



U.S. Virgin Islands Division  
of **Personnel**  
Budget Testimony



*Submitted By:*  
**Director, Cindy L. Richardson**  
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## FY'24-25 Budget Narrative

A pleasant good afternoon to Honorable Donna Frett- Gregory, Chairwoman of the 35<sup>th</sup> Legislature Committee on Budget, Appropriations, and Finance, other distinguished committee members, non-committee members, members of the Division of Personnel's team, and the viewing and listening audience. I am Cindy L. Richardson, Director of the Division of Personnel. Accompanying me today is - Assistant Director, Florine Audain-Hassell; Deputy Director, Valcina Quashie; Chief of Human Resources Information Technology, Cordell Rhymer Jr., Chief of Group Health Insurance Valerie Daley, Territorial Administrator of Recruitment and Classification Millicent Aubain, Strategy and Organizational Development Officer, Gabriel Knight; and Legal Counsel, Aliya T. Felix, Esq.

Thank you for the invitation to appear before you today to testify on the Division of Personnel proposed Biennial Budget for Fiscal Years 2024 & 2025 – themed “*A Prism for Opportunities for Growth, Redevelopment, & Sustainability*”, this budget intentionally looks ahead at the Administration’s focus on proactively preparing for the next economic cycle. At the Division of Personnel, we continue to work collaboratively with agencies on recruitment efforts while automating and streamlining processes in preparation for the next wave of employees needed to move the Government of the Virgin Islands forward.

The Division of Personnel is pleased to report on the completion of 4,216 personnel actions to date for FY '23 that is inclusive of 973 hires to the central government of the Virgin Islands, bringing our total to 6,529 GVI employees and a total Government workforce of 10,618 employees. From a global, national, and local perspective, all employers have been faced with the challenges of recruitment and retention as the world of work has transformed within the past two years. Our outlook remains positive as we explore recruitment and retention options to attract a workforce both locally and abroad.

Before we move into the budget overview and the accomplishments of our various units, I would like to highlight a few events that occurred this past Fiscal Year 2023 and other and initiatives in the pipeline:

- Once again, the annual Employee of the Year themed “*Standards of Excellence*” ceremonies and week-long events for the GVI honorees was a tremendous success. We recognized forty-five (45) employees on St. Thomas and forty-two (43) on St. Croix.
- The Division of Personnel enhanced our visibility at the 51st Annual Agriculture and Food Fair where we not only had our recruitment team, but we also had our Health Insurance team along with some of our carriers CIGNA, United Health Care, and Bentek. We also debuted the Cigna WOW (Wellness on Wheels) Van at the Fair in collaboration with the GESC Board. An average of over 300 people each day stopped by our tent to find out about jobs, check on their health insurance status along with checking on their beneficiaries. The Cigna WOW van has been a success from its inception in reaching some of our hardest to reach employees by providing on-site health screenings for our GVI employees. It is scheduled territory wide, at various agencies and events for the remainder of the year.
- DOP successfully implemented the reentering retirees program including creating a streamline process for current and future tracking of the program participants.
- DOP is in the process of crafting revised legislation for the current Donated Leave Program that will eliminate an employment wait period, allow its use for maternity leave option for expectant mothers, and offer short- and long-term disability options, while saving the GVI money given the current set up of the program.

## Budget Overview

There are currently Forty-Two (42) funded positions within the Division of Personnel. (Of the 42 funded positions, 1 position is vacant). Twenty-Eight (28) positions are in the St. Thomas/St. John District and fourteen (14) positions are in the St. Croix District. Seven (7) positions are represented by a union, seventeen (17) are classified non-union and Eighteen (18) are exempt.

The FY'24 recommended budget for the Division of Personnel totals a little over \$51.5 million. Further, we anticipate revenues of approximately \$45,110.00 towards the Training Revolving Fund for each fiscal year. The Budget recommendation is to fund approximately \$50.9 million from the General Fund for each fiscal year. \$530,867 each fiscal year will be funded from Indirect Cost.

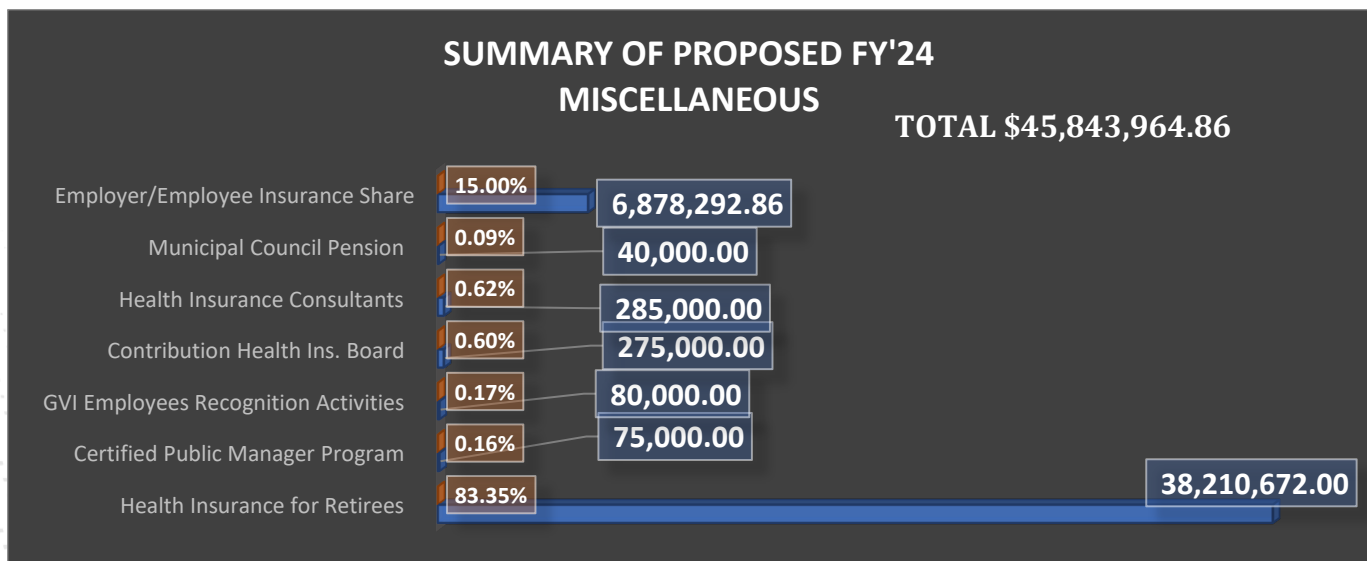
Personnel Services is recommended at approximately \$2.8 million, and Fringe is at \$1.3 million for each fiscal year; Supplies \$120,000; Other Services and Charges are \$46.6 million, Capital Outlay \$25,000 and Utilities at \$263,000. Of the overall Other Services and Charges category, Health Insurance for the retirees is recommended at \$38.2 million and the central GVI Employer/Employee Insurance share is recommended at \$6.8 million.

As we encourage a highly proficient workforce within the departments and agencies, DOP requests a Learning Management System in this year's budget at a cost of \$146,468.10 to the Professional Services. This system provides training for the GVI employees in various fields of expertise. This system would be an add on to our current NEO GOV System, which is currently utilized for employment recruitment, selection, applicant tracking, reporting, analysis, HR automation, and our Performance Management System which is slated for a full role out in November 2023.

The DOP FY'24 Recommended Budget is listed in the charts below:

**SUMMARY OF PROPOSED FY24 MISCELLANEOUS**

<b>Health Insurance for Retirees</b>	<b>38,210,672.00</b>	<b>83.35%</b>
<b>Certified Public Manager Program</b>	<b>75,000.00</b>	<b>0.16%</b>
<b>GVI Employees Recognition Activities</b>	<b>80,000.00</b>	<b>0.17%</b>
<b>Contribution Health Ins. Board</b>	<b>275,000.00</b>	<b>0.60%</b>
<b>Health Insurance Consultants</b>	<b>285,000.00</b>	<b>0.62%</b>
<b>Municipal Council Pension</b>	<b>40,000.00</b>	<b>0.09%</b>
<b>Employer/Employee Insurance Share</b>	<b>6,878,292.86</b>	<b>15.00%</b>
<b>TOTAL</b>	<b>\$45,843,964.86</b>	



**FY'24 OMB RECOMMENDED BUDGET**

GENERAL FUND	FY'24 RECOMM	%	INDIRECT COST FUND	FY'24 RECOMM	TRAINING REVOLVING	FY'24 RECOMM	COMBINE RECOMM. BUDGET FY'24	TOTAL
Personnel Services	\$ 2,851,311.02	5.59%	Personnel Services		Personnel Services		Personnel Services	\$ 2,851,311.02
Fringe Benefits	\$ 1,306,583.90	2.56%	Fringe Benefits		Fringe Benefits		Fringe Benefits	\$ 1,306,583.90
Supplies	\$ 120,000.00	0.24%	Supplies	\$ 25,867.00	Supplies		Supplies	\$ 145,867.00
Other Services & Charges	\$ 46,642,640.46	91.46%	Other Services & Charges	\$ 292,000.00	Other Services & Charges	\$ 45,110.00	Other Services & Charges	\$ 46,979,750.46
Public Utilities	\$ 50,000.00	0.10%	Public Utilities	\$ 213,000.00	Public Utilities		Utilities	\$ 263,000.00
Capital Outlay/ Equipment	\$ 25,000.00	0.05%	Capital Outlay/ Equipment		Capital Outlay/ Equipment		Capital Outlay/ Equipment	\$ 25,000.00
Miscellaneous		0.00%	Miscellaneous		Miscellaneous		Miscellaneous	\$ -
<b>TOTAL GEN. FUND</b>	<b>\$ 50,995,535.38</b>		<b>TOTAL INDIR. FUND</b>	<b>\$ 530,867.00</b>	<b>TOTAL INDIR. FUND</b>	<b>\$ 45,110.00</b>	<b>GRAND TOTAL</b>	<b>\$ 51,571,512.38</b>

**Human Resources Information Technology H.R.I.T.**



On October 27, 2022, the H.R.I.T unit conducted an in-depth training of the central government’s human resources and payroll module. The two-day event was the first official training since the software was upgraded during the first quarter of calendar year 2022. This initiative was a critical component to improve the integrity and reliability of the payroll and personnel data that reside in the database from which we query on an ongoing basis. There were over 130 HR and Payroll staff in attendance from all branches of government. Presenters covered a variety of topics such as Position Control module, Actions Entry, and Payroll Reconciliation just to name a few, and classification compensation.

**Retirees Returning to Work.**

In FY’23 DOP continued the creation and implementation of The Reentering Retirees Program (RRP), rules and regulations, policy, appropriate trainings, and rollout. As authorized by Act 8560, amended by ACT 8690, the RRP, allows retirees to reenter government service while retaining their annuity benefits and retirement status. Draft Rules and Regulations are currently in the promulgation process in accordance with Virgin Islands law.

**Retroactive Wages/Visibility Site**

Phase one of the retroactive wage visibility site has started. During this implementation, a central repository was created to host over ten thousand documents that identify the research that was done for classified employees that worked for the central government during the fiscal years 1990-2001. This site will allow DOP staff to quickly identify research completed over fifteen years ago. This will streamline the process of providing information to employees who were deemed eligible, or individuals who contact us for data about their loved ones who are now deceased. To date seven (7) summer interns from the Department of Labor have completed more than 93% of the documents, which is a critical component of this project. Below is a breakout of the retro payouts under Act 8612:

ACT# 8612	Total Appropriated	Total Paid
Appropriated in FY'22	\$ 40,000,000.00	
		Paid DOP \$ 37,122,873.16
		Paid to Survivors \$ 2,626,230.83
		\$ 39,749,103.99
Survivor payments processed for Payment	816	
Total Survivors Claims Received to Date	988	
To be Processed	172	



### Personnel Action Processing Initiatives

To streamline the onboarding of new employees within central government, a Personnel Requisition Tracking (PRF) form was created. Information derived from the document gives DOP the ability to collaborate with departments and agencies, provide assistance as needed, and recommend the posting of positions within 15 days. As of July 31<sup>st</sup>, approximately 971 PRFs have left OMB (not inclusive of salary increases).

### KPI

Key Performance Indicator(s)	KPI Target	10/31/2022	11/30/2022	12/31/2022	1/31/2023	2/28/2023	3/31/2023	4/30/2023	5/31/2023	6/30/2023
Average number of business days to process NOPAs internally once submitted.	5.0	5.2	11.6	3.2	6.3	8.0	5.9	6.8	3.3	8.3
Performance Score	Inc./Decr	Calculation	Timeframe	Performance Indicator						
8.3	Decrease	Average	Monthly							

## Recruitment & Classification

The unit has taken a more targeted approach this fiscal year as we listened to the needs of the various agencies. While we held successful in-person recruitment events last fiscal year, the targeted approach this fiscal year has yielded noteworthy results.

- A territory wide Career Expo and Mixer held August 25<sup>th</sup> and 31<sup>st</sup>, 2022, where the resulting hires were seen in FY 23. This event included Workforce Development Workshops inclusive of hands-on resume preparation as well as disabilities rights/benefits, onsite interviews, onsite application kiosks, live demonstrations/presentations, health screenings, networking with HR Recruiters representing over 36 semi and autonomous agencies, as well as Army and Air National Guards. Yielded a total of 500 onsite job registrants that resulted in a total of 63 hires has been recorded in system.
- Nursing Career Fair in Florida (held the week of February 10, 2023) was attended by DOP and other GVI agencies to introduce the various GVI nursing vacancies with potential graduates. Resumes and contact information obtained were shared with 6 GVI agencies/instrumentalities (DOE, DHS, DOH, RLS Hospital, JFL Hospital and BOC—requested that they reach out and keep us in the loop of all hires.
  - We continue to highlight and extend the posting of local positions on a continuous basis to include any union negotiated increases. Further, on February 20, 2023, we established new job classifications to include a correctional nursing series at BOC and developed position reallocations for a total of (5) BOC nurses (LPN, RN and Head Nurse) to help with the retention of qualified nurses at BOC, who are not part of any collective bargaining unit and have not received any raises through the years necessary to aid in comparable salaries to other GVI agencies with union contract language to attract candidates into the recruitment pipeline at the institution (starting salary w/ differential of 10%)—can be hired above entry salary once approved by Director of Personnel.
- DOP in collaboration with VITEMA hosted a targeted recruitment fair territory wide held on March 21 & 23, 2023 for interested applicants to become Emergency Call Center Operators. Unique to this event, interested candidates were able to apply (online or onsite), test and slotted for interview onsite the same day. We have





streamlined our exam protocols to allow candidates to retest as often as needed instead of waiting 4-6 weeks period; updated our scoring criterion that focuses on target areas aligned with those that more closely assimilate the occupation. As a result of this initiative, a total of 25 candidates have been interviewed to fill 17 vacancies (STT-9 and STX-8)—all of which have been reported as filled with excellent candidates all to be onboarded by June 2023.

- We have returned to providing exams onsite at DOP. Thus far, we have completed a total of 190 exams with 182 pending completions of the promotional process and entrance process slated to be finished by close of the fiscal year 2023 - September 2023, respectively. The Unit has been very instrumental in various phases of the promotional exam process which includes, consulting, planning, customization, review, implementation, and test administration designed to offer the opportunity to

over 300 officers' territory wide to participate in the promotional process. For the first time, we have created exam schedules and developed online exams with customized contents to include 30% of agency rules, regulations, and policies for the promotional exams to be more localized to help aid in the filling mandatory leadership position as per applicable collective bargaining agreements. We have automated and streamlined our exam process to make it a more secure and transparent competitive process. The administration phase allows officers to apply online to participate in the signup process, sit a practice test to familiarize themselves with the exam method, and to receive score results upon immediate completion of the respective exam.

EXAM RANK	STT	STX	TOTAL	Status Exam Dates
POLICE CAPTAIN	16	7	23	Completed (9/29-10/1)
POLICE LIEUTENANT	24	15	39	Completed (2/3)
POLICE SERGEANT	58	49	107	Pending (9/18)
FIRE CAPTAIN	3	2	5	Completed (4/25)
FIRE LIEUTENANT	2	2	4	Completed (4/25)
CORRECTION SERGEANT	12	15	27	Completed (7/26)
CORRECTION LIEUTENANT	1	2	3	Completed (7/26)
ENTRANCE CORRECTION	21	23	44	Completed (5/25)
ENTRANCE CORRECTION OFFICER	28	27	55	PENDING (8/28-31)—SIGNUP ENDS 8/4
EMERGENCY CALL CENTER OPERATOR	17	28	45	Completed (3/23)
Emergency Call Center Operator	6	14	20	*Pending (8/8)

- For FY2022-23, the units have completed a total of 200 job descriptions both within the exempt and classified service to ensure compliance with current classification standards and applicable legislations. Agencies are required to ensure that job descriptions are in the current format and approved prior to processing personnel actions.



- UVI job Fair February and March 2023-STX in collaboration with DOP organized a resource Pop-Up as an outreach initiative designed to incentivize and help students obtain the necessary resources (mock interviews, resume review) and knowledge in preparation for future employment experiences and career opportunities within the GVI especially in targeted areas at agencies to include VIPD, BOC, IRB, DOE, DPP, and DPW.
- Agri fest 2023 STX on March 18-20, 2023, set up recruitment stations at nontraditional venues to attract and bring great awareness to locals and tourist about GVI job opportunities as well as great benefits, career paths guidance as well as to how to apply for the jobs to increase the number of candidates into the recruitment pipeline.
- CTEC Fair -Adult Education Technical Fair in February 2023 invited DOP to setup a recruitment station with focus on providing career path planning, promote entry positions in the craft and labor fields throughout the GVI, workforce tips, and promote GVI as employer of choice. We interfaced with a total of 15 students.
- Mini recruitment drive specifically for the UVI graduates on May 10-11, 2023, in which a total of 44 graduates were given a one-on-one opportunity to speak with DOP recruiters about the employment process, career workforce tips, vacancies, work culture, and benefits of GVI as an employer of choice.
- Participated in the Department of Labor Job center private entity job fair on May 3, 2023, to share information with a total of 30 applicants about GVI job opportunities, benefits, and workforce tips on how to apply for jobs.
- Collaborated with Virgin Islands Disabilities Right Center Recruitment Roundtable to provide presentations on GVI job opportunities, benefits, and workforce tips to applicants with disabilities on July 20-STX and July 27-STT.

**Upcoming Recruitment Efforts:**

- Partnership with VIDOL, DOP and RT Park in a recruitment job festival – “Joining Forces to Employ the VI Workforce—It's a Public/Private Affair.” for the public to network, to learn about job opportunities and apply, interview onsite and receive free public health screenings. This will be a public private event in which 30+ agencies and private organizations are scheduled for September 13 & 20, 2023.
- Initiated discussions with RT Park-Vista Plus on the possibility of a partnership in upcoming off island recruitment campaigns geared towards combined effort of promoting Virgin Islands hard to fill jobs in the private with the public sector. The intent is to reach a broad audience of emerging professionals that reside in Houston and Miami areas to network and market the GVI job opportunities and benefits.

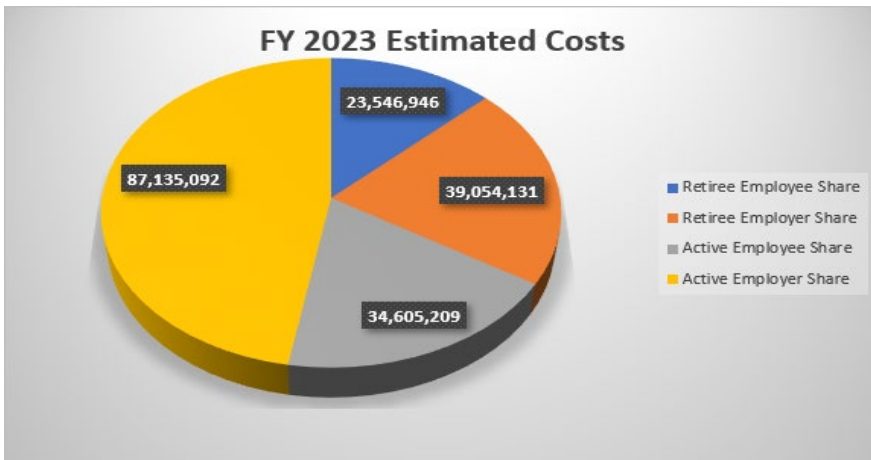
**KPI**

Key Performance Indicator(s)	KPI Target	10/31/2022	11/30/2022	12/31/2022	1/31/2023	2/28/2023	3/31/2023	4/30/2023	5/31/2023	6/30/2023
Averager number of business days to process referred list of eligible candidates to Agency/Department.	3.0	2.1	2.2	4.1	2.8	2.3	1.9	1.4	1.7	1.2
Performance Score	Inc./Decr	Calculation	Timeframe	Performance Indicator						
1.2	Decrease	Average	Monthly							

**Group Health Insurance**

The Group Health Insurance (GHI) unit at the Division of Personnel administers health, dental, vision, and Life for active employees, retirees, and their dependents as negotiated by the Government Employees Service Commission (GESC) Health Insurance Board.





As of July 20, 2023, the medical plan covers approximately 14,123 participants, including active government employees and retirees. There are 7,071 active employees enrolled in the medical plan, with 3,767 covering their dependents and 3,304 employees with single coverage. There are 7,052 retirees covered under the plan. Of the retirees, there are 5,873 over 65, with 1,201 covering their dependents. There are 1,181 under age 65, with 429 covering their dependents. In total, the plan covers close to 25,000 members.

For the health insurance coverage combined, including medical, dental vision, and Life for F.Y.' 2023, there was an increase from \$177.3 million to 184.3 million, an overall increase of approximately \$7 million or (4%), which represented the medical premiums. (See referenced chart above)

For FY 2023 thus far, we have paid \$109,155,637.88 in healthcare premiums. Of this amount, \$78,592,059.28 represents the Government's portion, and \$30,563,578.61 is the employees' portion.

The Government has absorbed the health Insurance increase for 2019, 2020, 2021 and 2022 which shifted the cost share from 65% /35% to 72/28%.

The health insurance rates remained the same for the employees for 10/1/2022. However, the employer rates increased.

We are proud of our partnership with UnitedHealthcare for the past 10 years. UnitedHealthcare has shown value and savings to retirees, the Division of Personnel and the GESC Board, while improving the health outcomes of our retirees. Under the UnitedHealthcare Medicare Advantage Plan retirees receive additional benefits not offered under the original Medicare

UnitedHealthcare also provides \$200,000 in Annual Wellness Funding, where they partner with local farmers on-island to provide fresh produce to our retirees several times per year. From October 2022 to the current UHC has distributed 1,918 bags of fresh produce to our eligible retirees.

As of 10/1/2022, the GHI transitioned all disabled retirees and disabled dependents to UnitedHealthcare for their medical and prescription benefits; however, all retirees and their dependents will remain covered by Cigna for dental coverage.

Along with our Annual Agricultural and Food Fair participation, the Cigna team introduced the W.O.W (Wellness-on-Wheels) van. As a result, we conducted over 68 biometric screenings and assisted over three hundred (300) members who either had questions or needed to update their beneficiaries or addresses in our Bentek eligibility system. To date Cigna has visited 19 agencies and completed 842 biometric screenings throughout the Government.



The Government Employee Service Commission (GESC) board did release an RFP for bid and has secured a contract for FY 2023-2024. DOP has scheduled in-person open enrollment from August 14<sup>th</sup> through September 15<sup>th</sup> for both active employees and retirees and a hybrid virtual session for our retirees to include those who live off-island. This process will allow all members the opportunity to make any changes to the health insurance benefits that will become effective on October 1<sup>st</sup>, 2023.

Every year members are required to complete their Cigna Health Risk Assessment (HRA) by September 30 of the current fiscal year. Under normal circumstances, any employees, or retirees under the age of 65 who are current policy holders under the Cigna health insurance program and failed to complete their HRA would have a Wellness Inactivity Member

Premium (WIMP) deduction of \$20.83 bi-weekly starting within the first pay cycle of the next fiscal year. However, per DOP Press Release dated May 4, 2023, the GESC Board discontinued the requirement of the completion of the Cigna Health Risk Assessment (HRA)

The Division of Personnel still encourages our members to visit their primary care physician for routine wellness and dental exams and stay abreast of their overall health. Completion of the assessment will also allow the member to incur points towards the MotivateMe Incentive Program for FY 2024.

The Employee Assistance Program (EAP) provides support for its members when they find themselves in difficult mental, emotional, or physical situations that affect both their health and quality of life. The EAP connects members to counselors, for up to 5 free sessions, who can advise them on a confidential basis.

**KPI**

Key Performance Indicator(s)	KPI Target	10/31/2022	11/30/2022	12/31/2022	1/31/2023	2/28/2023	3/31/2023	4/30/2023	5/31/2023	6/30/2023
Average number of business days to process retiree's enrollment applications.	1.0	2.6	1.0	1.4	1.3	1.7	1.0	2.3	1.2	1.3
Performance Score	Inc./Decr	Calculation	Timeframe	Performance Indicator						
1.3	Decrease	Average	Monthly							

Key Performance Indicator(s)	KPI Target	10/31/2022	11/30/2022	12/31/2022	1/31/2023	2/28/2023	3/31/2023	4/30/2023	5/31/2023	6/30/2023
Number of participants trained in Wellness Program (%)	100		78	104	150	78	550	160	500	660
Performance Score	Inc./Decr	Calculation	Timeframe	Performance Indicator						
540	Increase	Sum	Quarterly							

**Strategy and Organizational Development**

The Strategy and Organizational Development Unit (SOD) continues to be a strategic Human Resources partner for the departments and agencies of the Government of the Virgin Islands (GVI) through continued training, the utilization of technology, service to the employees and working with other agencies to support all initiatives.

**GVI Fellows**

As a strategic partner, DOP partnered with the Office of Management and Budget to launch, the second cohort of GVI Fellows program. The second cohort expanded on the first by including six (6) agencies as hosts for the Fellows and opening the recruitment effort to attract, develop, and retain talented college graduates with degrees in Information Technology, Construction Management, Project Management, and Finance. Participating agencies for the second cohort are the Office of Management and Budget, Department of Finance, Department of Public Works, Office of Disaster Recovery, and Bureau of Information Technology. The program received 61 applications, and 53 of them met the criteria to be interviewed for either a position in the program or as are reference to another agency. Twenty-one (21) candidates were selected for the second cohort, ten (10) applicants were referred to an agency for a permanent position, twenty-two (22) applicants withdrew their applications due to find another job, and eight (8) applicants did not meet the criteria to be interviewed. The second cohort began in October 2022, and we received requests from additional agencies to participate in the third cohort of the program. Advertising for the third cohort of the GVI Fellows began on June 21, the deadline to submit applications is August 18, 2023, and as of July 29, we have received 30 applications. We are proud to also announce that the first cohort of GVI Fellows are scheduled to complete their internship rotation in September 2023.

## VI Certified Public Manager Program (CPM)

The Division of Personnel has continued our collaboration with the University of the Virgin Islands, with the 2023-2024 cohort of the Virgin Islands Certified Public Manager Program. We received 51 applications for consideration for this cohort. Fifty (50) applications were from GVI employees, and one applicant was from the private sector. Forty (40) GVI employees and one (1) applicant from the private sector have been selected to participate in this cohort. The 14-month training program continues to prepare candidates by instructional learning and guidance on developing an implementation proposal for their Proposed Individual Applied Project which is intended to improve their agency and the Government overall. As with each cohort of VI CPM, the Proposed Individual Applied Projects serve as a measure of the effectiveness of the program as they are brought back to the graduate's agency and appropriately applied by the employee with the approval of their supervisor and agency head. The sixth cohort of the Virgin Islands Certified Public Manager Program began classes on June 13, 2023.



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**Managing Work • Leading People**  
**Developing Self • Systematic Integration**  
**Public Service Focus • Change Leadership**

**VI CPM 2023-2024 COLLEAGUE GROUP**  
 Open to employees within local and federal government agencies, non-profit organizations, and private sector businesses in the U.S. Virgin Islands. Preference given to applicants with supervisory experience.

**APPLY ONLINE**  
 THROUGH MARCH 7, 2023  
[www.dopusvi.org/strategy-and-organizational-development/](http://www.dopusvi.org/strategy-and-organizational-development/)

Contact VI CPM for more information:  
 Division of Personnel: [training@dopa.vi.gov](mailto:training@dopa.vi.gov) | (340) 774-8888  
 Chinue Uecker, Ph.D.: [chinue.uecker@live.uvi.edu](mailto:chinue.uecker@live.uvi.edu) | (512) 709-6025  
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The Virgin Islands Certified Public Manager Program is accredited by the **CPM** Certified Public Manager

The Strategy and Organizational Development's Training and Development of GVI employees is ongoing as illustrated by the offerings of N.E.W employee orientation program, our customer service training, Brilliance is the C.U.R.E., Microsoft 365 live trainings and the development of an online module for Sexual Harassment Prevention training. N.E.W. is intended to remove some of the complexity of being a new hire, while enhance the new hire's employment experience by providing new employees with detailed information relevant to the onboarding of new hires, rehires or employees transferring between agencies.

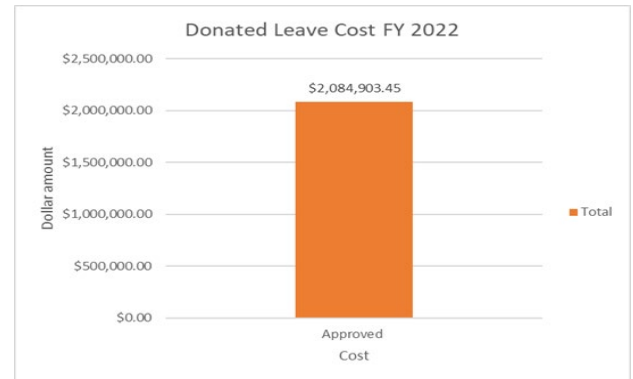
We continued to offer trainings on our customer service training, C.U.R.E - an acronym for Communicate, Understand, Respond & Remedy, and Empower, other agency requested trainings such as harassment prevention, interpersonal communication, conflict resolution, and Microsoft 365 trainings. Thus far for fiscal year 2023 – 918 GVI employees have participated in our customer service and agency specific training, while 194 employees have utilized the Microsoft 365 training. We were notified by Microsoft that they have discontinued their live Microsoft 365 training and are exploring other trainings options to fill the gap left by this setback.

To increase our training capacity, we began development of an online sexual harassment prevention training module. The module will include presentations slides, videos, and quizzes as a measure of achievement of the learning objectives. Eighty percent of the module is completed, we are in the process of creating videos depicting scenarios for the employees to apply what they have learned from the module. Upon completion we will be able to create a schedule the HR officers can register their employees to take the training module. While the module is being completed, we have also returned to conducting in-person agency specific trainings on Sexual harassment prevention, interpersonal communication, and teamwork. We are proud to announce that we are introducing a monthly two-hour Human Resources Training session where we can provide a venue through which we can provide information to HR officers on a regular basis. DOP units will host the sessions, but we plan to invite other agencies to participate as well. The first session will be on August 29, 2023.

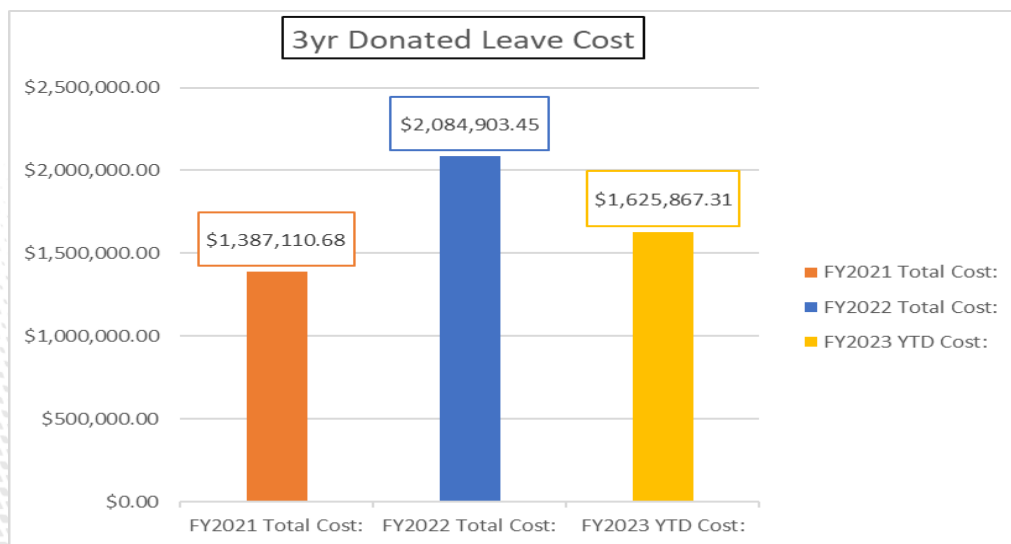
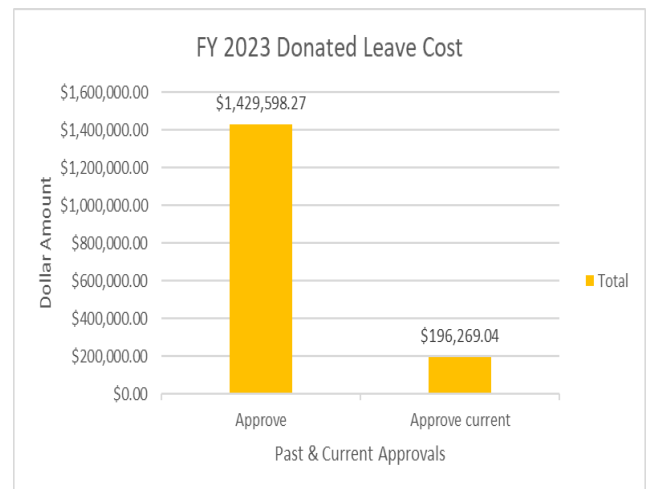
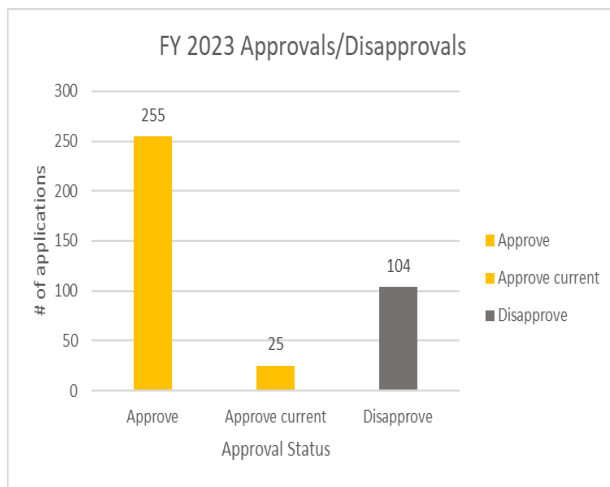
In addition to training and development, we also manage the Donated Leave Program, the Career Incentives Program (CIP); conduct investigations into cases of harassment and/or discrimination.



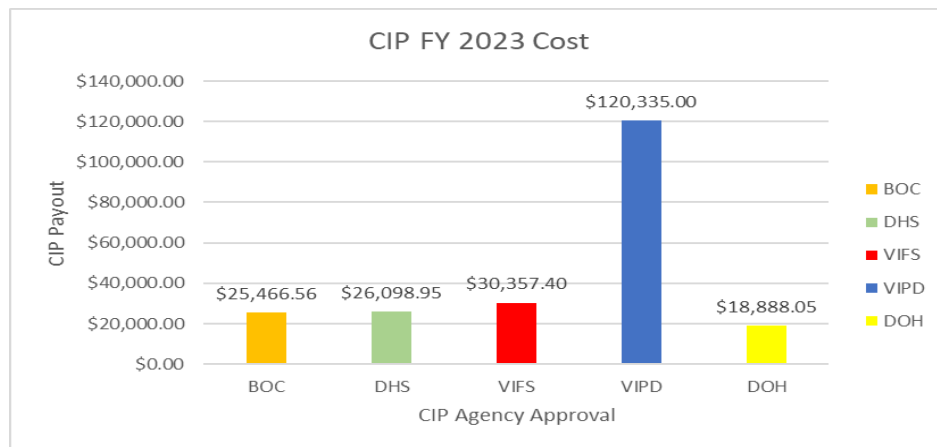
**Donated Leave:** FY 2022, we approved 301 donated leave applications for GVI employees, at a cost of \$2,084,903.45.



As of July 31, of this Fiscal Year, 280 Donated Leave applications have been approved, \$1,625,867.31 paid to GVI employees. As of July 31, 2023, there are 25 GVI employees on the donated leave program.



The Career Incentives Program: for fiscal year 2023, 20 GVI employees have been the recipient of the Career Incentives Program and 2 applicants were denied. These approvals for CIP recipients equate to \$221,145.96 for officers of the Virgin Islands Police Department, VI Bureau of Corrections, Department of Human Services, Department of Health Environmental Health Division and the VI Fire Service.



**KPI**

Key Performance Indicator(s)	KPI Target	10/31/2022	11/30/2022	12/31/2022	1/31/2023	2/28/2023	3/31/2023	4/30/2023	5/31/2023	6/30/2023
Number of participants trained monthly in Compliance/ Customer Service/ Soft Skills Training & Customized Training	150	204	117	143	83	92	146	72	67	71
Performance Score	Inc./Decr	Calculation	Timeframe	Performance Indicator						
71	Increase	Average	Monthly							

Key Performance Indicator(s)	KPI Target	10/31/2022	11/30/2022	12/31/2022	1/31/2023	2/28/2023	3/31/2023	4/30/2023	5/31/2023	6/30/2023
Number of participants attended Human Resources Professional Development.	75	132	15		10	78	16	15	20	63
Performance Score	Inc./Decr	Calculation	Timeframe	Performance Indicator						
105	Increase	Sum	Quarterly							

**Departmental Goals for FY 24/25**

- Employee Handbook- DOP has also taken on the task of updating the Employee Handbook and Rules and Regulations. These two documents were last updated in 1994 and 1997 respectively and this project is twenty-five percent (25%) completed. Successful completion of both documents and final rollout to the entire GVI is slated for mid-late 2024. As part of the drafting process, DOP intends to hold focus group sessions and town halls to ensure the necessary feedback from all interested parties is introduced and shared.
- Over the next year, the strategy and organizational development team is pursuing the acquisition of a Learning Management System. The LMS will allow us to expand our training capability by offering multiple on-demand training courses through an online module. With the ability to provide on-demand training from a program that automatically updates its content, we will be able to develop and conduct new agency specific training and utilize it as a resource for training material.
- Adding additional benefits options to the GVI Benefit portfolio
- Completion of the revamping of the Donated Leave Program
- Creation of the RETRO visibility site which would allow for each recipient and survivor to track history, payments, balances, etc. This will assist in future RETRO Payouts.
- Implementation of the Group Health Insurance online payment portal.
- Acquisition of a learning management system which would increase the number of GVI employees trained beyond in person or virtual person led training sessions.

In closing, I would like to thank the members of the 35<sup>th</sup> Legislature for the opportunity to present the successes and goals of the Division of Personnel. My team and I are dedicated to meeting our set goals, performance indicators, and to utilize our data to make calculated decisions, while continuing to strive for new successes and adjusting to the new normal within the workforce culture. We will continue to implement innovative strategies to enhance our Human Resources arm as we continue to make the GVI the employer of choice.

I would like to thank the Bryan/ Roach Administration, the hardworking men and women of the Government of the Virgin Islands, and my team at the Division of Personnel for their unwavering commitment to serve the people of this territory. We humbly ask that you grant the favorable consideration of the budget presented at the recommended level as it meets the needs of the Division. At this time, my team and I stand ready to answer questions.