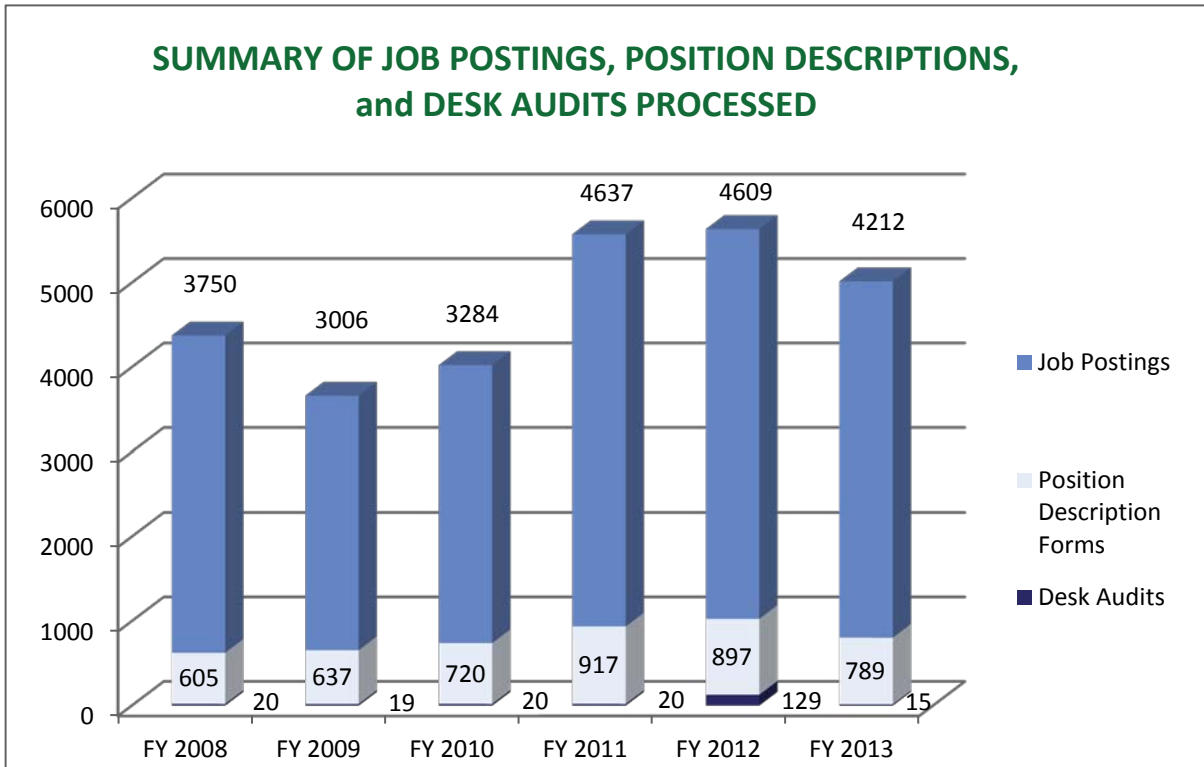
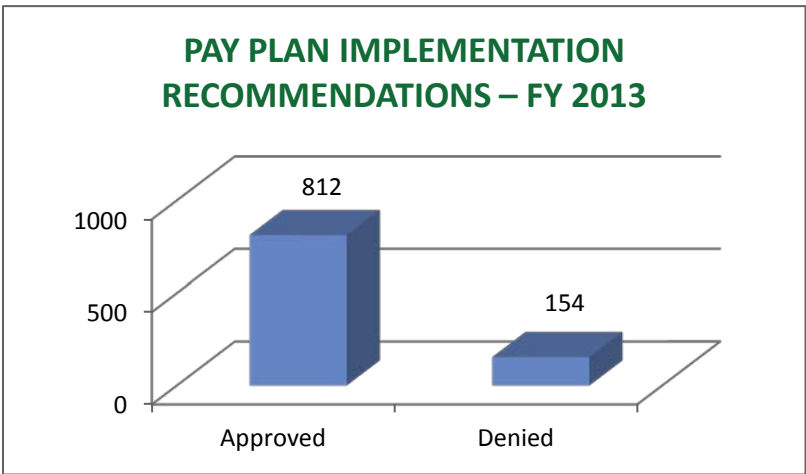
FY 2013 ACTIVITIES and ACCOMPLISHMENTS

As part of the ongoing PLANS reclassification effort, a Job Matrix was developed to serve as the structure's framework. Other accomplishments so far in the classification study are: 1) job families have been defined, 2) Subject Matter Experts (SMEs) from various agencies evaluated the jobs, 3) over 750 draft classification specifications have been allocated, 4) positions have been allocated to the new classification plan, and 5) a compensation survey has been conducted. Currently the Classification and Compensation section is consulting with State agencies on the allocation of positions and a compensation report is being developed for the Steering Committee.



Classification and Compensation staff reviewed 966 recommendations for salary adjustments authorized under the Division of Personnel Pay Plan Implementation Policy (Policy DOP-P12).

The section also processed 1,045 personnel transactions related to classification or compensation, evaluated 789 position description forms, reviewed and processed 4,212 staffing request forms for job vacancy postings, reviewed 62 classification appeals, and conducted 15 on-site job audits.



CLASSIFICATION and COMPENSATION REVIEWS

The Classification and Compensation section continues to implement and maintain the current classification and compensation plan, while developing a new classification and compensation plan.

In this fiscal year, the section provided 56 consultations to agencies on matters of classification and compensation, presented eight proposals for classification and compensation plan revisions to the State Personnel Board, revised 32 classification specifications to aid user agencies with recruitment issues or to redefine the scope of work, and represented the Division in 25 mediation hearings and 18 grievance hearings. The number of agency consultations increased this fiscal year by 41 for two reasons: 1) agencies are facing more recruitment and retention issues, and 2) staff is consulting with agencies on the proposed classification and compensation plan. This section was also involved in 40 salary surveys.



EMPLOYEE INFORMATION/TRANSACTION PROCESSING

STAFF

The Employee Information/Transaction Processing section is made up of a staff of six, consisting of an Assistant Director, two Personnel Specialist Seniors, two Personnel Specialists, and an Office Assistant.

OVERVIEW

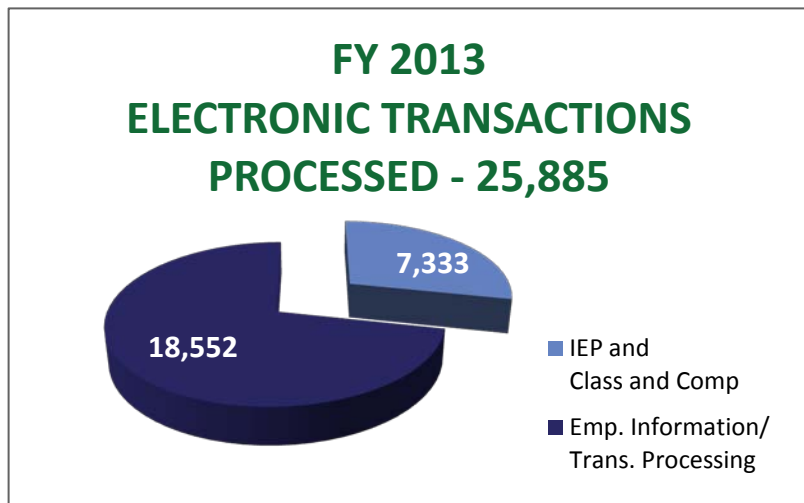
The Employee Information/Transaction Processing section establishes and maintains employee information systems and historical records for all State employees and many county health departments. Staff of the section certify personnel transactions and assure that all transactions are in compliance with applicable State statutes, regulations, policies, procedures, and compensation plans.

Back pay awards may be granted as a result of a grievance procedure, court order, settlement agreement, or an order from the United States Department of Labor. The Division of Personnel assists State agencies in processing back pay awards to render them in an efficient manner and in compliance with existing statutes and administrative rules. This section is responsible for verifying calculations of the monetary awards and compensation changes, and calculating interest.

When a layoff is approved by the State Personnel Board, the section is responsible for verifying the tenure of State employees who may be affected. Layoffs are most often caused by a reduced workload, curtailment of funds, or reorganization of departments, agencies, or work units. Layoffs affecting permanent employees are structured according to job classification on the basis of tenure.

FY 2013 ACTIVITIES and ACCOMPLISHMENTS

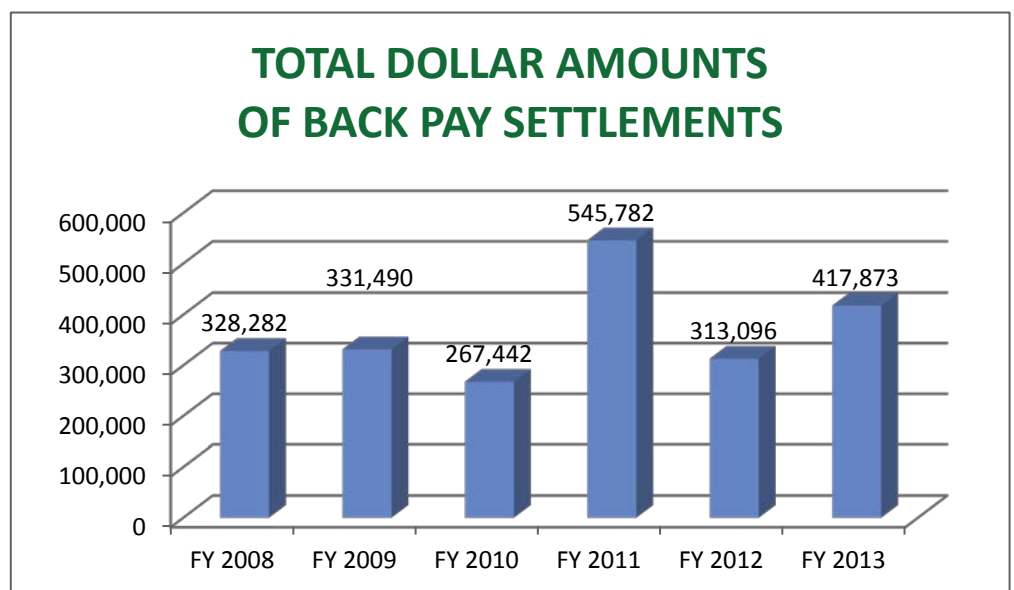
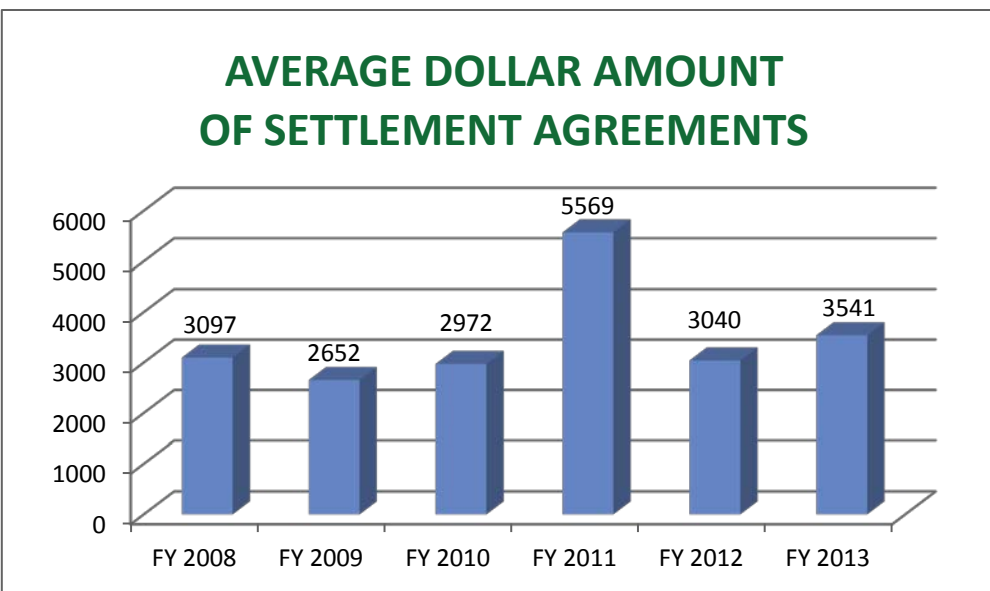
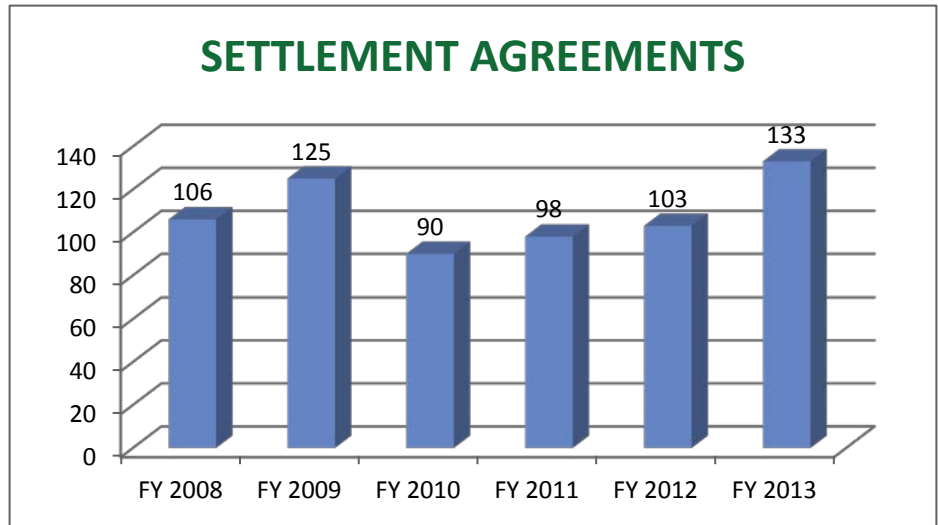
There were over 25,000 personnel transactions processed for covered State agencies, not including the Division of Highways; the Division of Highways processed an additional 3,400 transactions for review by the Division of Personnel. In addition, the DOP processed over 600 transactions for the State's Local Health Departments, and over 1,200 transactions processed on paper. This equates to a grand total of nearly 30,000 transactions. These transactions were reviewed by the Employee Information/Transaction Processing section or by the Internal Placement group within the Staffing Services section of the Division. Each transaction was reviewed for compliance with applicable State statutes, regulations, policies, procedures, and compensation plans.



The Employee Information/Transaction Processing section processed a total of 133 settlement agreements; of these, 118 included back wages.

\$ 396,337 Back Wages
 \$ 21,536 Interest
 \$ 417,873 Grand Total
 \$ 3,541 Average Dollar Amount

Both the average dollar amount of all settlement agreements and the total dollar value per agreement increased this fiscal year.



EMPLOYEE RELATIONS

STAFF

The Employee Relations section employs five staff members consisting of: one Assistant Director, two Personnel Specialist Seniors, one Personnel Specialist, and one Secretary.

OVERVIEW

The Employee Relations section's purpose is to ensure that merit system principles of personnel administration are upheld through the fair and equitable application of rules, policies, and procedures across the Executive Branch agencies of State government.

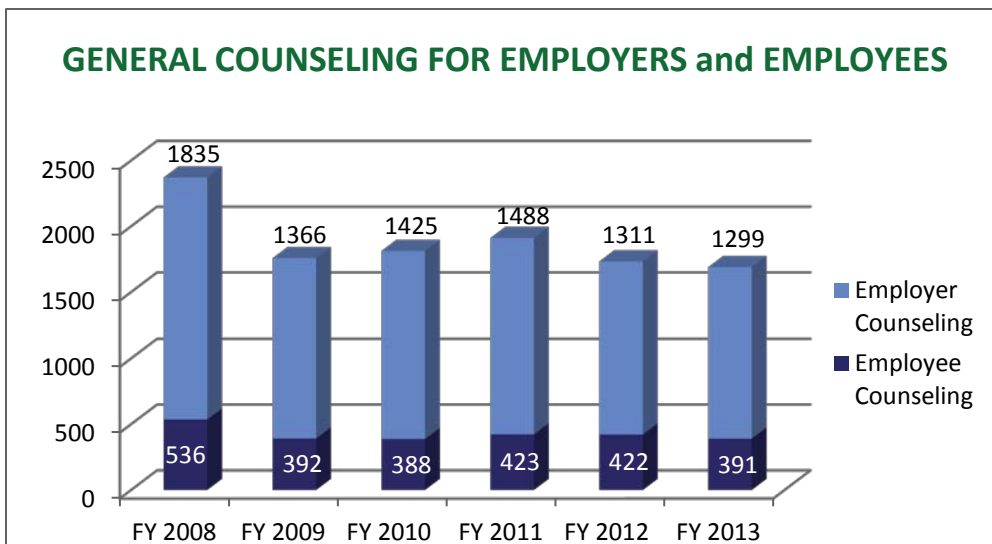
The core functions of Employee Relations are to provide technical assistance, advice, and guidance to State agencies and affiliated county health departments and their employees on a variety of employer/employee topics. These include federal and State employment-related laws and regulations, the Division of Personnel's *Administrative Rule*, personnel policies, disciplinary actions, and grievances.

FY 2013 ACTIVITIES and ACCOMPLISHMENTS

Staff responded to 1,690 general inquiries. Of those, 391 were from employees, while 1,299 were from employers. In conjunction with individual technical assistance to employers and employees, the section also conducted six training sessions, which covered a variety of human resources topics including employment-related laws, personnel management, due process, layoffs, regulations, and Division of Personnel rules and policies.

Employee Relations staff conducted one employee outreach session during the fiscal year. The purpose of these sessions

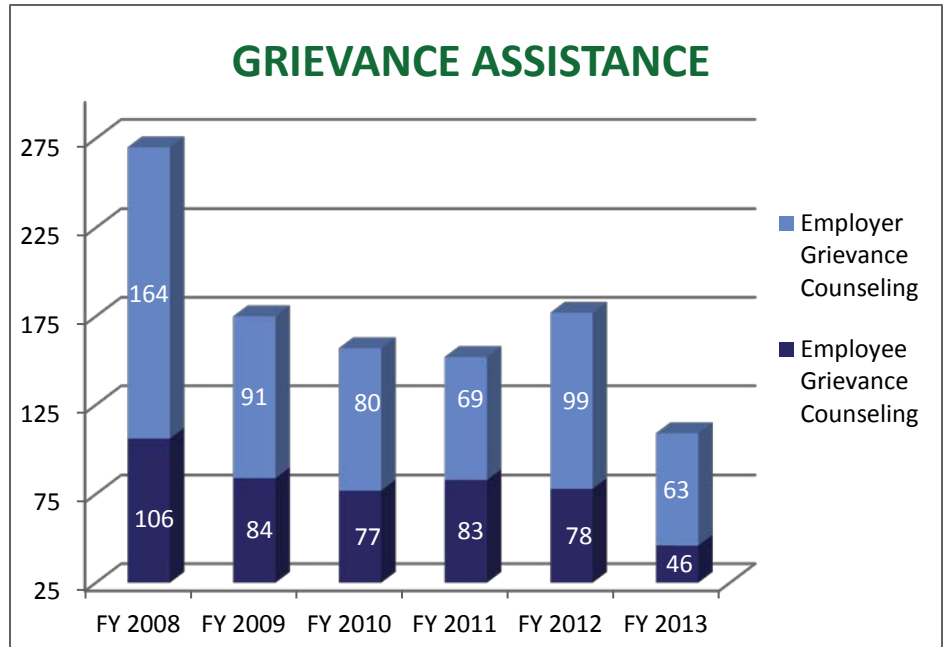
is to provide an opportunity for employees and supervisors in locations outside of Charleston to have personal access to the Division of Personnel's Employee Relations Specialists. The agenda for these sessions is very flexible, as it is intended that these meetings be "employee-driven" and responsive to employee concerns. These sessions are most appropriate for addressing general questions about personnel policies, employee rights, and recommended procedures for dealing with employee relations issues.



Staff also worked in concert with the Organization and Human Resource Development (OHRD) section in providing Personnel Management Training and Managing and the Law Training on two occasions and spoke at an OHRD HR Leadership Academy training session.

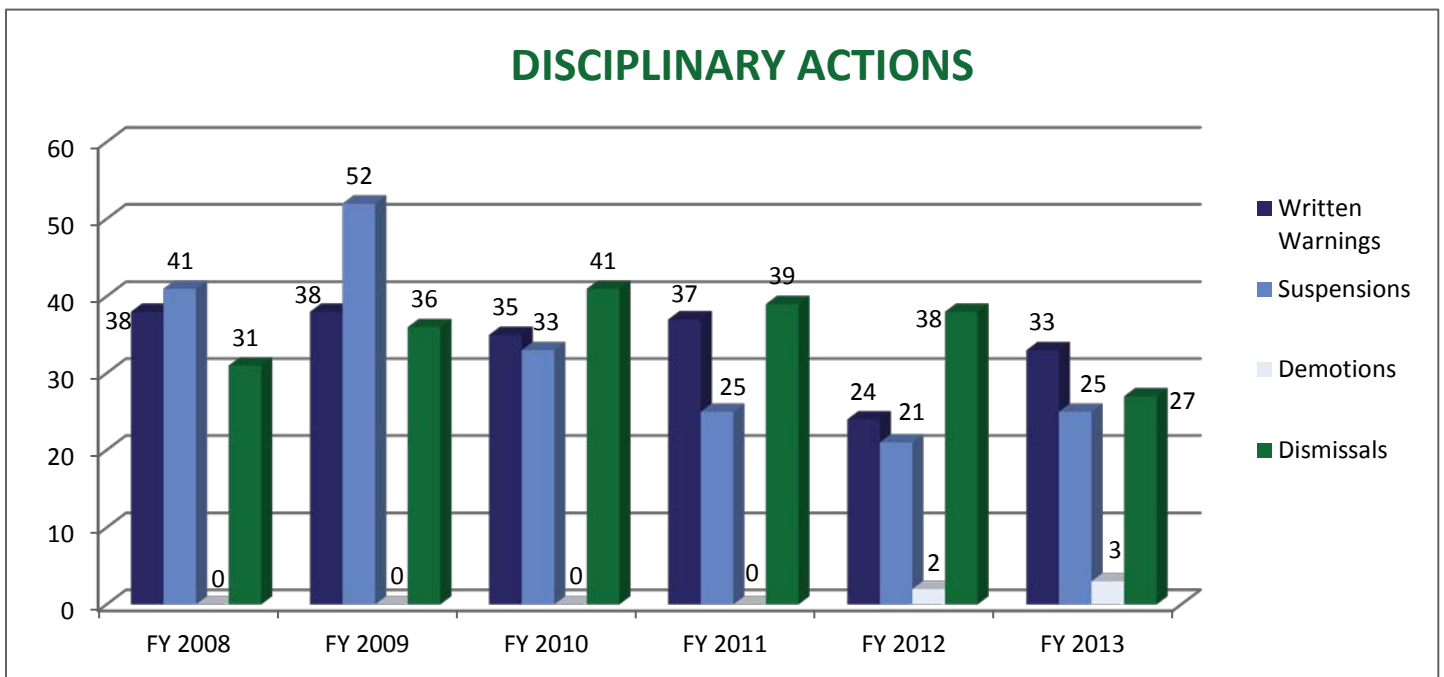


A major function of the Employee Relations section is to provide specialized grievance counseling. This is accomplished by providing information from a neutral position to both employees and employers regarding all aspects of the grievance procedure. Some of the topics covered are time frames for each step of the threelevel process, notification requirements, burden of proof, and information about decisions on similar cases. Employee Relations staff responded to 46 grievance-related inquiries from employees and 63 grievance-related inquiries from employers, for a total of 109 inquiries this fiscal year. The Employee Relations staff testified at three grievance hearings.



Employee Relations strives to ensure that disciplinary action is administered fairly and only for good cause. Employee Relations also seeks to ensure that employees' substantive and procedural due process rights are preserved. Employee Relations staff assisted employers with 88 disciplinary actions. These consisted of 33 written warnings/reprimands/plans of improvement, 25 suspensions, three demotions with prejudice, and 27 dismissals.

The Employee Relations section also processes applicant criminal records checks and makes determinations of suitability for certain classified agencies based upon these records. They received 35 criminal record reports from the West Virginia State Police and/or the Federal Bureau of Investigation. Employee Relations must also make suitability determinations regarding reemployment of individuals dismissed from employment in the classified service and send written notice to the former employees accordingly. During Fiscal Year 2013, 177 reemployment suitability determinations were made.



The role of Employee Relations is significant in the development and ongoing refinement of the Division of Personnel's law, rules, and policies. In addition, Employee Relations authors a variety of human resources guidance documents available on the Division of Personnel web site. Two of these guidance documents were updated during Fiscal Year 2013. The updates included:

- Supervisor's Guide to Crediting the Annual Military Leave Allotments
- Supervisor's Guide to Human Resources Record Keeping Requirements

The Division actively seeks input from employers and employees in the development of personnel policies and legislative rules. All employees are encouraged to participate in the development of policies and rules by attending public hearings, calling to share concerns and suggestions, or providing written comments.

ORGANIZATION and HUMAN RESOURCE DEVELOPMENT

STAFF

The Organization and Human Resource Development (OHRD) section consists of six staff members including one Senior Training and Development Consultant, three Training and Development Consultants, one Staff Development Specialist, and one Office Assistant.

OVERVIEW

OHRD provides training programs, development strategies, and consulting services to increase the effectiveness and efficiency of State government.

OHRD's mission is to facilitate learning; guide visionary change efforts; and improve individual, team, and organizational performance. OHRD maintains a yearly schedule of interactive classroom and online training; arranges special training, coaching, and consulting services upon request; administers the Supervisor/Manager Training Program Policy; and directs the activities of the Center for Quality Government (CQG).

Our goal is to foster higher competency in critical managerial functions, ensure that public funds are expended judiciously and public services are provided in an effective and efficient manner. It is imperative that the State government supervisors and managers are able to competently organize, direct, monitor, and evaluate the personnel and programs for which they are responsible. To that end, the Division of Personnel offers courses to ensure that all supervisors and managers in all affiliated agencies possess the requisite knowledge, skills, and abilities to successfully carry out the duties and responsibilities of their positions.

The Center for Quality Government was established in 1993 to provide a comprehensive management development curriculum for all State government administrators. The Center focuses on strategies and skills that will enable managers and supervisors to provide responsive services to the citizens of West Virginia; effectively manage financial and human resources; and, promote high ethical standards. The Center's three principal components are supervising for Success, Managing for Excellence, and Teaching: The Heart of Leadership.

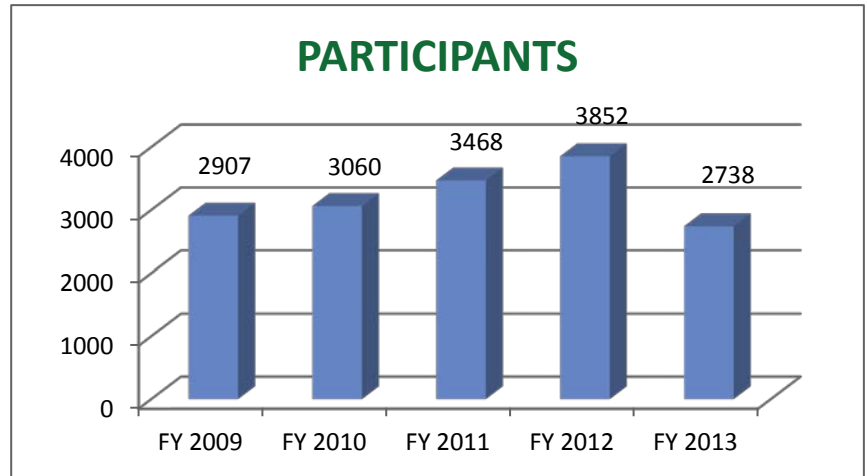
Coursework offered by OHRD may be recognized by State colleges and universities for conversion to academic credit. It may qualify as Continuing Education Units (CEUs), and may also be submitted to State licensing boards for consideration towards meeting their mandatory continuing education requirements.



FY 2013 ACTIVITIES and ACCOMPLISHMENTS

The Division of Personnel continued its commitment to offering programs based on the training and development needs of the State workforce. Two regional training conferences were conducted in Beckley, and conferences were conducted in Clarksburg (1), Burlington (1), and Morgantown (1), in support of both the Division's and Department's cost savings goals, reducing expenditures for travel expenses.

OHRD conducted 181 regularly scheduled programs and six special request programs constituting 187 days of training and 2,738 graduates (note that the decrease is an adjustment due to this unit's involvement with the wvOASIS Project).



The following courses were offered in support of the Division's Supervisor/Manager Training Program Policy:

*Preventing Harassment: A Shared Responsibility
The Drug-Free Workplace (online and classroom)
Employee Performance Appraisal I: Policy and Forms
Managing and the Law
Discipline and Documentation*

*Supervising for Success II: Critical Skills for New Supervisors
Personnel Transactions in State Government
Finance for the Non-Financial Manager
Workplace Safety: Your Responsibility*

A total of 1,325 employees completed these programs in Fiscal Year 2013.

The Division of Personnel offered 33 additional training programs including:

*Accountability: Creating a Culture That Gets Results Anyone Can Lead
Attendance Management
Bridging the Gap: Communicating with the Deaf and Hard of Hearing
Business Etiquette and Professionalism
Coaching and Developing Employee Performance
Conflict Management
Creative Problem Solving
Developing Leadership Survival Skills
Dialogue and Listening: Relationship Building Skills for a New Era
Dealing with Upset and Angry Customers
Effective Selection Interviewing: Skills Training in Observation and Questioning
Email Etiquette: Guidelines for Professional Emails
Ethics in Action: An Introduction to the WV Ethics Act
Energy Management: Becoming a Corporate Athlete
Heading into Retirement: Planning for a Secure Future
Interpersonal Communication: Building Relationships Improving Performance*

*Introduction to Adult Learning
Incivility in the Workplace: How Rudeness and Disrespect are Impairing Performance
Know Your State Government
Leadership and the Movies
Managing Remote Workers and the Virtual Workforce
Navigating Critical Conversations: A Supervisor's Guide
Professional Telephone Techniques
Project Management Primer: Communication Essentials
Providing Exceptional Customer Service
Running Effective Meetings
Supervising for Success I: Developing Tomorrow's Leaders
Thriving at Work: The Art and Science of Stress Management
Time Management
Train the Trainer: Creating Learning Leaders
What Video Games Can Teach Us About Performance Management
Writing for Results*

In Fiscal Year 2013, 1,413 employees graduated from these programs.



The Division of Personnel provides performance improvement consulting and leadership coaching for State agencies. Organization and Human Resource Development staff conducted over 15 coaching and/or consulting interventions.

In 2013, an emphasis was placed on subject matter expert development through coaching, the development of online learning options, teaching learning leaders, and assisting in the wvOASIS transition.

STAFFING SERVICES

STAFF

The Staffing Services section consists of 29 employees including one Assistant Director, three Administrative Services Managers, three Office Assistants, one Personnel Assistant, 10 Personnel Specialists, eight Personnel Specialist Associates, and three Personnel Specialist Seniors. This section is grouped into the following units: Applicant Services (including Registers), Internal Employee Placement, and Recruitment and Research.

OVERVIEW

Staffing Services administers the hiring system for the classified service by establishing valid and reliable selection procedures for recruiting, assessing, and evaluating applicants; creating lists of qualified applicants; providing the best-qualified applicants to State agencies for interviews; and evaluating the qualifications and credentials of applicants applying for internal job vacancy postings.

The Division of Personnel is committed to maintaining convenient and accessible testing opportunities for qualified applicants. Testing locations for written examinations are established in 13 locations throughout the State. In addition to twice weekly walk-in testing in Charleston, applicants have frequent opportunities for walk-in testing in Beckley, Bluefield, Bridgeport, Elkins, Farmington, Huntington, Martinsburg, Moorefield, Parkersburg, Welch, Wheeling, and White Sulphur Springs. The Division of Personnel staff provides reasonable accommodations to applicants with disabilities, which include large print examination booklets and answer sheets, providing readers or interpreters, and allowing extended time to complete examinations.

All job recruitment announcements are available on the Division of Personnel website and in paper form upon request. Applicants may review online job announcements from home computers, public access computers located at WorkForce WV offices, college placement offices, and public libraries. All of the information about available job opportunities, testing, and the hiring process is available at: www.personnel.wv.gov.

The online application process enables applicants to view and print any job announcement; create a single, reusable online application; attach supporting documents; and apply for any number of open jobs.

Job classifications are selected for announcement based upon the needs of State agencies. The Division typically responds to an agency request to open a recruitment announcement within 36 hours of receiving the request. In some cases recruitment begins the same day the request is received. Generally there are between 120 and 140 open recruitments at any time. This may include 40-50 continuously announced written tested job titles and 50-80 jobs which are continuously open for applicant evaluation on the basis of education and experience.

Job counseling is a widely used public service provided by the Division of Personnel. Individuals seeking employment in State government can visit the Division of Personnel or call to speak with an employment counselor who is trained to assess their qualifications and interests, and assist them in applying for appropriate jobs. Individualized counseling is available on a walk-in basis in Charleston.



The Internal Employee Placement unit of the Staffing Services section ensures that certain personnel transactions for agency positions comply with merit system standards and are processed timely. Staff assesses the qualifications of applicants for employment or status changes, such as promotions, for compliance with applicable statutes, regulations, policies, and procedures. To assist agency managers in filling positions and reallocating employees, staff also provides reviews for qualification and salary eligibility for job applicants.

When layoffs occur due to reduced workload, curtailment of funds, or reorganization in agencies, this unit is responsible for establishing and monitoring hiring preference for affected permanent employees. A key service the unit provides on an ongoing basis is training and counseling to agency human resources personnel in effective employment and personnel transaction procedures.

Staffing Services is responsible for the development and improvement of applicant selection procedures, which ensure that only the most qualified candidates are referred for appointment to State jobs. The section assists State agencies in creating a quality workforce that reflects the rich diversity of our State and that recognizes merit and welcomes, respects and values the contribution of all people.

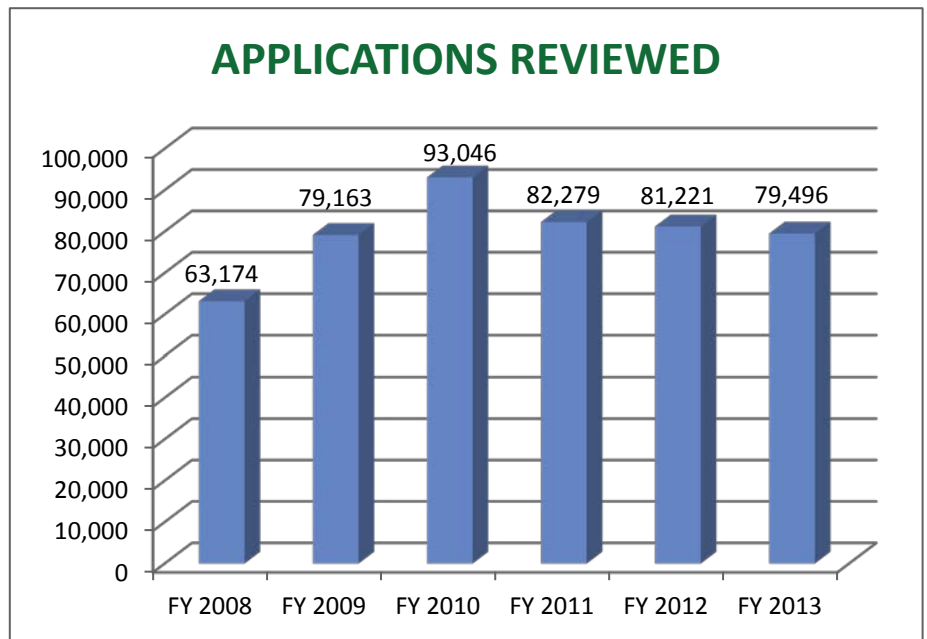
In addition, Staffing Services continues its joint responsibility with the Division of Rehabilitation Services in administering the Selective Placement Program for the evaluation and placement of qualified persons with severe disabilities in State government employment. This program enables qualified applicants with severe disabilities to establish eligibility through a special position based assessment. The program also provides an opportunity for State agencies to better accommodate and match the person's training and skills with the needs of a specific position.

FY 2013 ACTIVITIES and ACCOMPLISHMENTS

The Staffing Services section cooperated with the Division of Rehabilitation Services to process four referrals in our Selective Placement Program for Persons with Severe Disabilities.

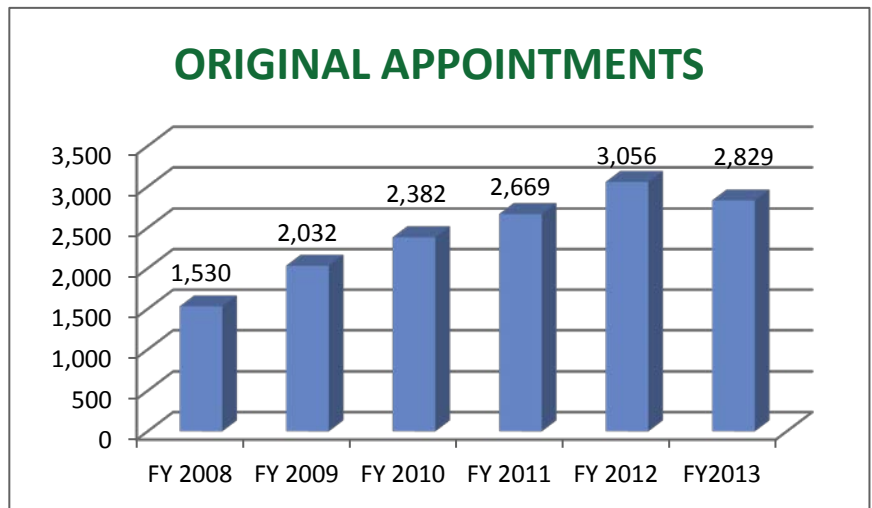
To improve efficiency in the announcement process, this section continued to reduce the number of continuously open jobs. This has allowed the section to focus on announcing specific position vacancy job opportunities and tailor the announcement to the specific agency, location, and position duties. Continuous examination announcements were supplemented by 344 special limited-time announcements. These are used to establish lists of qualified applicants for positions with special critical skills requirements and/or have infrequent vacancies.

The staffing function also conducted a significant number of job counseling sessions. We responded to almost 30,000 phone, email and in-person requests for assistance and information about State employment opportunities. In addition, our online Job Interest Card system enables applicants to sign up for automatic email notification when jobs matching their interests are opened for applications. This year, 20,728 online Job Interest Cards were completed.



A total of 79,496 applications were reviewed and scored this fiscal year. Overall, application numbers remain double what they were before the online application process was implemented.

Approximately 4,150 referral lists of qualified eligibles (called registers) were certified to agencies for hiring consideration. Agencies made 2,829 original appointments (new hires to State government) from these referral lists. This year, the Division continued to improve referral efficiency and significantly reduced the time it takes to issue a certified list of eligibles after the applicant screening process is completed.



The Staffing Services Internal Employee Placement unit is responsible for the final review of all agency appointment-related personnel transactions. In Fiscal Year 2013, the unit processed 6,893 personnel transactions and had 7,875 agency consultation contacts to assist agencies in the appointment process.

Staffing Services continued to enhance its initiatives to recruit the most highly qualified applicants seeking careers in public service. Personnel Specialists participated in 38 outreach recruitment events. These events included those sponsored by colleges and universities, veterans’ organizations, technical schools, and community organizations. In the final four months of the fiscal year alone, recruiters spoke with more than 800 prospective employees.

This year, the Division sponsored its second annual State Government Career Fair in collaboration with WorkForce WV. This major event was held on May 7 in The Great Hall of the Culture Center. The support from State agencies exceeded our expectations with 18 hiring agencies participating. A total of 405 job seekers attended to learn about the opportunities and benefits of public service.

In addition, the Division again partnered with the Department of Education and the Arts on the implementation of the 2013 Governor’s Internship Program. This program offered top ranked college students the opportunity to work in paid internships with State agencies and private businesses with the ultimate goal of encouraging these students to remain in West Virginia after graduation. This year the Governor’s Internship Program had 414 student applicants. A total of 47 State agencies and other organizations made one or more successful intern placements, providing 131 students from several colleges and universities with meaningful summer employment.

WORKFORCE DEMOGRAPHICS and OTHER AREAS IMPACTING ATTAINMENT of GOALS

TURNOVER

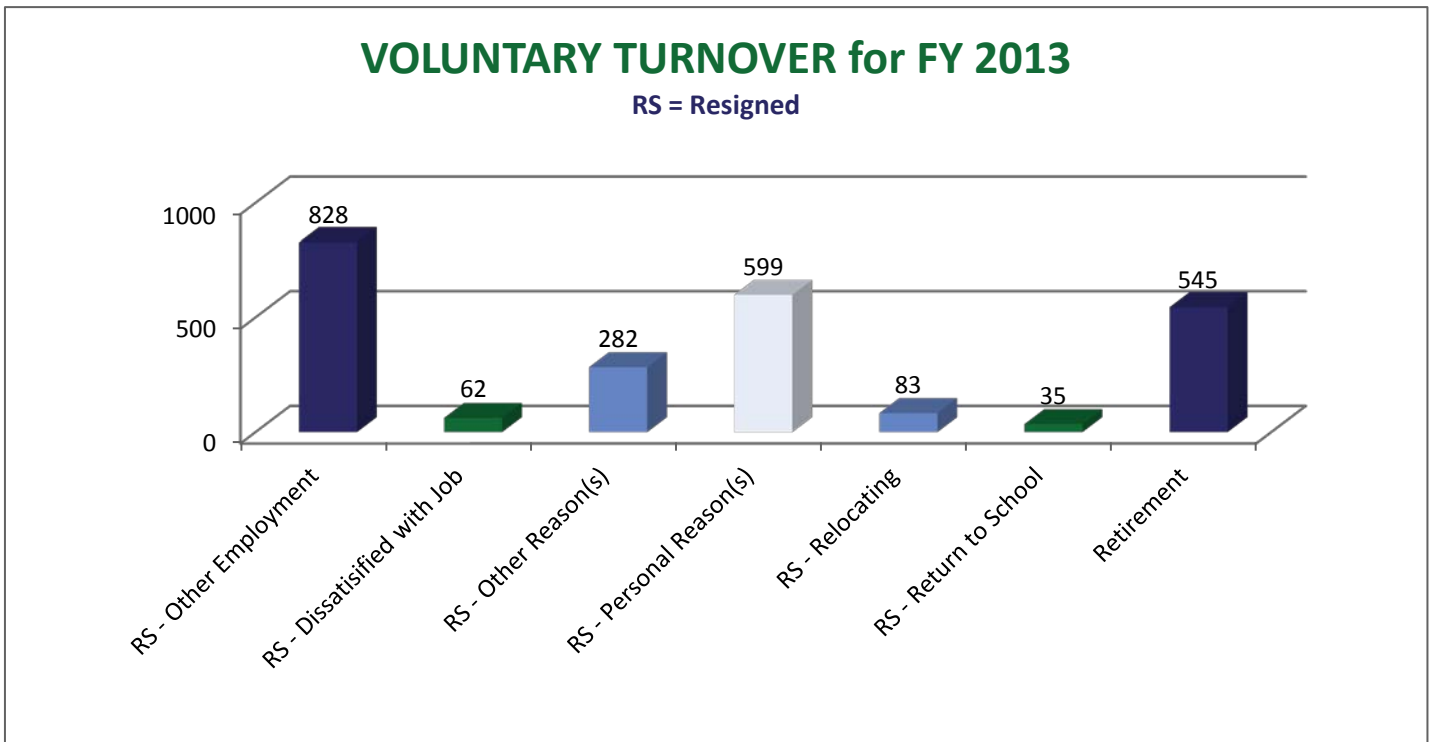
The number of original appointments has nearly doubled since Fiscal Year 2008. This is a result of the loss of tenured employees for various reasons, and unfortunately, this trend places added strain on all of the Division’s functions. This



trend will be further exacerbated by current workforce demographics as outlined below, which will continue to stretch the resources of the Division.

A study of 2011-2012 data by the Society for Human Resource Management (SHRM) discovered a turnover rate for state and local governments of nine percent nationwide. A nearly 12 percent turnover rate last fiscal year in the classified and classified-exempt State service raises concerns about the ability of State agencies to continue attracting, and subsequently retaining, employees to State service.

There are various reasons why employees left State government in the last fiscal year. Retirements statewide have been a significant cause of turnover; however, they account for only about 22.4 percent of total turnover last fiscal year. A vast majority of employees who left State employment did so to accept other employment. As the retirement boom continues to evolve, the Division of Personnel must work with customer agencies to ensure that the State is able to continue maintaining a quality workforce despite higher turnover projections.



Projected retirement eligibilities will most certainly correlate to high levels of actual retirements. The chart which follows indicates the number of full-time equivalents (FTE's) eligible to retire in given time frames. At the close of Fiscal Year 2013, there were over 3,150 employees eligible to retire immediately or within the coming three years; nearly 1,150 additional employees will become eligible within three to five years. This will present ongoing challenges to the Division.

RETIREMENT ELIGIBILITY (BY FULL-TIME EQUIVALENT) - END OF FY 2013

AGENCY	CURRENTLY ELIGIBLE	0 - 3 YEARS	3 - 5 YEARS	5 - 10 YEARS	OVER 10 YEARS	TOTAL
Miscellaneous Boards and Commissions	62.83	26.00	25.00	62.60	145.17	321.60
Administration, Dept. of	44.20	39.80	27.10	100.25	325.80	537.15
Commerce, Dept. of	272.50	124.60	118.00	319.40	825.45	1659.95
Education and the Arts, Dept. of	99.00	47.00	58.00	123.00	373.50	700.50
Environmental Protection, Dept. of	130.00	83.00	61.75	134.00	413.40	822.15
Health and Human Resources, Dept. of	478.00	320.09	312.99	929.39	3586.95	5627.42
Military Affairs and Public Safety, Dept. of	136.00	103.00	132.50	461.60	2790.50	3623.60
Revenue, Dept. of	120.00	76.00	74.00	235.00	504.80	1009.80
Senior Services, Bureau of	4.00	2.00	9.50	4.00	12.00	31.50
Transportation, Dept. of	659.50	320.00	321.50	982.50	3225.50	5509.00
Veteran's Assistance, Dept. of	6.00	2.00	7.00	33.29	199.75	248.04
TOTALS	2012.03	1143.49	1147.34	3385.03	12402.82	20090.71

ENTERPRISE RESOURCE PLANNING SYSTEM (ERP)

The process of implementing the ERP is ongoing. The Division is supporting the project (wvOASIS) by providing three Assistant Directors and two employees of the Administration and Communications Section, one of which is dedicated to the project at 100 percent. While this level of staff support has challenged the Division's limited staff resources, our commitment to this transformative project remains strong. We expect to continue to support the project in this way throughout FY 2014.

