

ANNUAL REPORT

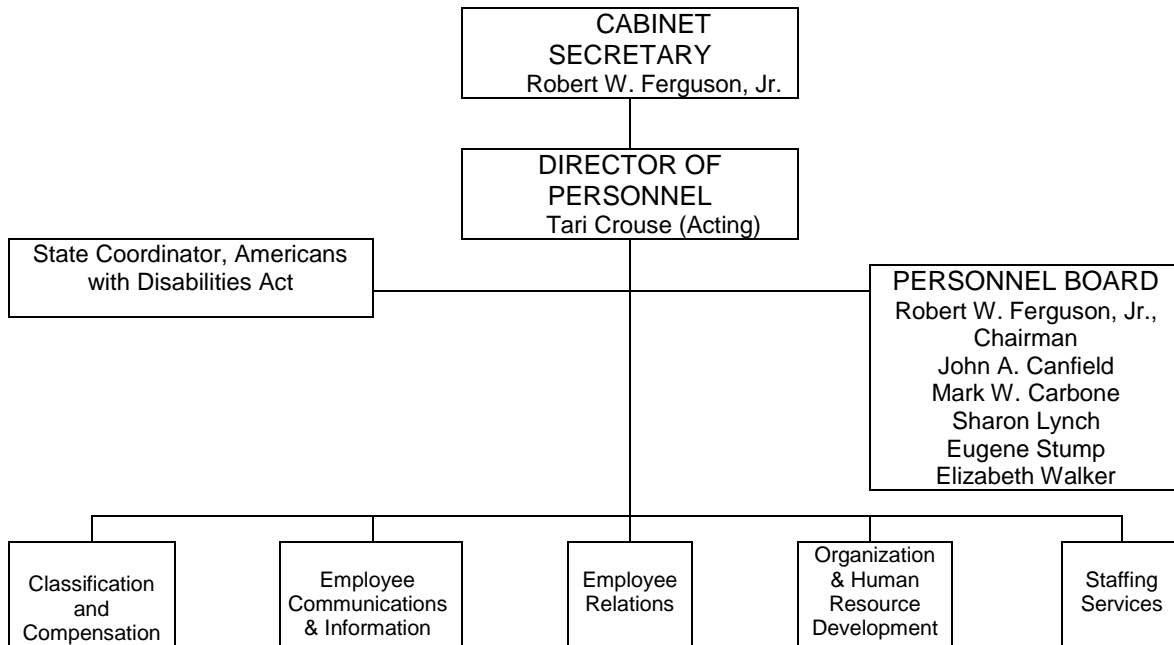
***West Virginia
Division of Personnel***

Fiscal Year 2009

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West Virginia Department of Administration
DIVISION OF PERSONNEL
Fiscal Year 2009



As of 6/30/2009

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 in 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, all employees of the Division are responsible for the prudent use of government resources. To that end, the Division is committed to further reducing its energy consumption in the coming fiscal year.

CLASSIFICATION AND COMPENSATION

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 and classified-exempt services. The classification and compensation plan organizes the more than 1,088 job classifications into related and meaningful groups for legally required hiring standards and pay relationships. This section reviews all personnel transactions and agency staffing requests for compliance with the classification and compensation rules, policies, and practices. In Fiscal Year 2009, this Section processed 1,691 personnel transactions related to classification or compensation, evaluated 502 position description forms, reviewed/processed 3,095 staffing request forms for job vacancy postings, reviewed 135 classification appeals, and conducted 19 on-site job audits. The Section also made 12 presentations on classification and compensation issues and presented 15 proposals to the State Personnel Board.

The Classification and Compensation Section works 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. In this fiscal year, the section provided 56 consultations to agencies on matters of classification and compensation. This section develops and presents classification and compensation plan revisions and presents them to the State Personnel Board for consideration; 106 classification specifications were developed or revised during this fiscal year. An important element of this analytical work involves conducting and participating in a variety of salary surveys on a national, regional, and local basis. This section was involved in 23 salary surveys in Fiscal Year 2009.

A significant responsibility of the Classification and Compensation 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. This section works in cooperation with the Attorney General's Office in representing the Division of Personnel in grievances filed by employees. In Fiscal Year 2009, the Classification and Compensation Section represented the Division of Personnel in 18 grievance hearings and 32 mediation hearings.

EMPLOYEE COMMUNICATIONS and INFORMATION

The Employee Communications and Information Section provides information on work-related issues through regularly published newsletters and other publications, serves as liaison and coordinator to the State Personnel Board, coordinates regular and emergency rule-making processes, and provides administrative and fiscal support services for the Division of Personnel. This section also establishes and maintains employee information systems and historical records for all State employees and has been primarily involved in the design, development, and implementation of the Human Resource Information System. 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.

Communications responsibilities of the section include the design and production of Division of Personnel materials including newsletters, 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 monthly 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 section also coordinates statewide activities celebrating Public Service Recognition Week.

Back pay awards may be granted as a result of a grievance procedure, court order, 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, calculating interest, and certifying the supplemental payment process.

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.

EMPLOYEE RELATIONS

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 the Employee Relations Section 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. Such topics include federal and State employment-related laws and regulations, the Division of Personnel's *Administrative Rule* and personnel policies, disciplinary actions, and grievances. In Fiscal Year 2009, staff responded to 1,758 general inquiries. Of those, 392 were from employees, while 1,366 were from employers. In conjunction with individual technical assistance to employers and employees, the Section also provided staff experts for 15 training classes which covered employment-related laws, regulations, and policies.

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 four-level process, notification requirements, burden of proof, and decisions on similar cases. Employee Relations staff responded to 91 grievance-related inquiries from employees and 84 grievance-related inquiries from employers, for a total of 175 inquiries in Fiscal Year 2009. The Employee Relations staff testified at two grievance hearings.

This Section 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 126 disciplinary actions in Fiscal Year 2009. This consisted of 38 written warnings/reprimands/ plans of improvement, 52 suspensions, and 36 dismissals.

The Employee Relations Section's role is significant in the development and ongoing refinement of the Division of Personnel's policies. These policies and interpretive bulletins cover such subjects as drug/alcohol-free workplace, Workers' Compensation/sick leave, educational expense reimbursement, workplace harassment prohibitions, and the State Parental Leave and federal Family and Medical Leave Acts.

ORGANIZATION and HUMAN RESOURCE DEVELOPMENT

The Organization and Human Resource Development (OHRD) Section provides training programs, development strategies, and consulting services to increase the effectiveness and efficiency of State Government. OHRD's mission is to facilitate learning, and improve individual, team, and organizational performance. OHRD maintains a schedule of interactive classroom training, arranges special training upon request, administers the Supervisor/ Manager Training Program policy, and directs the activities of the Center for Quality Government (CQG). In Fiscal Year 2009, 122 regularly scheduled programs and 60 special-request programs were offered, constituting 215 days of training.

Course work offered by this section 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.

The Center for Quality Government was established in 1993 to provide a comprehensive program for managerial training to all State government administrators. The Center's principal components are *Supervising for Success* and *Managing for Excellence*.

STAFFING SERVICES

Staffing Services administers the hiring system for the classified service by establishing valid and reliable testing procedures; recruiting, testing, 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 daily walk-in testing in Charleston, applicants have weekly opportunities for walk-in testing in Beckley, Bluefield, Bridgeport, Elkins, Farmington, Huntington, Martinsburg, Moorefield, Parkersburg, Welch, Wheeling, and White Sulphur Springs. In Fiscal Year 2009 Division of Personnel staff provided reasonable accommodations to 19 disabled applicants in our testing program. Accommodations included large print examination booklets and answer sheets, providing readers or interpreters, and allowing extended time to complete examinations.

All continuous written and unassembled (i.e., training and experience rating) examination recruitment announcements are available on the Division of Personnel web site as well as from WorkforceWV offices, college placement offices, or public libraries. Our website also includes all information about available job opportunities and the testing and hiring process, and directs applicants to our online application process www.state.wv.us/admin/personnel/jobs. This online application process enables applicants to view and print any job announcement, create an online application and apply for any number of open jobs. During this fiscal year we continued our transition to online, paperless application processing, applicant evaluation, and applicant referral.

Job classifications are selected for announcement based upon the needs of hiring agencies. This Section typically responds within three days to an agency's request to recruit for a vacancy. Generally, we have between 150 and 200 recruitments open at any time. This includes 100 to 150 job classes which are open continuously for application, both for positions requiring written examinations and those for which applicants are rated based on their education and experience. In Fiscal Year 2009, continuous examination announcements were supplemented by 82 limited-time announcements which were issued to establish lists of qualified applicants for 313 positions in classes that have immediate vacancies.

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 to assist them in applying for appropriate jobs. Individualized counseling is available on a walk-in basis in Charleston. More than 28,000 applicants called, wrote, or visited Staffing Services to obtain information about employment opportunities in Fiscal Year 2009.

Applicants frequently take more than one written test or apply for multiple rated job classes during the year. In Fiscal Year 2009, for example, 10,567 individuals were scored for 23,144 job classes. A total of 79,163 applications were reviewed and scored this fiscal year. This is an increase of 25% from Fiscal Year 2008, and nearly double the amount since 2007. From this applicant pool, 3,808 lists of eligible applicants were certified to agencies with vacancies. Agencies hired 2,032 applicants from these lists.

In Fiscal Year 2009, Staffing Services continued its initiatives to recruit the most highly qualified applicants looking for careers in public service. Staff participated in 32 recruitment job fairs to counsel students looking for careers in State government. Fairs included those held at most colleges and universities throughout the state, some in bordering states, as well as those sponsored by technical schools, community and private organizations. In addition, the Division again partnered with the Department of Education and the Arts on the implementation of the 2009 Governor's Student Internship Program. This program offered eligible 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 315 student applicants. A total of 88 state agencies and other organizations made one or more successful intern placements. The program provided 105 students from several colleges and universities meaningful summer employment.

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 agencies' managers in filling positions and reallocating employees, staff also provide 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.

The Test Construction and Research Unit of the Staffing Services Section 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. We seek to assist 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.

This year the Test Construction and Research Unit focused on reviewing and streamlining existing selection programs to make the assessment process more efficient. This involved the continued review of the appropriateness of written examination programs and the development of simplified application evaluation procedures.

In addition, we continue our 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. This year we had 17 successful Selective Placement Program hires.

SIGNIFICANT ACCOMPLISHMENTS

The Division of Personnel has committed to a mission of providing personnel management, training, and development for State government agencies and employees in order to create an environment that engenders trust and confidence at all levels and promotes personal and professional growth.

We have established goals to guide our long-term plans and day-to-day activities. With clearly defined goals, we have focused on areas that have been identified as most critical for effective personnel leadership. These goals, and the significant accomplishments that support them, illustrate the Division of Personnel's commitment to continuously improving personnel management in State government.

Goal: To manage and monitor the employment process in State government from recruitment and testing through separation, while ensuring fair and equitable treatment in all aspects of employment.

Fair and Equitable Personnel Policies and Procedures

The Division of Personnel serves agencies in the Executive Branch by upholding merit principles for classified employees and applicants through the administration of statewide personnel policies and the *Division of Personnel Administrative Rule*. In cooperation with State agencies, the Division of Personnel establishes uniform policies and procedures to assure fair and equitable treatment for all classified and classified-exempt employees in all aspects of employment.

All statutory provisions regarding classification and pay plans; open competitive examinations; promotions; layoff, recall, and preference; appointments; dismissals; demotions; and other related matters are set forth in the *Administrative Rule*. Statewide personnel policies further outline rules and procedures for certain areas of personnel administration. Decisions regarding the *Administrative Rule* and personnel policies are achieved through collaboration with State agencies and the State Personnel Board.

The State Personnel Board represents the public interest in the improvement of personnel administration in the classified service. Board members are appointed by the Governor with the advice and consent of the West Virginia Senate. The Board grants approval for modifications and/or additions to the *Administrative Rule*, and approves new policies and modifications to existing policies. The Board is also actively involved in the development of new standards and procedures relative to classification and pay issues.

Statewide personnel policies are developed to ensure that all executive branch employees are treated fairly and equitably. Policies in areas such as smoking restrictions, employment reference information, posting of job openings, and witness/jury service delineate the

responsibilities of managers while protecting the rights of all State employees. Other policies governing the State pay plan, annual increment, and election of Workers' Compensation benefits safeguard the State's financial resources while ensuring ethical and consistent payroll practices.

The Division of Personnel actively seeks input from employers and employees in the development of personnel policies and legislative rules. During Fiscal Year 2009, the Human Resource Advisory Committee, a working group of human resource professionals from all departments, actively participated in the development, revision, and implementation of personnel policies, procedures, and rules, including those dealing with a drug- and alcohol-free workplace, educational expense reimbursement, harassment prohibitions, and parental/family leave. In addition, 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.

Legislative Rule Revisions and Proposals

Administrative Rule of the West Virginia Division of Personnel

The rule-making process began in Fiscal Year 2009 with proposed amendments to this rule. Amendments were made to reflect statutory changes as well as to improve the internal consistency of the rule and incorporate best practices for merit system administration. Included in the amendments were changes to provisions covering temporary employment and posting of job vacancies.

Reimbursement of Compensation Paid to State Employees for Training, Education and Professional Development

This rule was adopted in Fiscal Year 2009 pursuant to House Bill 4094 passed during the 2009 Regular Session of the Legislature. The rule relates to reimbursement of compensation paid to state employees for training, education, and professional development. The rule provides that a State agency may require an employee to enter into a reimbursement agreement to repay the agency's cost of advanced professional development training for the employee if the employee leaves the State's employment within one year of receiving the training.

Pay Plan Revision

In Fiscal Year 2009, with the approval of the Governor and State Personnel Board and the support of State agencies, a substantive revision to the Pay Plan was adopted and implemented. This was the second major revision to the plan since its adoption in 1990. This revision accommodated statutory changes to the State minimum wage which occurred three times over three years beginning in 2006. Changes were made to the minimum and maximum rates for the *Schedule of Salary Grades 2 – 26* and to the *Department of Transportation Hourly Pay Schedule*. Increases in the minimum rates for these salary schedules resulted in increases

for approximately 3,700 employees in 41 State agencies at a cost of \$7.5 million in salaries and benefits. No additional funding was appropriated for these increases as all increases were funded by agencies within their current budgets.

Personnel Transaction Review

The Staffing Services Section reviews hiring and promotional personnel transactions for technical compliance with the *West Virginia Code* and *Administrative Rule*. Staff also provides assistance to agency managers in determining whether candidates who apply for internal job postings are qualified for consideration for a position and salary that may be offered to the candidate. In this fiscal year, 712 such reviews were conducted. In addition, there were 5,317 contacts with agency personnel to discuss personnel transactions or procedures and 2,108 employee counseling contacts. During Fiscal Year 2009, over 7,000 staffing transactions were reviewed and processed. In addition to staffing transactions, over 20,000 other transactions covering separations, salary adjustments, reclassifications, etc. were reviewed and processed by Division of Personnel staff in Fiscal Year 2009.

Job Evaluation System Revision

In Fiscal Year 2009, the Division continued 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 was expanded to include an evaluation of all 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 that our classification plan accurately organizes and describes jobs in State government and that our compensation plan is internally fair and externally competitive.

With the support of state agencies and in consultation with the Hay Group, occupational group panels, consisting of a cross-section of over 200 State government employees, lent their expertise to building the framework for our updated classification plan. A methodology was developed for an electronic process for the collection and evaluation of data on over 20,000 positions. The project will be continued in Fiscal Year 2010 with collection of position information and job evaluation. Completion is scheduled for late 2010.

Updated Selection Procedures

In this fiscal year, we continued to focus our efforts in these significant improvement areas: increased utilization of advanced assessment procedures available in the online job announcement and application processing system (NEOGOV); continued streamlining of selection procedures by converting some written examination programs to scored training and experience ratings or other evaluations; improved turnaround times and increased involvement

of hiring agencies in the recruitment and assessment processes. We have completed or made significant progress in all areas.

In Fiscal Year 2009 we continued implementation of advanced features of the online application system. This has required some re-evaluation of staff workflow. It has also given us full internet recruitment access. We can now provide electronic applications with every agency referral list and offer efficient online application processing for all continuously announced job classes.

This year we continued our focus on streamlining test procedures by substituting more efficient pass/fail or training and experience ratings for several written test programs. This has enabled us to handle the significantly increased application workload and to provide more flexibility to hiring managers. The response from client agencies has been overwhelmingly positive and supportive.

Goal: To provide training and development opportunities to all State employees.

Training for All State Employees

In Fiscal Year 2009, the Division of Personnel continued its commitment to offering programs based on the training and development needs of the State workforce.

Supervisor/Manager Training Program

To foster higher competency in critical managerial functions, and to ensure that public funds are expended judiciously and that public services are provided in an effective and efficient manner, it is imperative that the supervisors and managers of public employees and public programs 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.

In Fiscal Year 2009, the following courses were offered: *Preventing Harassment: A Shared Responsibility; The Drug-Free Workplace; Employee Performance Appraisal I: Policy and Forms; Managing and the Law; Discipline and Documentation; Personnel Transactions in State Government; Finance for the Non-financial Manager; and Workplace Safety: Your Responsibility.*

Center for Quality Government

The Center for Quality Government 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. Because each level of management has its distinct training needs, the Center provides programs geared to different administrative levels. The Center has three primary components: *Supervising for Success*; *Managing for Excellence*; and, *Teaching: The Heart of Leadership*.

- **Supervising for Success**

This component is comprised of two programs: *Supervising for Success I: Fundamentals of Supervision*, and *Supervising for Success II: Leadership Essentials*.

Supervising for Success I: Fundamentals of Supervision provides new and potential supervisors with a framework for assessing and improving their supervisory skills. Participants in the three-day course examine factors that affect managerial behavior and learn how to develop their supervisory skills and abilities. Newly appointed first-level supervisors must participate in this development program tailored to meet their special needs.

Supervising for Success II: Leadership Essentials provides enhance communication, lessons on dealing with conflict, how to set goals and objectives, team building, managing diversity, problem solving, and making sound decisions in the workplace.

- **Managing for Excellence Series**

This three-program series includes a five-day course for middle managers; a four-day, off-site course for level one graduates of *Managing for Excellence (MFE)*; and a three and one-half day, off-site course for senior level managers and executives who have graduated from *MFE I* and *II*.

Managing for Excellence: In this five-day program for middle managers, participants learn techniques for enabling their subordinates and peers to achieve and maintain greater performance.

Managing for Excellence II: The New Realities: Graduates of *Managing for Excellence* have the opportunity to further their understanding of the complexities of State government by attending this four-day, off-site program.

Managing for Excellence III: Beyond Boundaries: Graduates of *Managing for Excellence II: The New Realities* have an additional opportunity to refine their skills in simulation and survival-type activities in an intensive two and one-half day off-site training experience.

- **Teaching: The Heart of Leadership**

The CQG has initiated an effort designed to improve the cost of delivery for regional training services to State government employees and managers. Two train-the-trainer programs are offered by OHRD, one of which, "Developing Learning Leaders," is designed to recruit subject-matter experts from State agencies and prepare them to serve as classroom facilitators throughout the State.

Goal: To implement and enhance a centralized automated human resource information system.

Automation of Personnel Transactions

Over the years, the Division of Personnel has undertaken several projects to automate existing personnel processes to provide more efficient and flexible services to State agencies. Starting in Fiscal Year 2000, the Division became actively involved in integrating and enhancing existing automated systems through the design and development of a unified data base. We have been joined in this effort by the State Budget Office, the Information Services and Communications Division, and representatives from most State agencies.

In February 2002, the State of West Virginia began implementation of a uniform automated system for the management of human resources information in State government. The Human Resource Information System (HRIS) is a single point of entry system based on electronic processing of personnel transactions which makes position funding changes to agencies' personal services expenditure schedules and provides the foundation for an online, transaction-based employee history record. In Fiscal Year 2009, over 37,000 individual personnel transactions were processed using this system as well as more than 3,000 system generated transactions. The other key feature of the HRIS is an employee database containing consistently recorded employee demographics, job-related information, and other employee information such as education, certifications, and emergency contacts.

Web-Based Applicant Tracking and Referral

In its fourth year of using NEOGOV Insight[®], a comprehensive internet-based applicant tracking and processing system, the Division of Personnel continued to implement the more advanced features of this system. One such feature is the use of scored supplemental application questions tailored for specific jobs. In addition, we continued to work closely with agencies' managers and human resource staff in customizing job announcements, developing more specific candidate assessment criteria, and enhancing the use of applicant referral procedures.

With the use of this system, we now typically have some 150 job classes listed through our website and available for individuals to apply online in a secure environment, with applications immediately available for evaluation and processing. Currently, we received 79% of our applications online; our goal is to increase this to 95%. In addition, all agencies fully participate in our online job requisition and referral process. This allows for the secure transmission of certified lists of eligible applicants to agencies and enables hiring managers to view the complete online applications of qualified candidates prior to interview.

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

Communications and Publications

The Division of Personnel takes a leading role in providing State employees with timely and relevant information regarding work-related issues and events. This is accomplished through newsletters, public hearings, and various publications.

Through *Stateline*, a monthly newsletter for all State employees, the Division of Personnel highlights the activities of State agencies, employee news, and special events. The newsletter also includes information about various personnel policies and employment-related issues and benefits. In Fiscal Year 2009, *Stateline* included articles on award-winning programs in various State agencies, educational opportunities offered by State college and universities, insurance and retirement system information, legislative information, general health and well-being articles, emergency and safety procedures, events sponsored in West Virginia by State agencies, and awards received by State entities and individual employees.

Website Services

The Division of Personnel website continues to grow as a vital information distribution and customer services tool. Our site is unique in that we serve agency managers and human resource professionals inside state government, state government employees throughout the State, and the general public through our employment programs. Our goal is to continuously improve the website with simple, user friendly navigation options that clearly recognize our visitors' needs for easy access to all our services and information.

In Fiscal Year 2009 we began work to re-design our website to improve the ease of its use to employees, employers, and the general public. We reviewed data on the most frequently accessed information which will be used to determine featured links on the site. In advance of this re-design of our complete website, we began work on a site to provide information regarding our project to update and revise our classification and compensation plans. Based on our experience with this site, we plan to have our new agency website launched in Fiscal Year 2010.

Public Service Recognition Week

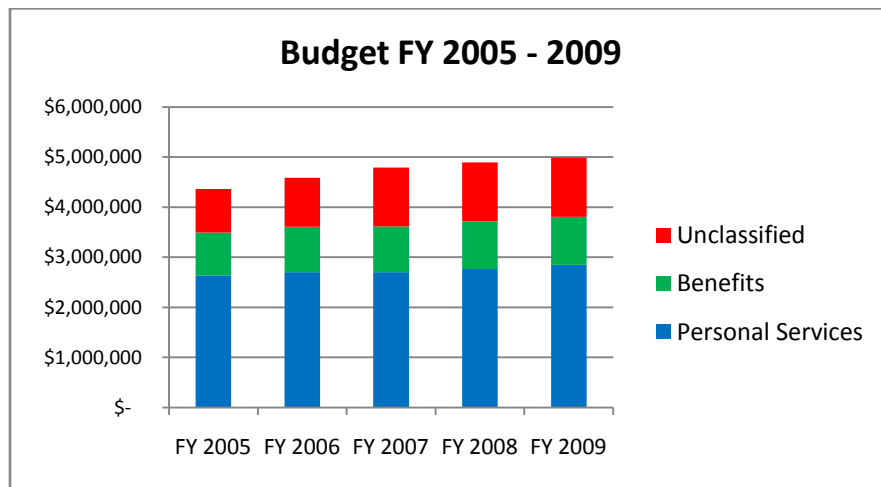
Since 1992, West Virginia has celebrated Public Service Recognition Week (PSRW), a national program that recognizes public employees and the important work they do. PSRW provides an opportunity to pay tribute to employees, promote public awareness about government services, and encourage students to consider careers in public service. Community and organizational involvement is encouraged.

The Division of Personnel has sponsored this event in West Virginia each year since 1992. The program encompasses all agencies, colleges, and universities statewide. Long-tenured employees are honored beginning with 20 years of service, continuing in increments of five years. The week is highlighted by a special ceremony and reception hosted by the Governor for employees who have attained 30 or more years of service. Individual agencies and schools participate by hosting their own recognition activities. In 2009, over 1,900 State employees were honored for their long and faithful service, including two employees with 50 years of service.

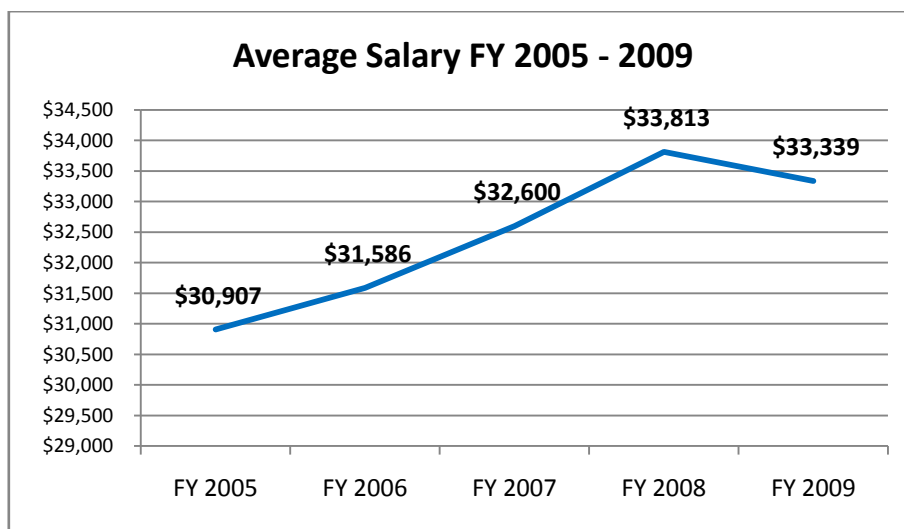
FACTS & FIGURES

The following charts show trends over the past five fiscal years for various items and activities that have a significant impact on the operations of the Division of Personnel and the services we provide to applicants, employers and employees.

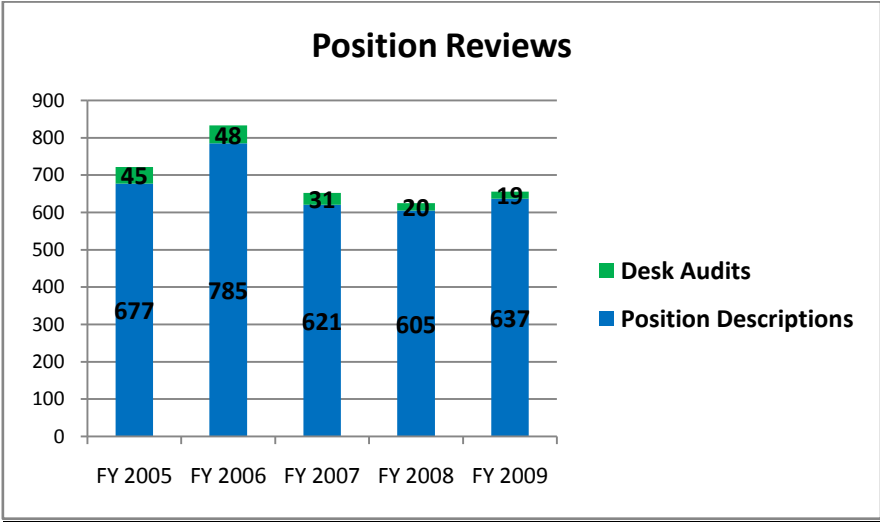
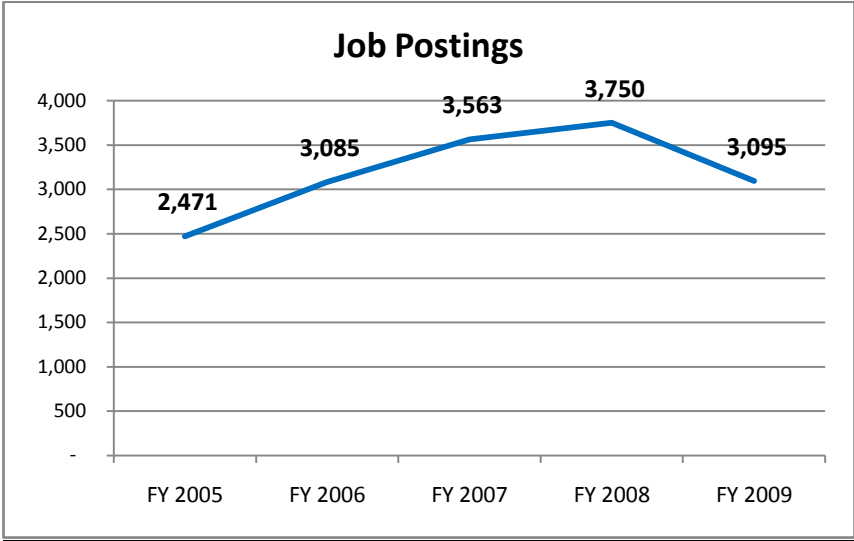
BUDGET INFORMATION



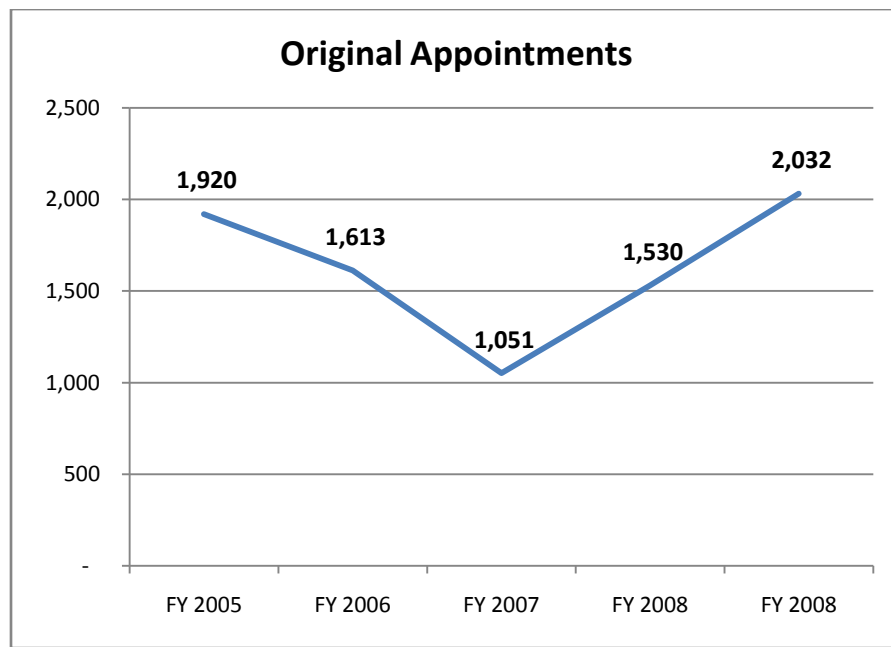
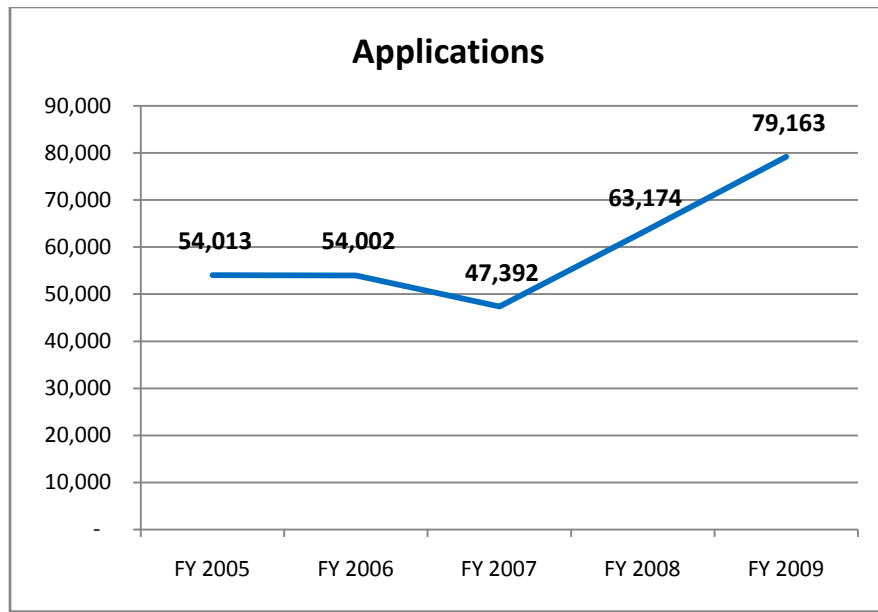
STATE WORKFORCE DATA



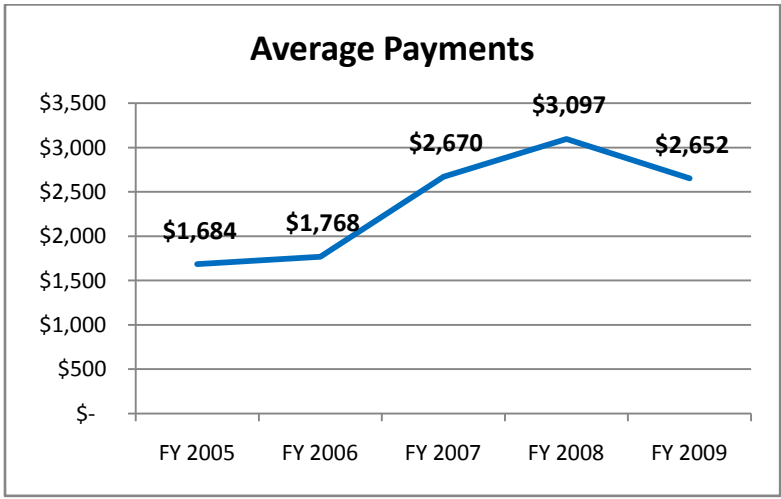
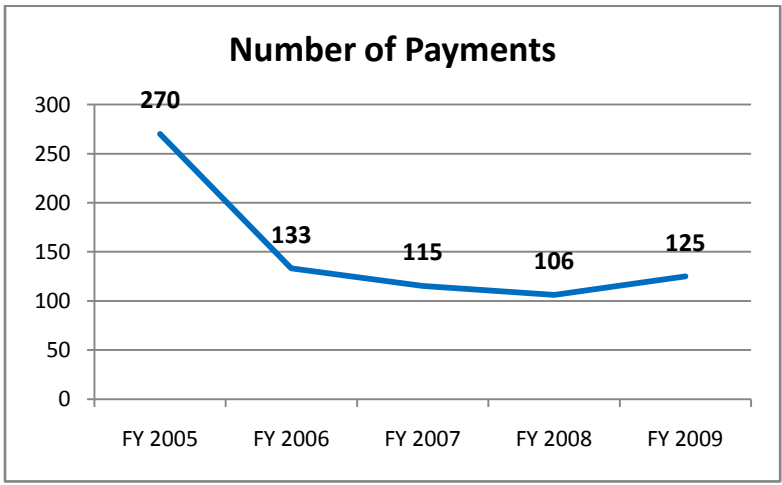
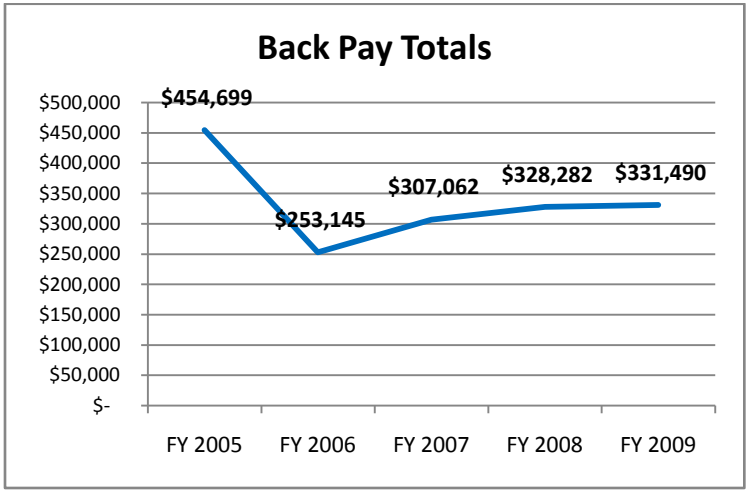
CLASSIFICATION & COMPENSATION



STAFFING SERVICES



EMPLOYEE INFORMATION & PAYROLL AUDIT



EMPLOYEE RELATIONS

