



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

GOVERNMENT OF THE VIRGIN ISLANDS

Division of Personnel | Fiscal Year 2025

**35th LEGISLATURE OF THE VIRGIN ISLANDS**  
**COMMITTEE ON BUDGET, APPROPRIATIONS AND FINANCE**



**DIVISION OF PERSONNEL**  
**BUDGET HEARING PRESENTATION**

**TESTIMONY OF CINDY L. RICHARDSON, DIRECTOR**  
**EARL B. OTTLEY LEGISLATIVE CHAMBERS**  
**JUNE 27, 2024**

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## Fiscal Year 2025 Appendices

### Appendix A FY 2025 Fiscal Summary:

- Total FY 2025 OMB Recommended Budget
- FY 2025 Training Revolving Fund
- Cost of Rental Facilities
- Cost of Vehicles

### Appendix B Personnel Listing

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## 1 Introduction

2 A pleasant good morning, to Honorable Donna A. Frett-Gregory, Chairwoman of the Committee on  
3 Budget, Appropriations and Finance; Honorable Novelle E. Francis, Jr., Vice Chairman of the Committee  
4 on Budget, Appropriations, and Finance; other Committee Members; non-Committee Members; members  
5 of the Division of Personnel's team, fellow testifiers; and the viewing and listening audience.  
6

7 I am Cindy L. Richardson, Director of the Division of Personnel, accompanying me today to provide  
8 testimony on the Division's proposed Fiscal Year 2025 Budget are members of Personnel's executive  
9 team.  
10

- 11 • Florine Audain-Hassell, Assistant Director
- 12 • Valcina Quashie, Deputy Director
- 13 • Cordell Rhymer Jr., Chief of Human Resources Information Technology
- 14 • Valerie Daley, Chief of Group Health Insurance
- 15 • Millicent Aubain, Territorial Administrator of Recruitment and Classification
- 16 • Gabriel Knight, Strategy and Organizational Development Officer
- 17 • Aliya T. Felix, Esq., Legal Counsel  
18

19 Thank you for inviting me to testify today on the proposed budget for the Division of Personnel for Fiscal  
20 Years 2025, themed **“Fulfilling the Promise of Fiscal Solvency.”** This budget is strategically designed  
21 to align with the Administration's proactive approach to preparing for the next economic cycle. At the  
22 Division of Personnel, we are dedicated to fostering collaborations with agencies to enhance recruitment  
23 efforts while automating and streamlining processes to prepare for the next wave of employees essential  
24 for advancing the Government of the Virgin Islands.  
25

26 I would like to publicly express my gratitude to the dedicated employees of the Division of Personnel for  
27 their unwavering commitment and service. Your dedication and service are greatly valued and have  
28 significantly contributed to our community. Your unwavering commitment plays a vital role in improving  
29 the quality of life in the Virgin Islands. Thank you for your continued efforts and passion in making our  
30 islands a better place for everyone.  
31



## Overview of Operations

The Division of Personnel is charged with responsibilities mandated in the Virgin Islands Code, Title 3, Chapter 25, Sections 451 through 667, and the Government of the Virgin Islands Personnel Rules and Regulations. The Division of Personnel provides human resource management services to all central government agencies. As the human resources administrative arm of the Government of the Virgin Islands our focus is on strengthening organizational performance and enabling the government to attract, develop and retain a well-qualified, diverse workforce. These tasks are accomplished within the following units:

1. Recruitment and Classification
2. Strategy and Organizational Development
3. Human Resources Information Technology
4. Group Health Insurance
5. Fiscal and Administrative Services

## Fiscal Year 2025 Budget Recommendation

The FY 2025 recommended budget by the Office of Management and Budget for the Division of Personnel is a total of \$44,855,501, included in that are projected revenues of approximately \$45,000 from the Training Revolving Fund. The budget recommendation includes allocations of \$44,279,634 from the General Fund and \$530,867 from the Indirect Cost Fund.

**Table 1. FY 2025 Total Budget Summary**

FY 2025 TOTAL BUDGET SUMMARY		
DESCRIPTION	AMOUNT	% OF GENERAL FUND
General Fund	\$ 44,279,634.00	98.72%
Indirect Cost Fund	\$ 530,867.00	1.18%
Non-Appropriated Funds	\$ 45,000.00	0.10%
<b>TOTAL</b>	<b>\$ 44,855,501.00</b>	

Our total FY 2025 Operating Budget Summary is \$5,353,962.00, which includes the following allocations: \$3,249,938.19 for Personnel Services, \$1,458,360.11 for Fringe Benefits, \$58,000 for Supplies, and \$587,663.70 for Other Services and Charges.

**Table 2. FY 2025 Total Budget Summary**

FY 2025 OPERATING BUDGET SUMMARY		
DESCRIPTION	AMOUNT	% OF GENERAL FUND
Personnel Services	\$ 3,249,938.19	60.70%
Fringe Benefits	\$ 1,458,360.11	27.24%
Supplies	\$ 58,000.00	1.08%
Other Services	\$ 587,663.70	10.98%
<b>TOTAL</b>	<b>\$ 5,353,962.00</b>	

Next, the total FY 2025 Miscellaneous Budget Summary is \$38,925,672.00, which includes the following recommended allocations: \$38,210,672 for Health Insurance for Retirees, \$75,000 for the Certified Public Manager Program, \$80,000 for GVI Employees Recognition Activities, \$275,000 for the Contribution to the Health Insurance Board, and \$285,000 for Health Insurance Consultants.

Our total Other Services and Charges as stated previously is \$587,663.70, which includes the following allocations: \$29,853.98 for Repair/Maintenance, \$500 for Auto Repair/Maintenance, \$2,500 for Rental of Machines/Equipment, \$25,000 for Training, \$50,000 for Communication, \$44,000 for Advertising/Promotion, \$5,000 for Transportation-non-Travel, \$30,000 for Travel, \$25,000 for Purchase of Bulk Airline Tickets, and \$375,809.72 for Professional Services.

### Table 4. Other Services and Charges

Division of Personnel || FY 2025 Budget Testimony FINAL DRAFT || 6

Lastly, our total Indirect Cost Fund is \$530,867.00 which includes \$7,869 for Supplies, \$303,098 for Other Services and Charges, and \$219,900 for Utilities.

**Table 5. FY 2025 Indirect Cost Fund**

INDIRECT COST FUND	
DESCRIPTION	AMOUNT
<b>Supplies</b>	
- Office Supplies	\$ 5,000.00
- Operating Supplies	\$ 2,869.00
	\$7,869.00
<b>Other Services and Charges</b>	
- Rental of Land/Building	\$ 295,231.00
- Transportation-non-Travel	\$ 2,000.00
- Travel	\$ 5,867.00
	\$ 303,098.00
<b>Utilities</b>	
- Electricity	\$ 218,400.00
- Water	\$ 1,500.00
	\$ 219,900.00
<b>TOTAL</b>	<b>\$ 530,867.00</b>

## Personnel Services

The recommended Personnel Services positions for the Division of Personnel are a total of forty-nine (49) employees. This includes forty-four (44) funded positions and five (5) requested vacant positions. Of the forty-four current positions, twenty-eight (28) are in the St. Thomas/St. John District, and sixteen (16) are in the St. Croix District. Among these positions, seven (7) are union-represented, nineteen (19) are classified as non-union, and eighteen (18) are exempt. (See Appendix B – Personnel Listing)

## Professional Development

Typically, the Division of Personnel offers staff the opportunity to attend conferences hosted by the Society of Human Resource Management (SHRM), the Public Sector Human Resources Association (PSHRA, formerly IPMA), the National Association of African Americans in Human Resources (NAAHR), and NEOGOV, either virtually or in person. However, due to budget constraints, this was not possible this fiscal year. Additionally, memberships to these organizations and attendance at the EEO Refresher Training for Investigators and mediation training were also not feasible. I hope these opportunities will be available in the upcoming fiscal year.



## Human Resources Information Technology

The Human Resources Information Technology (HRIT) Unit provides essential services needed to support the various agencies of the Government of the Virgin Islands.

### Helpdesk Requests

Helpdesk staff offers comprehensive technical and clerical assistance to GVI agencies and Division of Personnel staff; Delivers specialized training on the Enterprise Resource Planning (ERP) system to human resource professionals, enhancing their ability to manage HR functions effectively; Managing Notices of Personnel Action (NOPAs) for GVI agencies, ensuring accurate and timely documentation of personnel changes. These services are crucial for the efficient operation and effective human resource management within the government.

In providing this assistance, the DOP Help Desk has been instrumental in resolving a significant number of issues, successfully addressing 3,290 tickets for FY 2024. These tickets encompassed a wide range of queries and problems, including technical support, HR policy clarifications, benefits inquiries, and other personnel-related matters. The efficiency and responsiveness of the Help Desk have ensured that staff concerns are addressed promptly, contributing to smoother operations and enhanced employee satisfaction throughout the fiscal year.

### Maintaining Data Integrity in ERP System

To maintain the accuracy and consistency of ERP data, our team conducts ongoing anomaly checks. When anomalies are identified, they are promptly communicated to Human Resources and Payroll personnel across the various departments and agencies for reconciliation. We collaborate closely with the Department of Finance and the Office of Management and Budget as needed to implement initiatives aimed at enhancing data integrity. Additionally, to minimize errors during biweekly payroll processing, we diligently monitor Personnel Action errors to pinpoint any issues within specific departments or areas.

### Enhanced Data Management for Annual Open Enrollment

To prevent data anomalies or errors during annual open enrollment, the team developed specific data extractions, reports, and procedures that our partner, Bentek, must adhere to. The developers at Bentek accepted the request and modified existing programs. They adopted these initiatives to ensure that all deduction changes are captured quickly, thereby resulting in timely collections of deduction adjustments within the ERP module.

### Enhancing Health Insurance Premium Collection Online

At the HRIT Unit, we believe in the power of collaboration. To streamline the collection of Health Insurance premiums from active employees and retirees, we implemented an online payment portal (Authorize.net) in collaboration with the Group Health Insurance Unit team and various stakeholders. This joint effort has significantly improved the process, allowing premiums owed by individuals to be settled without a visit to the Division of Personnel's office. This collaborative approach fosters a sense of shared responsibility and teamwork, making our services more effective.

### GVI Employee Demographics

The following is a set of tables and charts reporting the various demographics of the employees of the Government of the Virgin Islands. This breakdown aims to provide a comprehensive overview of the

workforce composition, facilitating better understanding and strategic planning for diversity, equity, and inclusion initiatives. *Disclaimer: Information provided was pulled on June 7, 2024, and may have changed upon the reading of this testimony.*

**Table 6. Total Number of Employees by Department**

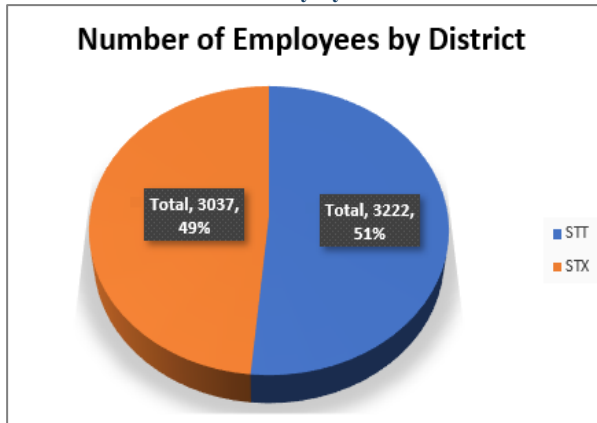
TOTAL NUMBER OF EMPLOYEES BY DEPARTMENT			
AGENCY	# OF EMPLOYEES	AGENCY	# OF EMPLOYEES
Adjutant General	76	Licensing and Consumer Affairs	59
Agriculture	57	Motor Vehicles	65
BIT	24	OCB	7
Board of Nurse Licensure	8	OMB	60
Corrections	173	P&P	77
Education	2430	PERB	13
Education (BD)	14	Personnel	40
Election System	11	Planning and Nat Res	167
Energy Office	16	Police	550
Finance	52	Public Works	215
Fire	299	SP Parks & Rec	120
Governor's Office	78	Taxicab	5
Health	379	Tech Career Board	4
Human Services	602	Tourism	23
IRB	115	Vet Affairs	5
Justice	149	VI Inspector General	18
Labor	112	VITEMA	106
LEPC	8	Vet Affairs	5
LGO	122		

**Table 7. Gender Equality: 1. Number of Employees; 2. Average Salary of Employees by Gender**

TOTAL NUMBER OF EMPLOYEES BY GENDER		AVERAGE SALARY OF EMPLOYEES BY GENDER	
GENDER	# OF EMPLOYEES	GENDER	AVERAGE SALARY
FEMALE	4,229	FEMALE	\$ 52, 606
MALE	2,030	MALE	\$ 52, 600
<b>TOTAL</b>	<b>6,259</b>	<b>GRAND TOTAL</b>	<b>\$52,603</b>

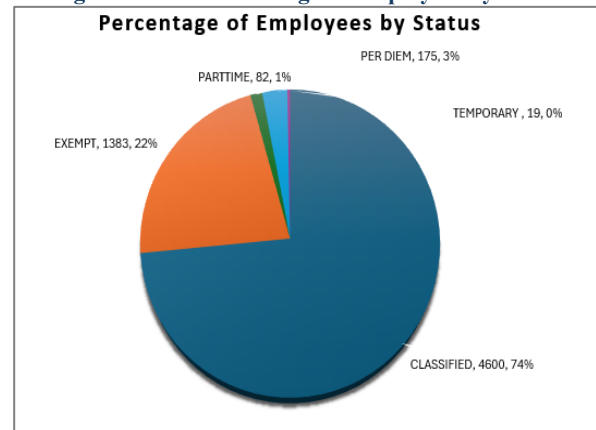
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Figure 1. Total Number of Employees in the Territory by District



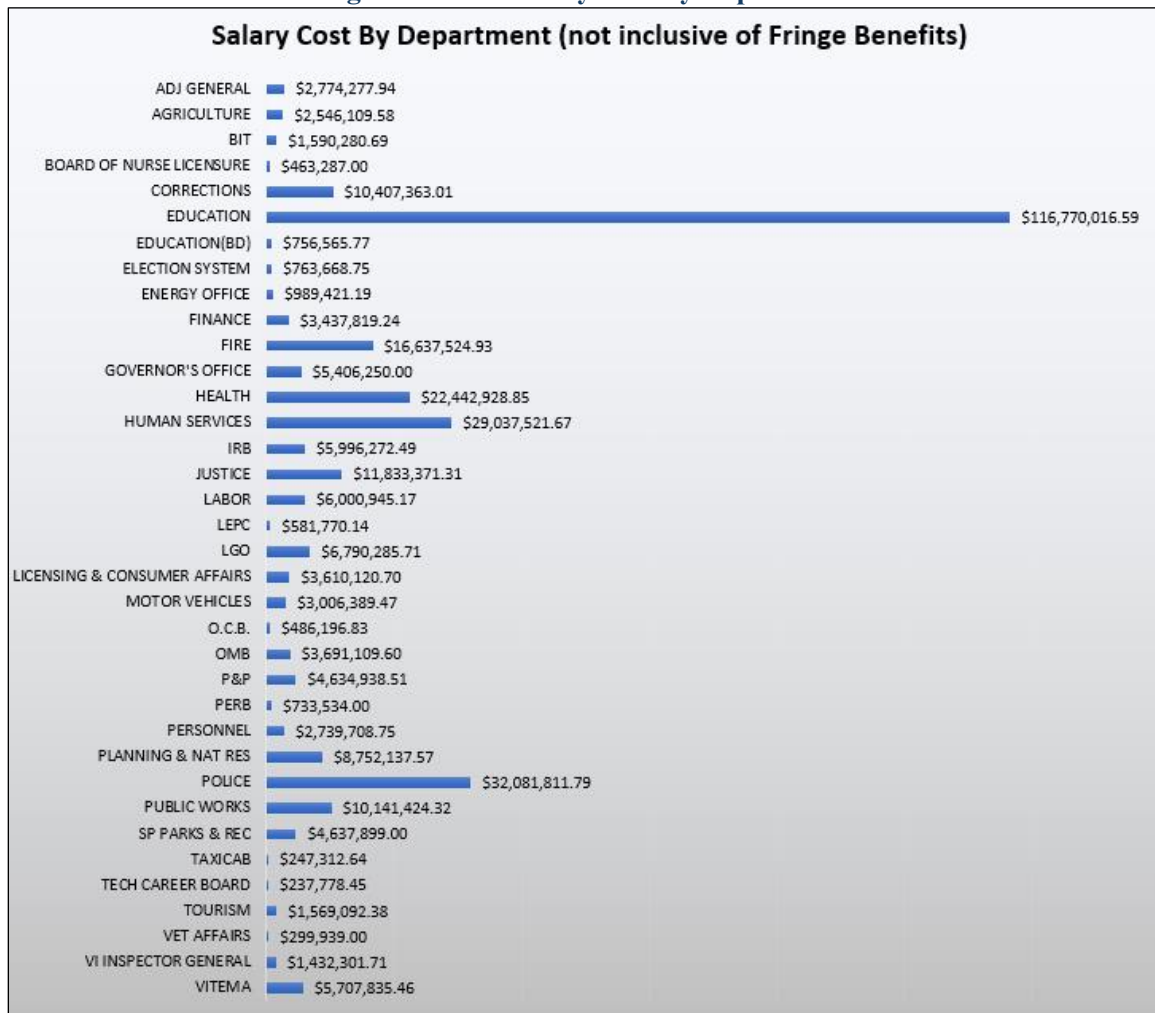
St. Thomas/St. John District – 3,037 employees at 49%.  
St. Croix District – 3,222 employees at 51%.

Figure 2. Total Percentage of Employees by Status



Part time – 82; 1%  
Exempt – 1383, 22%  
Temporary – 19; 0%  
Classified – 4600, 74%

Figure 3. Total Salary Cost by Department



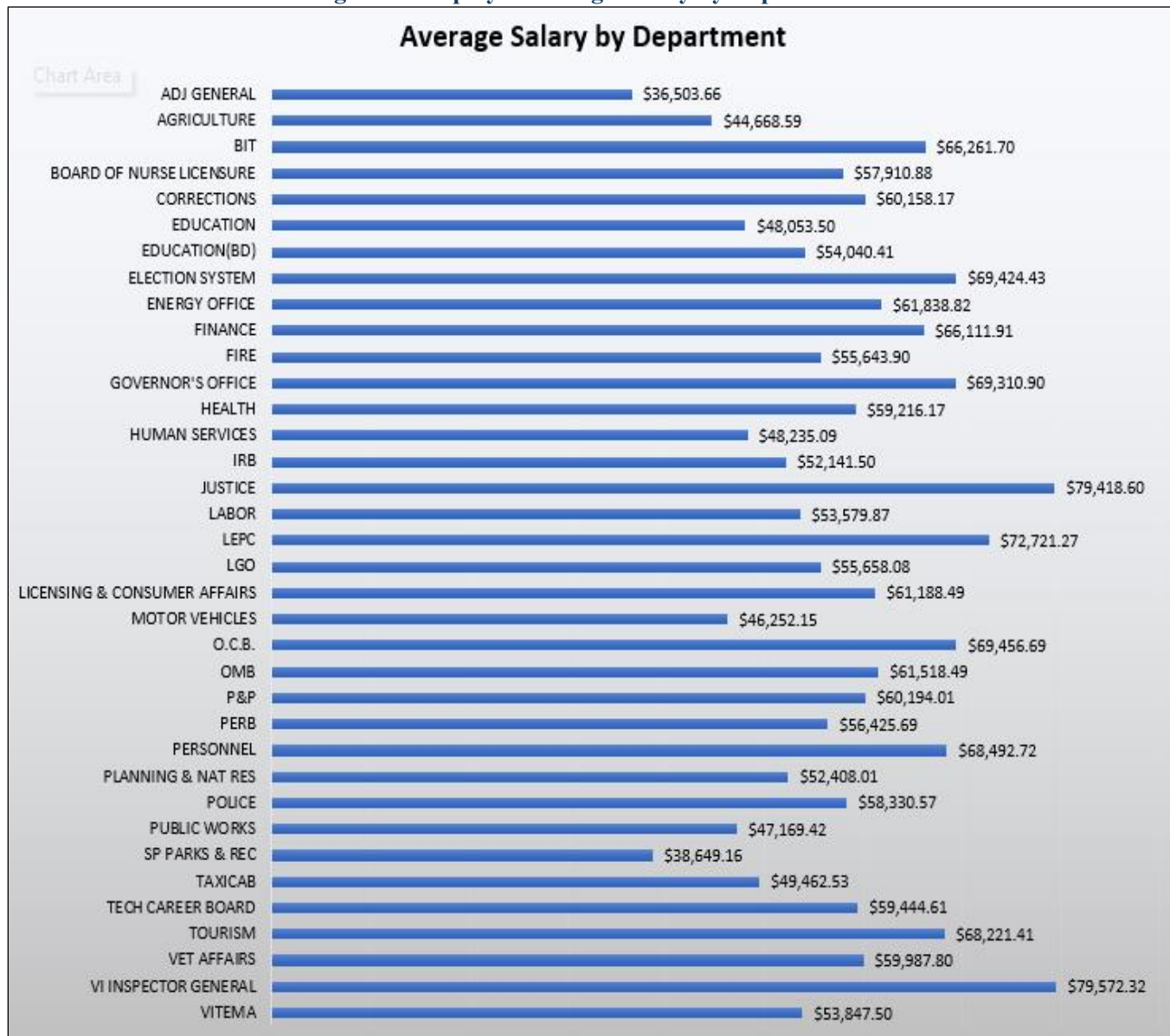
**Table 8. Employee New Hire and Separations Statistical Data**

FY 2024 EMPLOYEE HIRES AND SEPARATIONS			
Description	#of Employees	Description	# of Employees
Branch Transfer	6	Appointment End	1
Change of Class	6	Deceased	6
Change of Title	3	Dismissal	17
Exempt Title Change	1		
New Hires	156	Resignation	133
Position Reallocation	1	Retirement	92
Promotion	118		
Rehire	132		
Rehire Same Year	13		
Transfer between Department	63		
Transfer within Department	23		
<b>TOTAL Employee Hires</b>	<b>522</b>	<b>TOTAL Separations</b>	<b>249</b>
<b>TOTAL Hires and Separations</b>	<b>771</b>		

**Table 9. Employee NOPA Actions Statistical Data**

FY 2024 PROCESSED NOPA ACTIONS			
Description	# of Actions	Description	# of Actions
Appointment End	1	Miscellaneous	930
Branch Transfer	6	Name Change	11
Cancellation	4	New Hire	156
Career Incentive	4	Position Reallocation	1
Change of Class	6	Promotion	118
Change Title	3	Rehire	132
Compensation	2	Rehire Same Year	13
Correction	31	Resignation	133
Credit Change	24	Retirement	92
Deceased	6	Return to Duty	26
Degree Change	13	Salary Adjustment	3
Dismissal	17	Salary Change	859
Emergency Appointment	9	Salary Correction	5
Exempt Title Change	1	Suspension	20
Leave Without Pay	35	Transfer between Departments	63
Military Leave Without Pay	5	Transfer within Departments	23
<b>TOTAL</b>			<b>2,752</b>

Figure 4. Employee Average Salary by Department



## Group Health Insurance

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

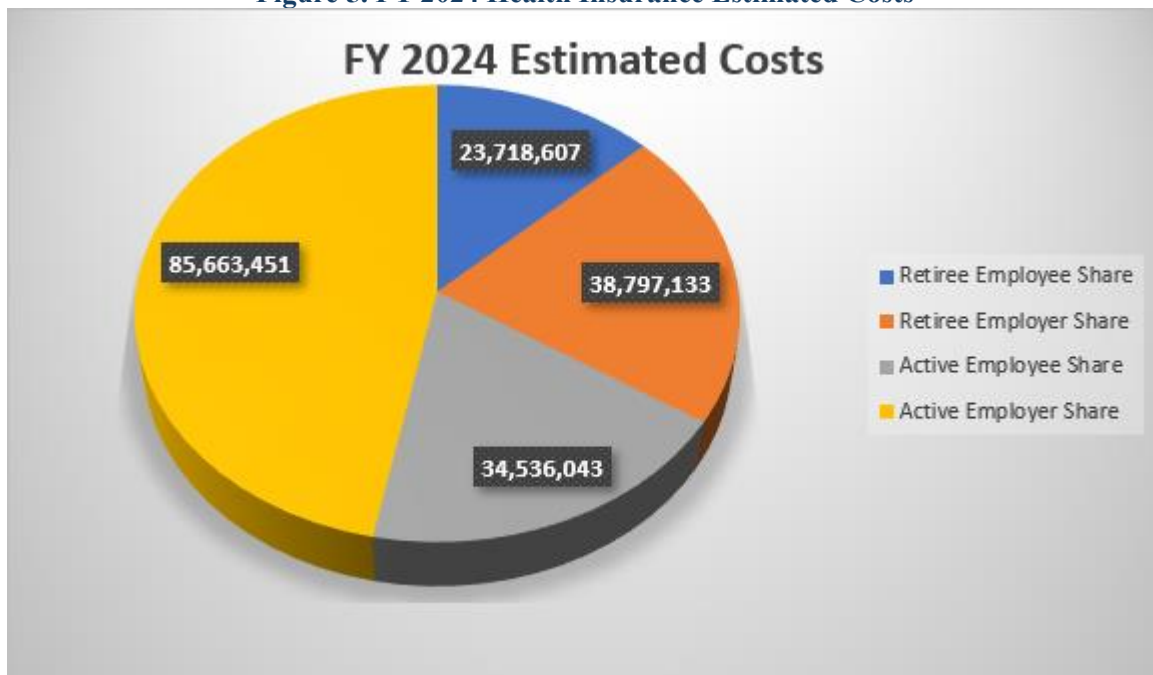
### Enrollment

Our Group Health Insurance unit, a crucial pillar at the Division of Personnel, provides coverage to approximately 14,344 participants as of June 7, 2024. This significant number underscores our vital role in supporting active government employees and retirees. Currently, 7,218 active employees are enrolled in the medical plan, with 3,748 covering their dependents and 3,428 employees with single coverage. Additionally, the medical plan also covers 7,126 retirees, including 5,926 over 65 and 1,200 under 65. Overall, our plan provides a strong sense of security to approximately 25,000 members, ensuring their health and well-being.

### Insurance Coverage Costs

For all insurance coverage combined (including dental, vision, and life), the plan outlays will decrease from \$183.1 million in FY 2023 to \$182.7 million in FY 2024. This reduction of approximately \$403,000 or 0.3% of overall costs, demonstrates our effectiveness in cost management, ensuring the long-term sustainability of our plan, providing solid reassurance to our members about the stability of their health coverage.

**Figure 5. FY 2024 Health Insurance Estimated Costs**





Thus far, in FY 2024, we have paid \$89,673,579.24 in healthcare premiums. Of this amount, \$65,461,712.84 represents the Government's portion, and \$24,211,866.39 represents the employees' portion.

## Software/Technology

In October 2023, we took proactive measures to ensure accurate and fair payments, by implementing the payroll audit through the Bentek eligibility system, which works with GVI's ERP system. This system captures information on any employee on leave without pay or health insurance deductions not taken from the member's bi-weekly pay, ensuring accurate and fair payment. Since the inception of the payroll audit, we have collected over \$222,726.68.

Additionally, on April 4, 2023, we introduced an online payment system (Authorize.net) allowing employees and retirees to make credit card payments for owed insurance premiums. This process has enhanced transparency and fairness in our operations. With this online payment system, we were able to collect \$17,039.99.

## Outreach

In 2023, outside of the open enrollment period, we focused on educating our members about the benefits of GVI Health Insurance, demonstrating our commitment to keeping our members informed and valued. As of April 2023, we have conducted outreach presentations to 34 agencies throughout the GVI.

Additionally, as of December 31, 2023, the Bentek system showed a 65% completion rate for beneficiary entries, with 5,391 active employees having completed their entries and 2,444 active employees who have not entered their beneficiaries. One of our biggest challenges was ensuring this completion rate from 65% to 100%. Thanks to our outreach efforts, we have now reached over 78% and anticipate achieving 100 % before the end of the fiscal year. We encourage those agencies that have received a listing of employees who are missing beneficiaries to please encourage your employees to update their beneficiaries in the Bentek system.

## Death Claims

We submitted 178 death claims, of these claims 132 are retirees, 9 are active employees, 20 are spouse life, and 3 are child life—to the Life Insurance Company (The Standard), which resulted in over \$4,677,000.00. being paid to the member's beneficiaries.

## GVI Wellness Program

Our Wellness program plays a crucial role in improving health and lowering healthcare costs for our community. It supports members in pursuing a healthy lifestyle by offering engaging activities and introducing new events and challenges to keep participation high.

**Table 10. FY 2024 GVI Wellness Program Initiatives**

FY 2024 GVI WELLNESS PROGRAM INITIATIVES		
Activity/Event	FY 23 # of Participants	FY 24 # of Participants
St. Thomas/St. John Fete & Sweat Fitness Program	2,268	350
June 30-Day Hydration Challenge	175	180
Re-Launch of OMADA®	157	277
Diabetes Awareness Webinar	63	103
Financial Well-Being Webinar	104	180
Garden-to-Table	150	150
Heart-2-Heart Silent Headphone Walk	N/A	643
Battle of the Agencies	1,000	1,000
GVI Wellness Bowling League (St. Croix only)	160	160
Annual Health & Wellness Expo Produce Distribution	1,200	N/A

**Upcoming Wellness Initiatives for FY 2024**

- June 30-Day Hydration Challenge
- Virtual Annual Health/Wellness Expo & Produce Distribution
- Wellness Scavenger Hunt
- GVI Wellness Kickball Tournament

**Table 11. FY 2025 GVI Wellness Program Initiatives**

FY 2025 GVI WELLNESS PROGRAM INITIATIVES	
Description	Description
Fete & Sweat Fitness Program	St. Croix Fitness Classes
Financial Well-Being Webinar	Wellness Scavenger Hunt
Diabetes Awareness Webinar	Heart-2-Heart Silent Headphone Walk
Garden-to-Table	GVI Wellness Bowling League
Battle of the Agencies	GVI Wellness Kickball Tournament
10,000 Steps	30-Day Hydration Challenge
Annual Health/Wellness Expo and Produce Distribution	

**MotivateMe Incentive Program**

The GESB Board and the Division of Personnel launched the MotivateMe Incentive Program from October 1, 2023, through September 30, 2024. All primary active members, retirees under the age of 65, and covered spouses of the GVI's Cigna plan are eligible for a gift card as a reward for their healthy activities. The program offers health and wellness activities, initiatives, webcasts, seminars, and personal health reporting designed to engage Cigna plan members actively in their health insurance benefits. The higher the level of participation (points), the higher the value of the gift card. The maximum amount a member can receive from this program is \$150 on their gift card. To access the *MotivateMe* platform, members can login to MyCigna.com and complete the two-step authentication process. **All members must complete their biometrics to redeem any rewards.**

The following are Biometric measurements have been conducted continuously from October 1, 2023, to the present:

- The St. Croix team has completed 538 biometric screenings.
- The St. Thomas team has completed 436 biometric screenings.

Eligible recipients for MotivateMe Rewards:

- The number of persons eligible for a gift card between the period 10/01/2022 to 09/30/2023 was **4,061.**
- The number of persons eligible for a gift card between the period 10/01/2023 to the present is **1,995.**

### Omada® Program

The Omada Campaign was relaunched on October 1, 2023. The program focuses on prevention, sustainable lifestyle changes, better management of type II diabetes, hypertension, and behavioral health better. The virtual integrated care program helps members make lasting healthy lifestyle changes by offering health plans, personalized tools, resources, and support.

The enrollment numbers for the Omada Program are as follows:

- Number of persons enrolled between 2022-2023 – **1,417.**
- Number of persons enrolled between 2023-2024 – **1,574.**

### Employee Assistance Program

The Employee Assistance Program (EAP) supports members facing challenging mental, emotional, or physical situations that affect their health and quality of life. The EAP provides members with up to five free confidential counseling sessions.

#### EAP Utilization

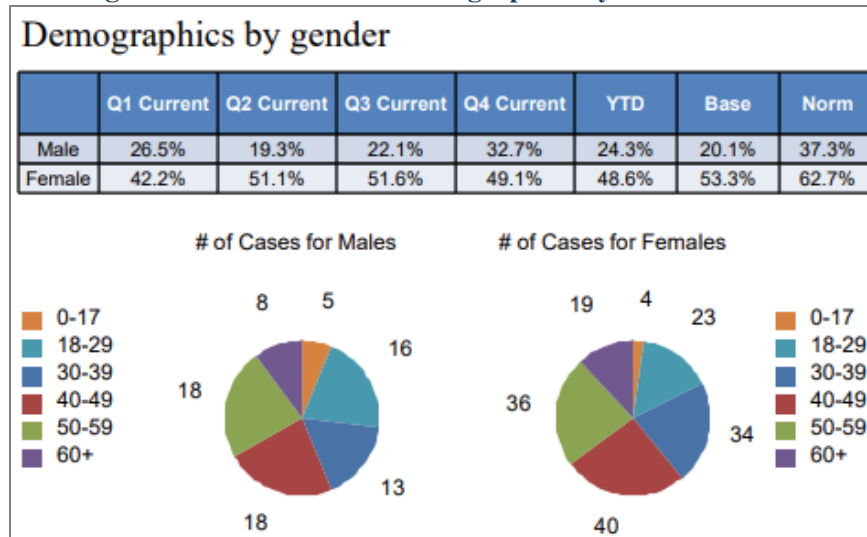
The utilization of the Employee Assistance Program (EAP) includes 10 agencies that requested on-site EAP counseling services for 21 hours for FY 2024. Our current utilization rate for the Employee Assistance Program (EAP) concerning the top presenting issues is:

1. Stress and Anxiety
2. Job and Career Issues
3. Depression Concerns
4. Information only Inquiries
5. Marital and Partner Issues

**The demographics of individuals utilizing the EAP program are:**

- The highest number of men using the EAP program are between ages of 50-59.
- The highest number of women the EAP program between ages of 40-49
- Person aged 40 and above accounted for 50.5% of the EAP activity.
- 79.1% of EAP participants were identified as employees.
- 3.1% of EAP participants were identified spouse/partner.
- 17.1% of EAP participants were identified as dependents.
- 0.6% were defined as other in the current period.

**Figure 6. EAP Statistical Demographics by Gender**



**United Healthcare**

As part of the Medicare Advantage Program members can participate in the Renew Active Gym Membership Program, available at no additional costs, exclusively from United Healthcare.

**Table 12. Renew Active – Gym Membership Program**

RENEW ACTIVE - GYM MEMBERSHIP PROGRAM			
Month/Year	Active Members	% of Active Members	Number of Visits
October 2023	356	5.4%	2,215
November 2023	365	5.5%	454
December 2023	387	5.9%	2,354
January 2024	269	4.1%	2,436
February 2024	316	4.80%	2,670
March 2024	343	5.20%	2,751
April 2024	389	5.90%	3,086

Our UHC members also receive their Healthy Benefit Plus, a \$40 credit that members receive every three months to spend on approved healthy food and over-the-counter health and wellness products.

## FY 2024 HEALTHY BENEFITS PLUS

## Recruitment and Classification

Furthermore, the recent hiring of our Public Information Officer has bolstered our recruitment campaigns, enhancing our visibility on social media platforms like Facebook, Instagram, LinkedIn, DOLVIEWS, and other popular national job boards such as Zip Recruiter, Recruitics, and DiversityJobs. Currently, we are exploring job platforms in the Caribbean to expand our recruitment reach.

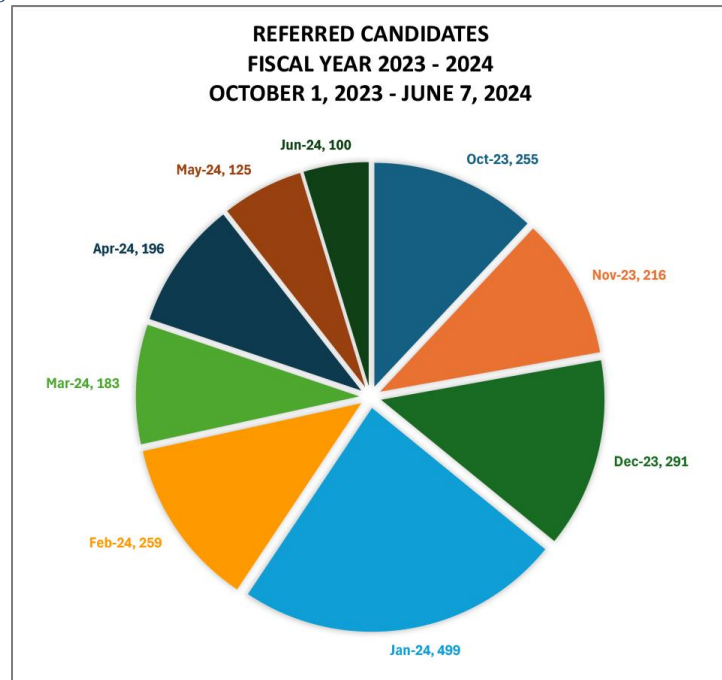
## RECRUITMENT AND CLASSIFICATION UNIT OUTREACH ACTIVITIES AND EVENTS

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## NEOGOV Summary for FY2024

From October 1, 2023, to June 7, 2024, we processed 7,203 applications and referred 2,124 qualified candidates to their respective hiring agencies.

**Figure 7. Potential Candidates for hired referred from NEOGOV**



## Recruitment Programs

To address critical workforce shortages, we introduced two new recruitment programs, the US ARMY Partnership for Your Success (PaYS) Program and the Reentering Retiree's Program (RRP).

### PaYS Program

Our partnership with the US Army's PaYS program sets a precedent for facilitating seamless transitions for our soldiers into public service roles. This program has hundreds of partners throughout the US representing the public and private sector. The GVI is the first territory to participate in this program. The PaYS Program ensures that qualified soldiers are given an interview and potential employment opportunities upon leaving the Army. We have provided a link that funnels veterans to our website to view and apply for government vacancies, then receive an interview once deemed qualified.

### Reentering Retirees' Program (RRP)

The Reentering Retirees' Program (RRP) addresses workforce shortages in the GVI by bringing retired professionals back into service, enabled by ACT 8560, thereby bolstering our recruitment efforts with seasoned professionals. Retirees may return for up to 36 months with a waiting period of 9 months or for up to 24 months with no waiting period if he/she is a nurse, police officer, or teacher. However, retirees must apply and qualify for hard to fill continuous recruitment positions. There are currently 17 members in this program.



## Examinations

### VI Territorial Emergency Management Agency – Emergency Call Center Exam

As part of our recruitment efforts, we facilitated examinations for various positions across agencies, including 18 Emergency Call Center Operator positions filled in 2023. For FY 2024, 12 candidates were referred, resulting in 4 new hires.

### Bureau of Corrections – Correction Officer Exam

In collaboration with the Bureau of Corrections (BOC), we developed a quarterly examination schedule to meet federal consent decree mandates. In FY 2024, 15 Correction Officer candidates were referred, with 19 candidates applying territory wide as of May 31, 2024. Currently, in the St. Thomas/St. John District, 5 candidates are scheduled for exams, with one eligible for waiver. In the St. Croix District, 10 candidates are scheduled, with 2 eligible for waiver. Exams started this week on June 24<sup>th</sup> and will end on June 28<sup>th</sup>.

### VI Fire and Emergency Medical Services – Firefighter EMT Exam

Currently VI Fire and Emergency Medical Services has 10 vacancies in the St. Croix District for the Firefighter EMT positions. We have received 118 applications, of which 105 met the minimum qualifications. Nineteen candidates have military or advanced degree waivers, and eighty-six are scheduled for exams starting on June 24<sup>th</sup> and ending on June 28<sup>th</sup>.

Promotional exams for all ranks at VIFEMS, BOC, and VIPD have been completed. Through our collaboration, 52 mandatory leadership positions were filled by December 2023. All rankings list under applicable Collective Bargaining Agreements (CBAs) have expired, prompting the start of new exam processes as required.

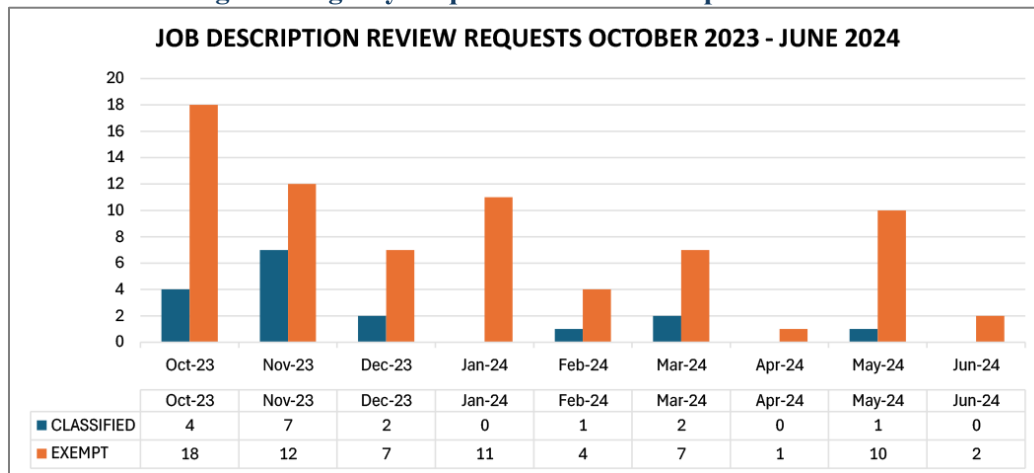
## Classification

Alongside our recruitment efforts, we've conducted classification studies to optimize organizational structures. At the Department of Licensing and Consumer Affairs (DLCA), we've restructured units and divisions to improve efficiency and fiscal viability by consolidating redundant positions and realigning roles. This effort has streamlined operations and facilitated career progression for 6 impacted employees through salary adjustments. A similar initiative is planned for the Lieutenant Governor's Office Appraisal Unit, which has 8 employees; however, it is currently on hold pending funding identification. This initiative aims to enhance efficiency and serve as a recruitment tool for seasoned professionals, while aligning with our evolving organizational needs.

## Job Description

Our commitment to enhancing job description transparency and consistency is steadfast. In FY 2023, we finalized 157 job descriptions. As of FY 2024, we have completed 90 more, providing comprehensive tools, resources, and HR training for semi-autonomous agencies. Innovatively, we have integrated AI into our operations to write and edit job descriptions, aiming to improve efficiency and relevance in recruitment efforts. This proactive embrace of AI underscores our dedication to innovation, ensuring job descriptions accurately reflect our organizational needs.

Figure 8. Agency Requests for Job Description Review



## Strategy and Organizational Development

The Strategy and Organizational Development Unit (SOD) is faced with the challenge of enhancing training and development for over six thousand GVI employees while seeking new ways to be a more effective Human Resources partner to GVI departments and agencies. By leveraging technology, we continue to push the limits of our resources to creatively and effectively to expand the reach and impact of our training services for employees and Human Resource (HR) Officers.

### Training and Development

The SOD team has advanced the implementation of NEOGOV's Perform, an online employee performance evaluation system. Insights gathered from pilot agencies guided modifications to streamline and enhance the initial evaluation process. We integrated the best features from traditional evaluations into the online version, making it more user-friendly, transparent, and engaging. To support user adoption, we conducted training sessions for HR officers and created instructional videos for employees and supervisors. Our final step involves transferring employee and supervisor data from the ERP system to NEOGOV's database. The goal is to launch Perform for agency use by the beginning of the 2025 fiscal year.

### Certified Public Manager Program

We have continued our collaboration with the University of the Virgin Islands (UVI) to launch the 2023-2024 cohort of the nationally accredited Virgin Islands Certified Public Manager (VICPM) Program. The 14-month training initiative aims to enhance the performance of public sector managers and the organizational performance of state, local and federal governments. The program offers a rigorous curriculum focused on applying best practices and theory to management behaviors and strategies through professional competencies. All candidates must complete a Proposed Individual Applied Project, demonstrating the program's effectiveness as they collaborate with their agency supervisor and head to implement it. Forty (40) GVI employees and one (1) individual from the private sector were selected to participate in this cohort.

The SOD team attempts to meet and expand our training capacity by maximizing the capabilities of our current resources. The absence of a Learning Management System (LMS) forced us to be creative and

resourceful in utilizing the limited functionalities of our JotForm survey software to develop training beyond the virtual and in-person sessions we offer.

### Respect at Work: Sexual Harassment Prevention Training

We pushed the limits of JotForm to create an online version of our in-person *Respect at Work: Sexual Harassment Prevention Training*, launched in November 2023. The module provides comprehensive training on Title VII workplace rights, focusing on preventing and reporting sexual harassment. It includes slides with written, audio, and video content, featuring customized scenarios aligned with the GVI Sexual Harassment Prevention Policy. Registration by an HR Officer is required, with supervisors notified to allocate time for completion. Users can access the course online from any device with internet connectivity. The average completion time is 2 hours, similar to our virtual and in-person training sessions.

The module includes quizzes after each section to assess understanding, requiring an 80% score for passing. Upon completion, users receive a certificate, and HR officers are notified of their status. As of June 7, 2024, 1,225 GVI employees have registered, with 735 completing the module.

The successful launch of the *Respect at Work Sexual Harassment Prevention Training* online module highlighted a limitation in our training capacity because in the seven months since its launch the unit was able to train 735 GVI employees while simultaneously conducting other training workshops. This contrasts with the 281 employees who received the virtual version of this training as part of their *New Employee Welcome (N.E.W.) Orientation* since the start of the fiscal year. The acquisition of an LMS will allow us to expand our training capacity and update our material so that it reflects the most up-to-date information. It will facilitate continuous employee learning and development by allowing us to evolve our material and training methods to meet the needs of all GVI employees, while simultaneously automating administrative functions, identifying learning gaps and recommending learning plans.

**Table 15. EEO Sexual Harassment Case, Reported and Investigated**

FY 2022 # of EEO Cases	FY 2023 # of EEO Cases	FY 2024 # of EEO Cases
4	2	4

### Other Trainings

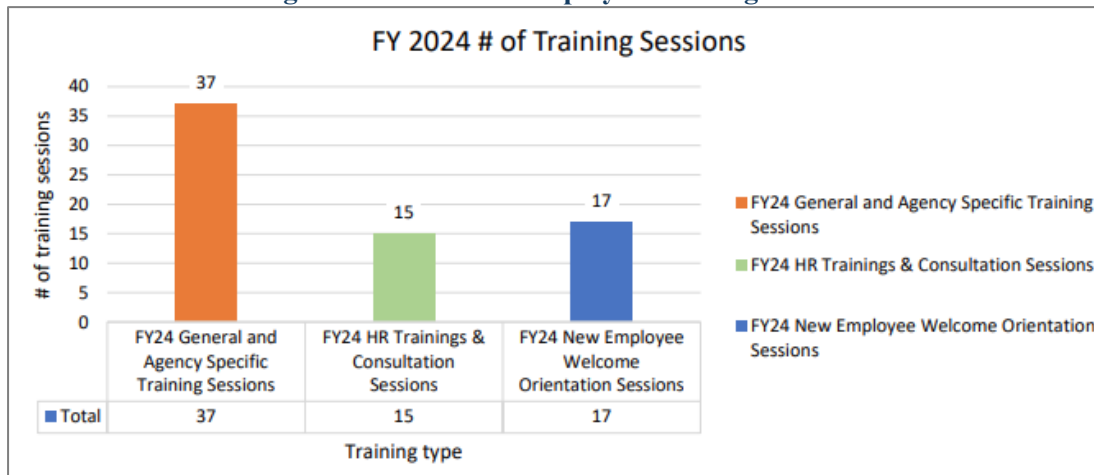
We continue to offer regular ongoing facilitator-led training such as *Brilliant Customer Service* and the *New Employee Welcome (N.E.W.) Orientation*. As of June 7, 2024, 320 employees have participated in both programs.

In addition to our current workshops, we are launching a customer service workshop series *A Culture of Patient Experience Excellence*. This workshop will guide GVI employees who are healthcare practitioners on how to become champions in the concept of patient experience. We will begin offering this workshop in July.

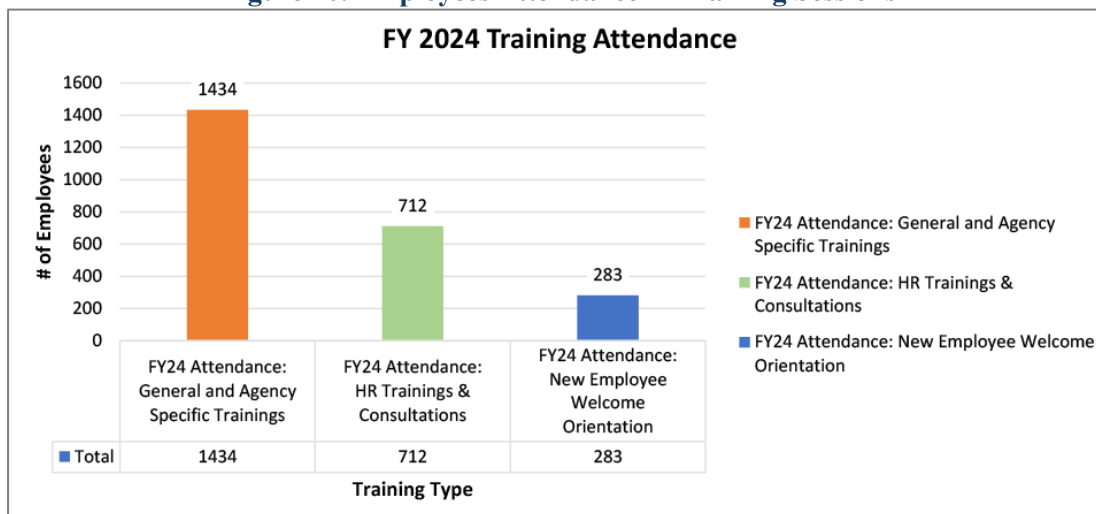
In collaboration with DOP's Legal Counsel, we developed an *Ethics Workshop* to enhance participants' ethical awareness and decision-making skills. This initiative aims to cultivate a culture of integrity, accountability, and ethical behavior within the Government of the Virgin Islands (GVI). The workshop offers a thorough exploration of ethical principles and practical strategies for addressing ethical dilemmas. Our goal is to ensure all employees adhere to ethical guidelines, promoting public trust in our government's

integrity. This training is in the beta testing phase and will roll out to the entirety of GVI agencies in a couple of months.

**Figure 9. Number of Employee Training Session**



**Figure 10. Employees Attendance in Training Sessions**



### *HR Success Series...Staying in Gear*

While focused on the training for employees we did not want to neglect our responsibility to provide regular refresher training for HR officers of the GVI. Based on common HR inquiries made to the Division of Personnel, we identified an opportunity to increase the engagement and development of our HR partners. Recognizing that we did not have the resources to host another multi-day in-person HR training, we created the monthly virtual *GVI HR Success Series...Staying in Gear*. The 2-hour sessions started in August 2023 and are held on the last Tuesday of each month. Some of the topics covered in past sessions include NOPA Processing, Recruitment and Classification Processes, Donated Leave, Progressive Discipline and Collective Bargaining Agreements, Employee Background Checks, and Cyber Security Awareness. Each session is recorded and stored in the HR Partners section of the Division of Personnel's website.

- Upcoming FY 2025 Training Initiatives
- *Interpersonal Communication and Conflict Resolution*
  - *A Culture of Patient Experience Excellence.*
  - *Ethics Workshop*

## Donated Leave

In addition to training and development, the SOD team is responsible for the Donated Leave Program. FY 2023, we approved 356 donated leave applications for GVI employees, at a cost of \$2,096,239.79. As of June 7, of this fiscal year, 234 Donated Leave applications have been approved, at a cost of \$1,341,736.18. As of June 7, 2024, there are 48 GVI employees on the donated leave program.

Figure 11. Number of DL Approvals & Disapprovals

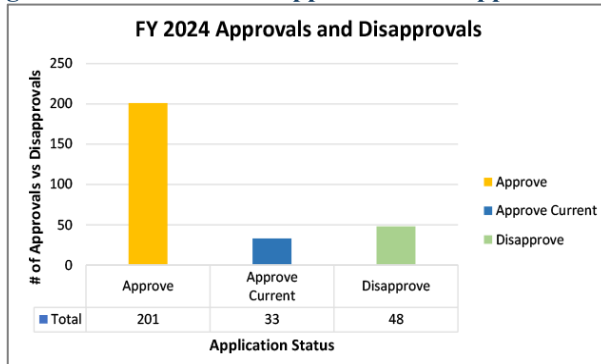


Figure 12. FY 2024 Cost of Approved Donated Leave

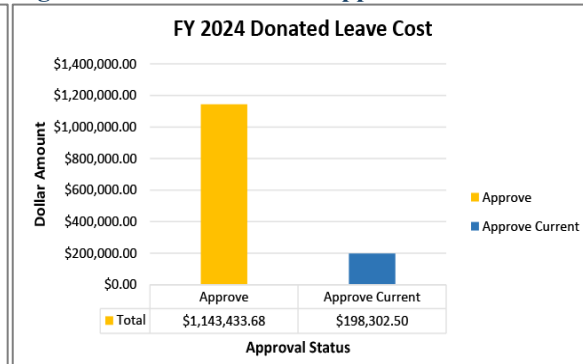
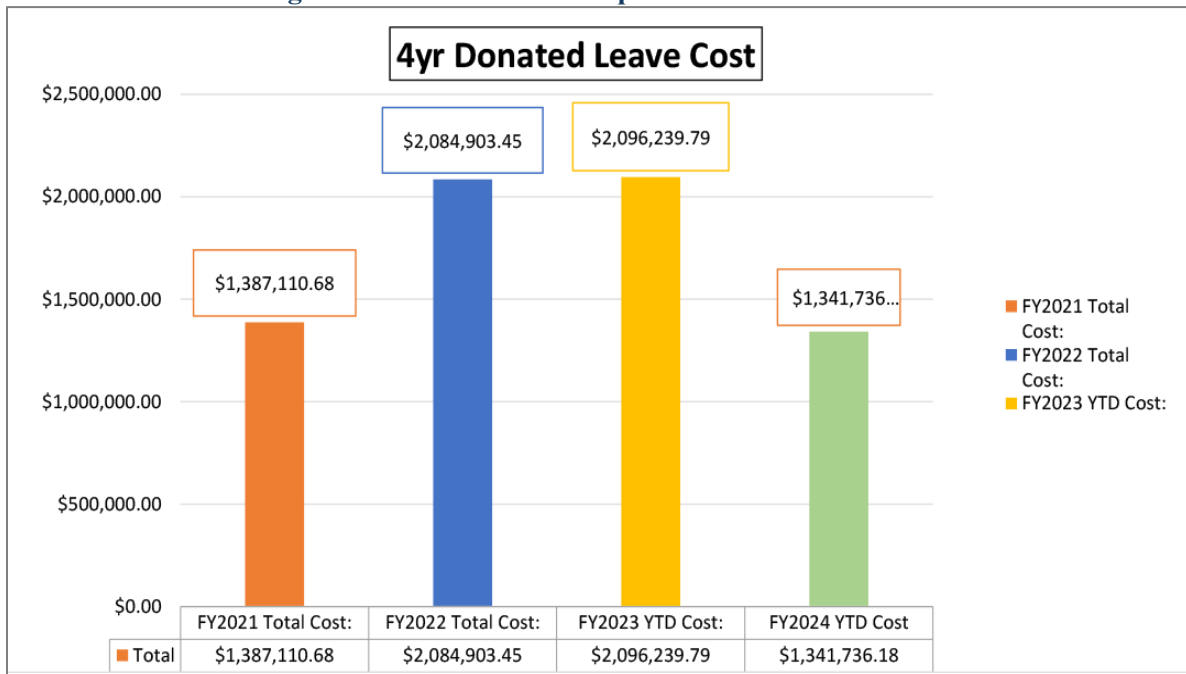


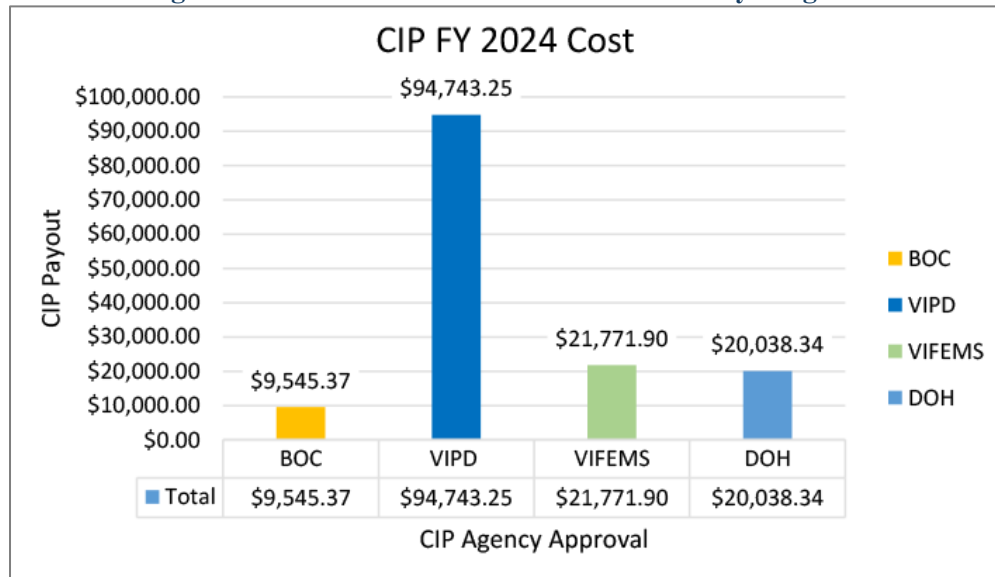
Figure 13. 4 -Year Cost Comparison of Donated Leave



## The Career Incentive Pay Program

For fiscal year 2024, 14 GVI employees have received Career Incentive Program pay totaling \$146,098.86. This included nine employees from the Virgin Islands Police Department (VIPD), three employees from the VI Bureau of Corrections (BOC), one employee from the VI Department of Health, and two employees from the VI Fire & Emergency Medical Services (VIFEMS).

**Figure 14. FY 2024 Cost of Career Incentive Pay Program**

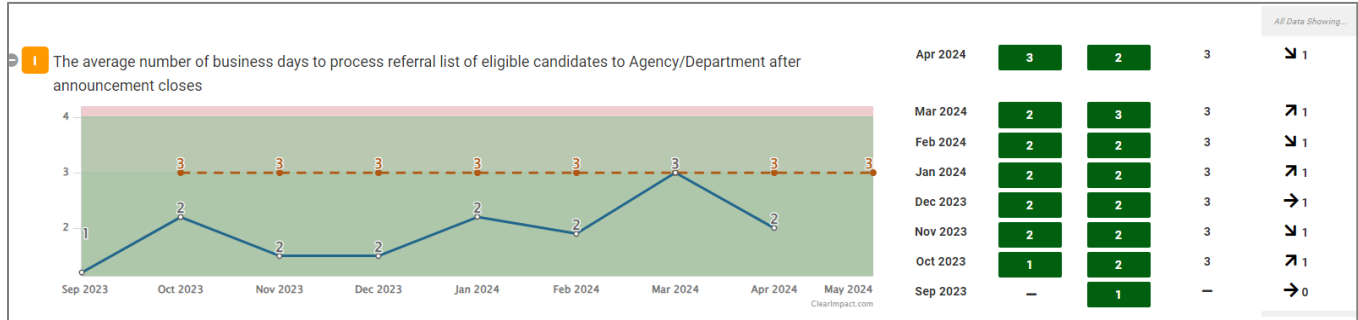




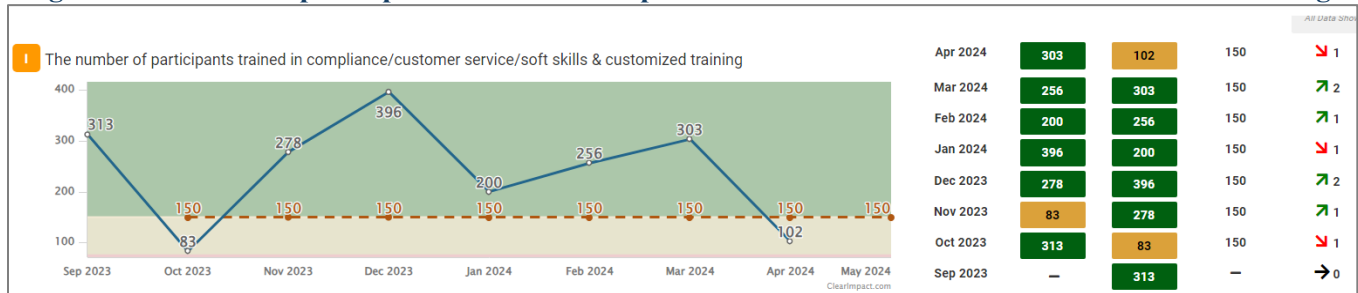
## Key Performance Indicators (KPI)

To meet DOP's KPIs, we aim to process NOPAs internally within an average of 5 business days or less. Our team has consistently achieved this goal every month this fiscal year. Moving forward, we are focused on training agency HR leads to minimize errors and streamline the NOPA processing process.

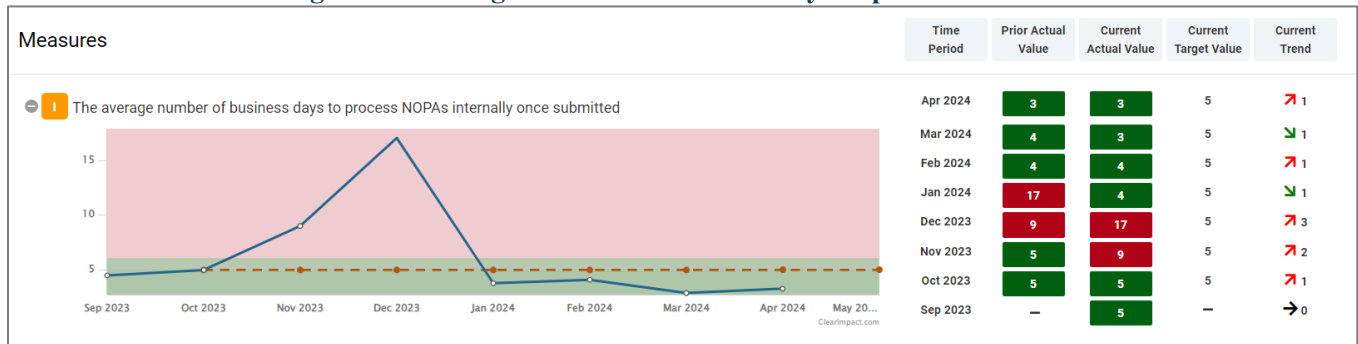
**Figure 15. Number of Days to process referred eligible candidates to Agencies/Departments**



**Figure 16. Number of participants trained in compliance/customer service and other customized training**



**Figure 16. Average number of business days to process NOPA's**



## Upcoming FY 2025 Goals

### Employee Handbook and GVI Personnel Rules and Regulations

The Division of Personnel has started updating the Employee Handbook and GVI Personnel Rules and Regulations. We completed the initial planning and research phase and then moved to data collection and analysis. We conducted focus groups with executive leadership and rank-and-file employees in both districts, gathered and compiled their feedback, and analyzed it to identify common themes and critical points. We are now summarizing our findings and drafting initial recommendations for updates. Our plan is to have both documents in final review by the end of 2026.

## Conclusion

In conclusion, I extend my sincere thanks for the opportunity to testify today regarding the proposed budget for the Division of Personnel for Fiscal Years 2025-2026. This platform has allowed me to comprehensively outline our strategic vision and detailed plans designed to ensure fiscal solvency and robust economic preparedness.

Our budget proposal is not just a financial document; it represents our commitment to enhancing recruitment efforts, integrating advanced automation to streamline our processes and fostering inter-agency collaboration. These initiatives are fundamental to preparing a skilled and capable workforce that will drive the Government of the Virgin Islands forward. Thank you once again for this invaluable opportunity to present our vision and plans. My staff and I are available to answer any questions that you may have regarding the Division of Personnel's Fiscal Year 2025 Budget Testimony.

## Appendix A - FY 2025 Fiscal Summary

**Table 15. Total FY 2025 OMB Recommended Budget**

TOTAL FY 2025 OMB RECOMMENDED BUDGET						
GENERAL	FY 2025	%	INDIRECT	FY 2025	COMBINE	TOTAL
Personnel	\$3,249,938.19	7.34%	Personnel		Personnel	\$3,249,938.19
Fringe	\$1,458,360.11	3.29%	Fringe		Fringe	\$1,458,360.11
Supplies	\$78,000.00	0.18%	Supplies	\$7,869.00	Supplies	\$85,869.00
Other	\$39,493,335.70	89.19%	Other	\$303,098.00	Other	\$39,796,433.70
Public	\$0.00	0.00%	Public	\$219,900.00	Public	\$219,900.00
Capital	\$0.00	0.00%	Capital		Capital	\$0.00
Miscellaneous	\$0.00	0.00%	Miscellaneous		Miscellaneous	\$0.00
<b>TOTAL</b>	<b>\$44,279,634.00</b>		<b>TOTAL</b>	<b>\$530,867.00</b>	<b>GRAND</b>	<b>\$44,810,501.00</b>

**Table 16. FY Training Revolving Fund**

FY 2025 TRAINING REVOLVING FUND	
DESCRIPTION	AMOUNT
Other Services and Charges	\$ 45,000.00
<b>TOTAL</b>	<b>\$ 45,000.00</b>

**Table 17. Rental Facilities**

RENTAL FACILITIES COST					
LESSOR	ADDRESS	SQ. FT	ANNUAL RENT	FUNDING	TERMS/COMMENTS
GERS	3438 Kronprindsens Gade, GERS Complex St. Thomas, 00802	10,870	\$228,169.00	General	10/01/2022- 9/30/2042
Golden Orange Center	3009 Orange Grove Shopping Center, Christiansted St. Croix, 00820	5,600	\$67,062.00	General	10/01/2020- 9/30/2025

**Table 18. Vehicle Cost**

VEHICLES COST									
ACTIVITY	MAKE	MODEL	YEAR	LICENSE	FUNDING	LEASE/	CONDITIONS/	MAINTENANCE	GAS
Director's	Chevrolet	Traverse	2019	DP-1	General	OWN	Good	\$980.06	\$2,100.00
Director's	Ford	Escape	2019	DP-6	General	OWN	Good	\$827.63	\$680.00
Administration	Chevrolet	Equinox	2020	DP-3	General	OWN	Good	\$1,001.89	\$1,300.00
Administration	Ford	Escape	2019	DP-7	General	OWN	Good	\$1,194.00	\$1,420.00

## Appendix B – Personnel Listing

Here is a complete listing of our Personnel staff, included are 18 exempt positions, 19 classified non-union positions, and 7 union positions, with 28 located in St. Thomas and 16 St. Croix.

**Table 19. FY 2024 Personnel Listing**

LOCATION	POSITION NAME*	FTE*	TYPE	SALARIES TOTAL
STX	H.R.I.T TECHNICIAN	1	GS	\$ 56,146.08
STT	DIRECTOR	1	EXEMPT	\$ 130,000.00
STT	CHIEF GROUP HEALTH INSURANCE	1	EXEMPT	\$ 100,000.00
STT	EXECUTIVE ASSISTANT	1	EXEMPT	\$ 75,000.00
STT	RECRUITER - Vacant	1	EXEMPT	\$ 92,000.00
STT	WELLNESS PROGRAM COORDINATOR	1	EXEMPT	\$ 80,000.00
STT	CHIEF HUMAN RESOURCES INFORMATION TECHNOLOGY	1	EXEMPT	\$ 100,000.00
STT	PUBLIC INFORMATION OFFICER	1	EXEMPT	\$ 75,000.00
STT	JUNIOR HUMAN RESOURCES TECHNICIAN	1	EXEMPT	\$ 48,501.10
STT	H.R.I.T TECHNICIAN	1	EXEMPT	\$ 46,191.52
STT	JUNIOR HUMAN RESOURCES TECHNICIAN	1	EXEMPT	\$ 48,501.10
STT	ADMINISTRATIVE CLIENT SERVICES ASSISTANT	1	EXEMPT	\$ 48,501.10
STT	LEGAL COUNSEL	1	EXEMPT	\$ 100,000.00
STT	ACCOUNTING OFFICER GHI	1	GS	\$ 58,953.39
STX	INSURANCE OFFICER - Vacant	1	US	\$ 42,561.10
STT	INSURANCE OFFICER	1	US	\$ 49,840.55
STT	PERSONNEL RECORDS MANAGEMENT SUPERVISOR	1	GS	\$ 85,862.62
STT	INSURANCE OFFICER	1	US	\$ 44,715.76
STT	HUMAN RESOURCE COORDINATOR	1	GS	\$ 67,597.50
STX	RECEPTIONIST/COLLECTOR	1	US	\$ 34,622.26
STT	FINANCIAL SERVICES COORDINATOR	1	GS	\$ 86,273.45
STT	HELP DESK SPECIALIST	1	US	\$ 78,026.89
STT	NETWORK SYSTEMS SUPPORT SPECIALIST	1	GS	\$ 55,612.63
STT	H.R.I.T TECHNICIAN	1	GS	\$ 56,146.08
STT	OFFICE SUPPORT WORKER	1	GS	\$ 37,243.79
STT	SENIOR INSURANCE OFFICER	1	US	\$ 51,835.38
STT	ADMINISTRATIVE OFFICER II - Vacant	1	GS	\$ 46,634.60
STT	RECRUITMENT AND CLASSIFICATION TECHNICIAN - Vacant	0.5	GS	\$ 25,463.08
STT	H.R.I.T TECHNICIAN - Vacant	0.5	GS	\$ 25,463.08
		29		\$ 1,846,693.06
	Position Name*	FTE*	TYPE	SALARIES TOTAL
STT	TERRITORIAL ADMINISTRATOR RECRUITMENT & CLASSIFICATION	1	GS	\$ 104,366.55
STT	HUMAN RESOURCES SPECIALIST CPO	1	GS	\$ 74,526.25
STT	RECRUITMENT AND CLASSIFICATION SPECIALIST CPO	1	GS	\$ 64,686.61
		3		\$ 243,579.41
	Position Name*	FTE*	TYPE	SALARIES TOTAL
STX	ASSISTANT DIRECTOR PERSONNEL	1	EXEMPT	\$ 109,000.00
STX	HUMAN RESOURCES ADMINISTRATIVE ASSISTANT	1	EXEMPT	\$ 50,000.00

STX	DEPUTY DIRECTOR	1	EXEMPT	\$ 108,000.00
STX	FINANCIAL AND BUDGET SPECIALIST	1	EXEMPT	\$ 50,000.00
STX	HRIT SYSTEMS & OPERATIONS MANAGER	1	EXEMPT	\$ 85,000.00
STX	INSURANCE OFFICER	1	US	\$ 45,833.65
STX	HUMAN RESOURCES SPECIALIST CPO	1	GS	\$ 90,587.12
STX	SENIOR RECRUITMENT & CLASSIFICATION SPECIALIST CPO	1	GS	\$ 67,597.50
STX	RECRUITMENT AND CLASSIFICATION SPECIALIST CPO	1	GS	\$ 55,878.72
STX	RECRUITMENT AND CLASSIFICATION TECHNICIAN	1	GS	\$ 53,472.46
STX	H.R.I.T. TECHNICIAN	1	GS	\$ 48,501.10
STX	INSURANCE OFFICER	1	US	\$ 45,833.65
STX	EMPLOYEE RELATIONS SPECIALIST	1	GS	\$ 55,878.72
STX	ADMINISTRATIVE OFFICER II	1	GS	\$ 48,966.33
		<b>14</b>		<b>\$ 914,549.25</b>
	<b>Position Name*</b>	<b>FTE*</b>	<b>TYPE</b>	<b>SALARIES TOTAL</b>
STT	STRATEGY AND ORGANIZATIONAL DEVELOPMENT OFFICER	1	EXEMPT	\$ 100,000.00
STT	HUMAN RESOURCES TECHNICIAN	1	EXEMPT	\$ 50,000.00
STT	TRAINING COORDINATOR	1	GS	\$ 95,116.47
		<b>3</b>		<b>\$ 245,116.47</b>
	<b>TOTAL RECOMMENDED</b>	<b>49</b>		<b>\$ 3,249,938.19</b>





U.S. Virgin Islands Division  
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GOVERNMENT OF THE VIRGIN ISLANDS

Divison of Personnel | Fiscal Year 2025