



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

# Budget Testimony



*Submitted By:*  
*Director, Cindy L. Richardson*  
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## FY'23-24 Budget Narrative

A pleasant good afternoon to Honorable Senator Kurt A. Violet, Chairman of the 34<sup>th</sup> Legislature Committee on 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., and Chief of Group Health Insurance Valerie Daley; and virtually is the Territorial Administrator of Recruitment and Classification Millicent Aubain, Strategy and Organizational Development Officer Gabriel Knight; and Legal Counsel Aliya 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 2023 & 2024 – Themed “FRAMING OUR FINANCIAL FUTURE”, 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 inform and clarify the completion of 636 hiring actions to date for FY '22 that is inclusive of 393 new employees to the Government of the Virgin Islands, bringing our total to 6065 GVI employees. Please refer to charts provided as Appendix A & B for a more detailed breakdown of our hires. 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 with in 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 were accomplished this past May:

- Our Employee of the Year was a tremendous success as we took the employees outside for a first ever Employee of the Year evening event titled “*Raising the Bar*” where we recognized forty-three (43) employees on St. Thomas and forty-two (42) on St. Croix.
- Further, to enhance our Human Resource Professional knowledge skills and abilities in the Human Resources, the Division of Personnel hosted the 2022 National Association of African Americans in Human Resources (NAAHR) which held their first-ever HR conference outside of the U.S. mainland on the island of St. Croix. Titled *Breaking Barriers to Building Better*, the conference had over 200 participants with some traveling as far as South Africa to attend. The Division of Personnel is proud to have secured membership for over 180 employees of the Government Executive, Legislative, Judicial branches, and semi-autonomous agencies with the NAAHR. This allowed the United States Virgin Islands to be their largest chapter. Much thanks to Senate President Frett-Gregory for delivering the keynote speech at the closing event. The V.I. attendance was significant, and the knowledge gained by our HR Professionals was profound.
- We were also able to secure membership for over 170 employees of the Government Executive, Legislative, Judicial branched and semi-autonomous Agencies with the International Public Management Association for Human Resources (IPMAHR). We see these efforts as opportunities to grow our HR Professionals, attract visitors to our territory and most importantly develop partnerships which will boost our recruitment efforts.
- Remaining outside, the Division of Personnel decided to enhance our visibility at the 50th 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 had an average of over 300 people each day that stopped by our tent to find out about jobs, check on their health insurance status along with checking on their beneficiaries.

## Budget Overview

There are currently Forty-Three (43) funded positions within the Division of Personnel. Forty-Two (42) positions are filled, and One (1) position is vacant. Twenty-Eight (28) positions are in the St. Thomas/St. John District and Fifteen (15) positions are in the St. Croix District. Ten (10) positions are represented by a union, sixteen (16) are classified non-union and seventeen (17) are exempt.

The FY'23 and FY'24 recommended budget for the Division of Personnel totals a little over \$44.5 million. Further, we anticipate revenues of approximately \$35,025.00 towards the Training Revolving Fund for each fiscal year. The Biennial Budget recommendation is to fund approximately \$44.5 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 \$2.9 million, and Fringe is at \$1.3 million for each fiscal year; Supplies \$138,451; Other Services and Charges are \$39.8 million, Capital Outlay \$60,000 and Utilities at \$205,500. Of the overall Other Services and Charges category, Health Insurance for the retirees is recommended at \$38.4 million.

As the GVI moves towards performance-based budgeting, DOP will also demonstrate its success in meeting its performance indicators this fiscal year.

The FY'23 and FY'24 Recommended Budgets are listed in the charts below:

### FY'23 OMB RECOMMENDED BUDGET

GENERAL FUND	FY-2023 RECOMM	%	INDIRECT COST FUND	FY-2023 RECOMM	TRAINING REVOLVING	FY-2023 RECOMM	GENERAL & INDIRECT COST FUND	TOTAL
Personnel Services	2,975,655	7%	Personnel Services		Personnel Services		Personnel Services	2,975,655
Fringe Benefits	1,342,814	3%	Fringe Benefits		Fringe Benefits		Fringe Benefits	1,342,814
Supplies	98,451	0%	Supplies	40,000	Supplies		Supplies	138,451
Other Services & Charges	39,504,643	90%	Other Services & Charges	300,367	Other Services & Charges	35,025	Other Services & Charges	39,840,035
Public Utilities	15,000	0%	Public Utilities	190,500	Public Utilities		Public Utilities	205,500
Capital Outlay/ Equipment	60,000	0%	Capital Outlay/ Equipment		Capital Outlay/ Equipment		Capital Outlay/ Equipment	60,000
Miscellaneous		0%	Miscellaneous		Miscellaneous		Miscellaneous	-
<b>TOTAL GEN. FUND</b>	<b>43,996,563</b>		<b>TOTAL INDIR. FUND</b>	<b>530,867</b>	<b>TOTAL INDIR. FUND</b>	<b>35,025</b>	<b>GRAND TOTAL</b>	<b>44,562,455</b>

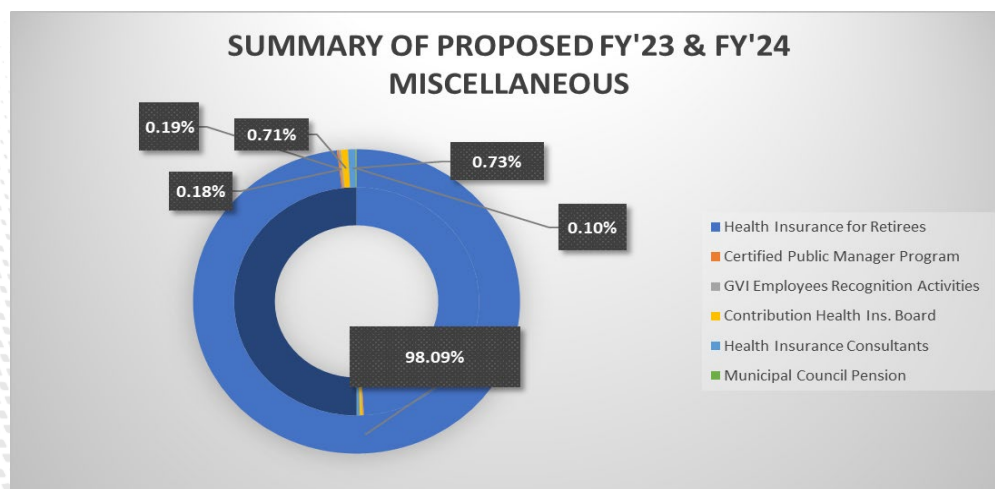
### FY'24 OMB RECOMMENDED BUDGET

GENERAL FUND	FY-2024 RECOMM	%	INDIRECT COST FUND	FY-2024 RECOMM	TRAINING REVOLVING	FY-2024 RECOMM	GENERAL & INDIRECT COST FUND	TOTAL
Personnel Services	2,975,655	7%	Personnel Services		Personnel Services		Personnel Services	2,975,655

Fringe Benefits	1,343,497	3%	Fringe Benefits		Fringe Benefits		Fringe Benefits	1,343,497
Supplies	98,451	0%	Supplies	40,000	Supplies		Supplies	138,451
Other Services & Charges	39,504,643	90%	Other Services & Charges	300,367	Other Services & Charges	35,025	Other Services & Charges	39,840,035
Public Utilities	15,000	0%	Public Utilities	190,500	Public Utilities		Public Utilities	205,500
Capital Outlay/ Equipment	60,000	0%	Capital Outlay/ Equipment		Capital Outlay/ Equipment		Capital Outlay/ Equipment	60,000
Miscellaneous		0%	Miscellaneous		Miscellaneous		Miscellaneous	-
<b>TOTAL GEN. FUND</b>	<b>43,997,246</b>		<b>TOTAL INDIR. FUND</b>	<b>530,867</b>	<b>TOTAL INDIR. FUND</b>	<b>35,025</b>	<b>GRAND TOTAL</b>	<b>44,563,138</b>

## SUMMARY OF PROPOSED FY'23 & 24 MISCELLANEOUS

Health Insurance for Retirees	\$38,210,672	98.14%
Certified Public Manager Program	\$75,000	.19%
GVI Employees Recognition Activities	\$70,000	.18%
Contribution Health Ins. Board	\$275,000	.71%
Health Insurance Consultants	\$285,000	.73%
Municipal Council Pension	\$40,000	.10%
<b>TOTAL</b>	<b>\$38,955,672</b>	



## Human Resources Information Technology

### Retroactive Payout for Retirees 65 and over.

One of our focus last fiscal years that carried over through this fiscal year was the repayment of retroactive payments to retirees over the age of 65 and survivors of deceased retirees, per Act 8411, as of May 31, 2022 - \$7,790,101.79 has been paid out to 4,600 individuals. This payment impacted retirees who were owed past retroactive payments for the period of Fiscal Year 1990 through Fiscal Year 2001.

ACTION	AMOUNT	REFERENCE
TOTAL RETRO DUE	\$221,099,963.17	Act# 6984
PAID 2010-2011	-\$37,923,693.85	Act #6984
OBLIGATED 2021/2022	-\$10,000,000.00	Act# 8411
BALANCE DUE	\$173,176,269.32	
PROJECTED RETRO PAYOUT 2022	\$25,000,000.00	PENDING

To streamline the process, a portal was developed on the [dopusvi.org](http://dopusvi.org) website which can be specifically accessed at [www.dopusvi.org/comp21/](http://www.dopusvi.org/comp21/). This portal allowed retirees and survivors of deceased retirees to query the website using personal identifiable information and gave them the ability to view the anticipated payout. An additional inquiry page was created which allowed retirees to submit any questions or concerns they may have if they were unable to view their information. Additionally, a specific telephone hotline was created to facilitate the substantial number of telephone calls received by the Division of Personnel daily, which increased by at least 85% once the project was launched.

### 8 Percent Reimbursement.

Another high priority for the DOP was the reimbursement of the 8% salary reduction that was deducted during the period of July 28, 2011, through September 30<sup>th</sup>, 2013. Similar tools mentioned above were utilized for this project as well. We encourage all payees to refer to the portal [www.dopusvi.org/8percent/](http://www.dopusvi.org/8percent/) for additional information. The team at Department of Finance (DOF) in collaboration with the Information Technology team at Division of Personnel (DOP) conducted further analysis to determine the actual hours worked for each employee. The team captured and shared employee-related data with the staff at the Roy L. Schneider and Juan F. Luis Hospitals. This was critical because both institutions separated from the central government's financial system during the time of the salary reduction. As of May 2022, payments totaling over \$41.9 million was processed to more than 6000 current and former employees. Thus far, 118 survivors have been paid a total of \$153,889.23. Our survivor payments are currently being paid out on a weekly basis once all documentation has been received. This project is a collaborative effort between DOP and DOF.

### New Retroactive Visibility Site

The overarching goal of this project is to maintain past and current data in a manner that meets the highest levels of security, re-organizing the information into modern formats that produce highly structured and human-readable datasets, which in turn garners elevated levels of reliability, trust, and transparency. The objective is to create a highly available and secure retro database, an application interface to expose relevant retro data to applications and analytics platforms and a robust administrative tool for managing existing and future retro data for all employees and respective survivors moving forward.

These items will be combined to form a comprehensive platform, customized for the express purpose of allowing DOP administrators the ability to access the complete "retro backstory" of any employee, including payments and beneficiaries, at a moment's notice. Once completed the site will public facing like what was done prior to the first retroactive project in 2010 which paid over \$35,000,000.00 in retroactive wages, which covered the time period of fiscal year 1990 through 2001. Currently, the Division of Personnel is working on a proof of concept that will validate these concepts and clear a path forward for making this project a success. We anticipate that this project will be completed by the end of fiscal year 2023. This is an ongoing project as survivor claims are still coming in.



## Personnel Action Processing

The goal is to significantly speed up and decrease the number of Notice of Personnel Actions (NOPA) that are required to be approved by the DOP staff. As of October 1<sup>st</sup>, the DOP's action audit team now focuses on critical items such as new hires, promotions, salary changes and terminations. The other Personnel actions are handled by the respective departments HR leads.

In line with achieving DOP's KPI's, the processing of NOPA's internally is happening on average within 5 business days or less. The division has met its goal every single month of this fiscal year. Our goal is not only to meet the goal but to continue to train the respective agency HR leads to ensure all NOPA's come in with the least number of errors for the continued streamlining of the processing of NOPAS.

Quarterly Tyler Munis Human Resources training will begin during the week of August 15<sup>th</sup>, 2022, for all HR staff.

Key Performance Indicator(s)	KPI Target	10/31/20	11/30/2	12/31/2	1/31/20	2/28/20	3/31/20	4/30/20	5/31/20
		21	021	021	22	22	22	22	22
Average number of business days to process NOPAs internally once submitted.	5.0	4.9	3.2	2.8	4.6	3.4	3.8	3.5	5.5

## Network Infrastructure

The first phase of the Division of Personnel's network infrastructure overhaul has finally begun. In the St Thomas district, all network switches were replaced. New wireless equipment was installed to create a secure wireless infrastructure for mobiles devices and guest access.

The next phase will focus primarily on network security. Network edge devices such as firewalls will be replaced in both districts to protect the perimeter at both locations. Software security enhancements in combination with network redesign will continue to improve the security posture at both offices. Additionally, a few servers at the division will be migrated to a highly available environment, which will ensure resiliency to support internal and external customers.

## ARPA – PREMIUM PAY -

The Human Resources Information technology team played a pivotal role in the implementation of the premium payment project. Collaboration with Office of the Governor, Office of Management and Budget (OMB), and the Department of Finance (DOF) was critical to ensure the project captured the employees who are entitled based on project requirements but has subsequently separated from government service. A central repository was created which maintains records of government employees who worked during the onset of the Covid-19 pandemic. This allowed the human resources teams at the various departments to review, modify, and add employees on their respective lists. Before the list was disseminated for modification, DOP held an official guidance training to all stakeholders. All agencies have been attested and forwarded to OMB and DOF for further review, approval, and processing.

## Strategy and Organizational Development

The Strategy and Organizational Development Unit (SOD) continues to support the overall mission to be a strategic Human Resources partner with the Government of the Virgin Islands (GVI) departments and agencies, to establish a workforce of excellence specifically through talent development, training, technology, and service.

DOP is extremely proud to announce we have rolled out our online **Employee Performance Evaluation** system using NEOGOV's Perform software. We customized the program by researching and developing competencies on which to evaluate each employee. We created 19 core competencies for each GVI employee to be rated on, as well as 6 competencies to evaluate supervisors, along with a rating scale that will be used to score each competency and the overall evaluation. These competencies were developed by DOP and promulgated to agency heads and HR officers for approval and recommendations. Once they were created, we test ran it through the Office of Collective Bargaining to ensure that we did

not infringe on employees' rights or collective bargaining agreements. Further, to stay in compliance with the Collective Bargaining Agreement, we sent information of the evaluation program and the competencies to the head of each Union. The pilot launch of the program was done on April 11, 2022, with 7 participating agencies, and a total of 194 performance evaluations. We conducted training sessions for the Agency Heads, Human Resources Directors, Supervisors, and employees so that each participant could be versed in their role in the evaluation process. The participating agencies were Division of Personnel, Office of Collective Bargaining, Office of Management & Budget, Virgin Islands Energy Office, Law Enforcement Planning Commission, Bureau of Information Technology and the Department of Property and Procurement. Concurrently, the other remaining agencies will be populating their information as the pilot is ongoing.

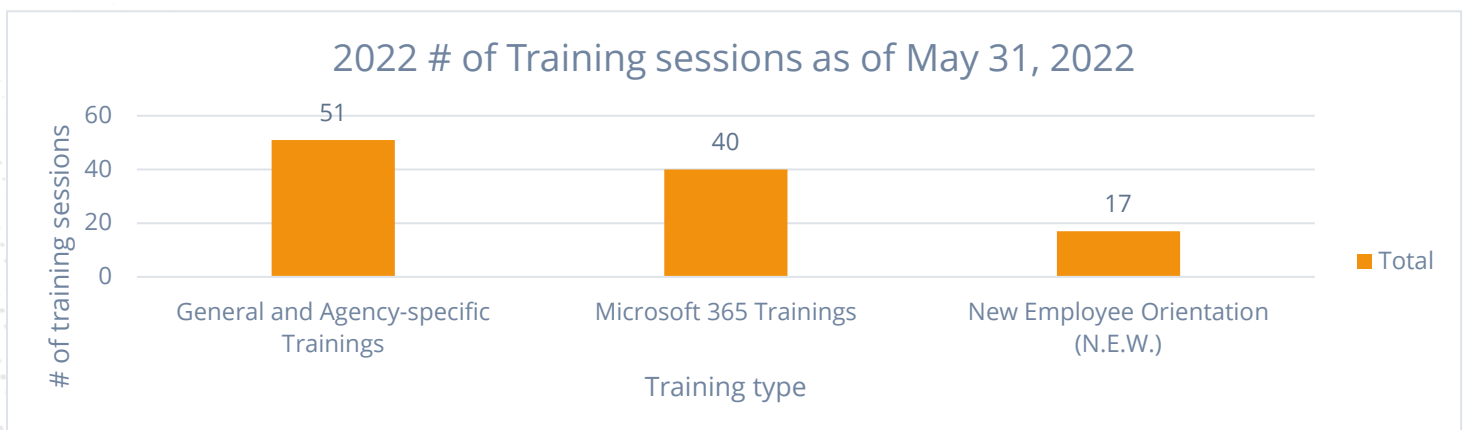


**GVI Fellows** As a strategic partner, DOP partnered with the Office of Management and Budget to launch, the second cohort of GVI Fellows program. This cohort will expand on the Inaugural program in which we have 11 participants by opening the recruitment effort to attract, develop, and retain talented college graduates with degrees in Information Technology, Construction Management, Project Management, and Finance. The two-year competitive fellowship program will continue to serve as a pipeline for other positions within the GVI. The deadline for applications has been extended to July 15<sup>th</sup> with the next cohort beginning their tenure in October 2022. The application is available on the DOP website: [www.dopusvi.org](http://www.dopusvi.org)

## CPM

The Division of Personnel has continued our collaboration with the University of the Virgin Islands, with the Virgin Islands Certified Public Manager cohort 2021-2022 program. This cohort graduated on June 17, 2022. To date we have had 155 graduates from this program. This graduating cohort will add 57 for a total of 212 Certified Public Managers (CPM). Their 14-month training program have prepared them to return to their agency, having completed their individual and group projects that they can now use to improve their agency and the Government overall. These individual and group 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.

Training and Development of our employees continue to be a priority of the Division of Personnel. Our use of training and technology is illustrated through the continued offering of our N.E.W employee orientation program. N.E.W. has continued to 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. This orientation has continued to serve as a means by which we can improve efficiency and remove the complexity of onboarding. As of May 31, 2022, 423 employees have participated in this orientation program.



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. For fiscal year 2022 – 1,212 GVI employees have participated in our customer service and agency specific training, while 1,231 employees have utilized the Microsoft 365 trainings.

Beyond 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 2021, we approved 244 donated leave applications for GVI employees, at a cost of \$1,376,517.08, which equates to 64,831 hours.

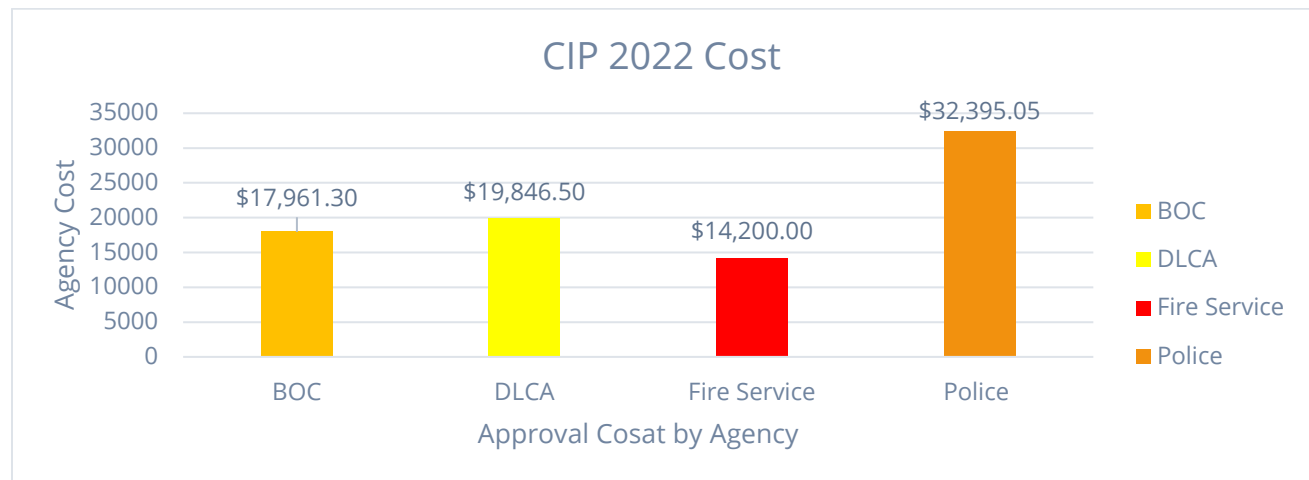


As of May 31, of this Fiscal Year, 242 Donated Leave applications have been approved, this totals 71,184 hours of leave time and \$1,603,408.91 paid to GVI employees. As of May 31, 2022, there are 26 GVI employees on the donated leave program.



- For FY 22, we anticipate the cost of donated leave to be higher than FY 2021 as we are seeing the effects of Covid-19. The Donated leave program is currently undergoing a process improvement, cost analysis review for a complete streamlining of the program.
- The Career Incentives Program: for fiscal year 2022, 11 GVI employees have been the recipient of the Career Incentives Program and 2 applicants were denied. These approvals for CIP recipients equate to \$84,402 for officers

of the Virgin Islands Police Department, VI Bureau of Corrections, VI Fire Service and Department of Licensing and Consumer Affairs since the passing of Bill 34-0090/Act 8549.



KPI -

Key Performance Indicator(s)	KPI Target	10/31/2021	11/30/2021	12/31/2021	1/31/2022	2/28/2022	3/31/2022	4/30/2022	5/31/2022
Percent change in participant attendance in Compliance/ Customer Service/ Soft Skills Training & Customized Training in comparison to previous year.	55%	67%	9%	100%	46%	100%	100%	72%	100%

## Recruitment & Classification

The unit has been proactive in its recruitment campaign to push the GVI as a choice employer. Below we will list out some of the various activities that we have hosted and participating in as part of our recruitment efforts. Additionally, we have streamlined our work processes, implemented the “No HR Left Behind” initiative, to empower HR professionals through training opportunities, continued to increase our visibility on social media platforms, made relative changes to job classifications and provided test administration to fill mandatory entry and leadership positions. All of which are our combined recruitment strategy to attract, retain, and recruit candidates into the recruitment pipeline which is necessary to fill critical positions throughout central government. We also know that to become competitive we must meet the needs of the current job market. Thus, our focus has shifted to establishing superior career opportunities, professional development, work culture, employee benefits, and work/life balance.

### Recruitment Efforts:

- The Virtual Career Fairs were held on November 17<sup>th</sup> and December 15<sup>th</sup>. These fairs allowed 20 agencies to brand their organization and an opportunity to interact directly with applicants in breakout rooms. As a result of these events, we received a total of over 3,731 applications for the various positions posted. From that data set, 1,633 applications were referred to various agencies in the GVI and 124 of those applicants were hired as of February 2022 (please refer to Appendix A).
- The Governor’s Workforce Summit 2021 held on October 6 (STX), 7 (STT), 8 (STJ) – DOP had a recruitment station to advertise GVI job opportunities and benefits and the Director was a part of a round table discussion on jobs and the hiring process.



- The Disabilities Right Center of the Virgin Islands (DRCVI) on March 24, 2022, held a Virtual Employer Recruitment Roundtable we did a presentation on GVI job opportunities, benefits as well as workforce tips were given to an audience of (46) job seekers. This event has been recorded and can be viewed on DRCVI YouTube channel.
- A “Join the VIPD” Meet & Mingle was held on March 26, 2022 – a brief presentation about GVI job opportunities and benefits and a recruitment station to advertise the GVI job opportunities with the focus on VIPD.
- The Women Striving for Success Empowerment Conference on March 28, 2022, (in-person) – DOP had a recruitment station to advertise GVI job opportunities and benefits.
- UVI Virtual Employer Roundtable Job Fair on April 7, 2022, in which we provided presentations to UVI graduates and students on the role of DOP, Workforce tips, Career ladders, GVI benefits, job opportunities and GVI as Employer of Choice.
- Introduced our seasonal quest recruitment tag line to further attract candidates to our GVI jobs. We rolled out the Summer Sizzler in July, Fabulous Fall 10 in September, Winter Wave Splash for December 2021, and Spring Splash in March 2022. This includes weekly postings of “Hot Jobs” quick tips and virtual tutorial guide. We understand the importance of branding our organization as it is reflected on our website, career pages, job postings and social media to maximize the exposure of our jobs being recognized globally.
- We continue to promote partnership with adult education-CTEC, and UVI to enhance our VI Workforce by assisting the students and graduates in identifying opportunities for employment by cross matching degree programs offered at the institution necessary to attract and recruit to fill vacancies, especially in difficult areas such as law enforcement, nursing, teaching, and social work.
- Collaborated with the Virgin Islands Department of Labor (VIDOL) on a joint outreach effort to provide rapid response services in July 2021 and October 2021 to over 300 refinery workers who were laid off and required information on job services as well as benefits of working with the GVI.
- Collaborated with VIPD on the customization of the promotional exam process to be more localized which included a component for VIPD rules and regulations.
- Hosted a total of 8 recruitment drives on each island every Friday, excluding holidays, from March 25 through May 27, 2022, 11:00 am – 3:00 pm at areas frequented by locals and visitors (Kmart – STT and STX and Cruz Bay Powell Park – STJ). The purpose of the drives was to connect and have interactions with the community during the pandemic to share news about GVI job opportunities, benefits, provide career path guidance, and to register to apply online for posted vacancies. We extended invitations to all HR professionals that expressed hardship in recruitment efforts. Representatives from DOE, VIPD, BOC, and DOL participated. As a result of these drives, we have attracted a total of 180 job seekers-individuals, On St. Croix (111) St. Thomas (61) and on St. John (8). We will continue to monitor the progress of the interested job seekers.
- Developed a schedule for Entry-level Correction Officer Examinations to administer the examination in a (10) week turnaround period to assist the department in meeting stringent federal mandates. We have developed a revision to the scoring criterion while BOC absorbs the cost for free study material and practice tests to aid the job applicants. These initiatives have proven to be a success. We have administered the Entry-Level Correction Officer Examination to (22) candidates and referred an eligible list of (13) candidates to the Bureau of Corrections to participate in the interview/selection process. The second wave of exams are scheduled to be administered for June 22-24, 2022, with a total of 17 individuals who are qualified to sit the exam.
- Commencement of the VIPD promotional exam process will start in June 2022 (localized exam).
- Thus far for FY2022, we have provided refresher training to (54) HR Officers governmentwide and will continue as scheduled. We have formed a partnership with a total of (8) agencies that share the applicant tracking system-Neogov for job advertisement. These agencies are considered business partners with the NEOGOV system to help advertise their vacancies (Department of Education, Judicial Branch, Virgin Islands Finance Authority, Virgin Islands Waste Management, Public Finance Authority, Virgin Islands Lottery, Office of the Public Defender, Schneider Regional Medical Center.)



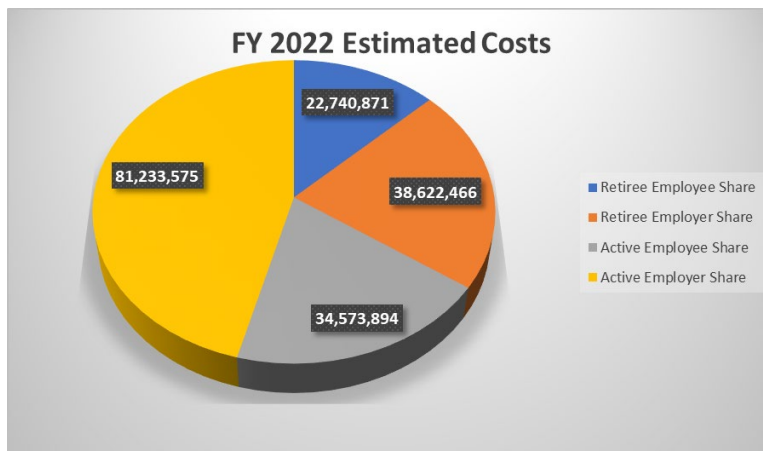
- Administered the Fire Captain and Fire Lieutenant exams and released the ranking list on September 15, 2021; the Fire Corporal and Fire Sergeant exams were administered to a total of 80 fire officers district wide between March 1-4, 2022, with ranking lists submitted to VIFS in May 2022. This aids in the retention of qualified fire officers in the filling of mandatory leadership positions for efficient operations at the Virgin Islands Fire Services.
- Received a request for staffing needs to fill 20 critical entry firefighter EMT vacancies in the St. Thomas / St. John district. Examinations were conducted on March 10, 2022. From that, we referred an eligible listing of 45 candidates, in which 22 of those candidates have been hired.

## KPI

Key Performance Indicator(s)	KPI Target	10/31/2021	11/30/2021	12/31/2021	1/31/2022	2/28/2022	3/31/2022	4/30/2022	5/31/2022
Average number of business days to process referred list of eligible candidates to Agency/Department.	3.0	2.4	2.1	1.2	1.6	1.9	1.8	1.3	1.6

For FY2022, we completed a total of 29 new job descriptions, conducted classification studies of units that resulted in deletion of job classifications that are no longer beneficial to operational success and developed newly established classifications necessary to meet current organizational needs. Some affected agencies include, Office of Management & Budget, Department of Human Services, Department of Justice, Bureau of Information Technology (BIT).

## Group Health Insurance (GHI)



The Group Health Insurance (GHI) Unit at the Division of Personnel is responsible for administering the 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.

As of June 6, 2022, the medical plan covers approximately 13,993 participants, including active government employees and retirees. There are 7,075 active employees enrolled in the Medical Plan, with 3,847 covering their dependents. There are 6,918 retirees covered under the plan. Of the retirees, 5,678 are over the age of 65, with 1,696 covering their

dependents, 1,240 under the age of 65, with 448 covering their dependents. In total, the plan covers close to 25,000 members.

The FY'22 cost for the medical and dental insurance is estimated at \$177,170,806. To date, for FY'22, we have paid \$97,828,760.95 in healthcare premiums. Of this amount, \$70,436,707.80 represents the Government's portion, and \$27,392,053.07 represents the employees' portion.

In 2019, Cigna introduced its Cigna Supplemental plan that offers additional insurance options such as Cigna Accidental Injury, Critical Illness, and Hospital Care. These additional coverage options provide employees with supplemental financial protection that may be needed for expenses associated with an unplanned covered accident, illness, or hospitalization. In addition, it can help employees bounce back physically, emotionally, and financially.

We have a 2% participation rate, or 440 employees enrolled for Accidental Injury (AI) and Critical Illness and a 3% participation or 284 employees enrolled in Hospital Care benefit.

We encourage all GVI employees to take the opportunity to enroll in these excellent supplemental benefits offered by the GVI during Open Enrollment. Due to the surge of Covid-19 in 2021, we continued with the Virtual Open Enrollment process. Open Enrollment is when active employees and retirees can enroll or update their health insurance plan. We will hold a hybrid open enrollment session beginning August 15, 2022 – September 16, 2022. However, you can enroll outside of the open enrollment period if certain life events occur, such as a birth, marriage, divorce, childbirth, or loss of health coverage, once notified within 30 days of said event. In September of last year, we had over 400 attendees, which represents an increase of 100 from the previous year.

While there was a rate increase to the plan for active and retirees covered by Cigna for FY21, the Government absorbed the cost while also utilizing the Premium credit from the Premium Stabilization Reserve from Cigna.

With the introduction of the Medicare Advantage Program from United Health Care (UHC) in January 2021, the retirees (over 65) saw an increase in their health and wellness benefits, routine vision, hearing, podiatry, chiropractic, and prescription drugs. In addition, the Medicare Advantage plan now being offered is guaranteed to save approximately \$2 million per year for two years.

Currently, there are 7,051 members covered under UHC, including spouses. The average age is 76, with 66% being female. Additionally, 82% or 5,472 members reside in the USVI, followed by 7.7% or 478 in Florida, and 141 or 2.3% live in Georgia and a total of 1,579 stateside.

The clinical highlights for 2021 include 1,493 completed house call visits, up from 464 for 2020. Under the fitness gym benefits, there are 503 or 8% members enrolled, with 209 actively participating. An average of 42% of the enrolled members had one or more gym visits. We have 11 gyms participating in the UHC Fitness Program.

Thus far, for FY22, Standard Life Insurance Company has paid out 9 active basic life claims, 8 active addition life claims, 109 retiree basic life claims and 93 retiree additional life claims for a total life Insurance amount of \$3,509,671.50.

We continue to encourage our members to develop a relationship with their primary care doctors and complete their annual exams. This allows the doctors to gain information about their patients, including medical and family history, health risks and specific vitals. This may help prevent illnesses based on your current health risk and other factors. In addition, annual wellness exams are not subjected to the annual deductible or the insurance co-pay. Therefore, it is not a cost to the members. We also encourage them to make healthy lifestyle choices, supplemented by a wide variety of offerings under our wellness program.

Key Performance Indicator(s)	KPI Target	10/31/2021	11/30/2021	12/31/2021	1/31/2022	2/28/2022	3/31/2022	4/30/2022	5/31/2022
Average number of business days to process retiree's enrollment applications.	3.0	1.5	1.0	2.0	1.0	2.0	2.8	1.4	1.1

## GVI WELLNESS

Many of us are concerned with the increasing cost of health care, and therefore, our Wellness Program plays an integral role in helping the community get on the direction of better health care and reduced health care costs. Our mission is key, “To ensure government employees, retirees and their families actively make healthy lifestyle decisions.” The Division of Personnel under the Bryan/Roach Administration continues to provide high quality-oriented wellness initiatives, challenges, and programs allowing everyone an opportunity to be healthy, happy, and actively engage in their health and wellness insurance benefits.

In recognizing the impact that COVID-19 has had on our physical and mental health, well-being, families, schools, and community overall, as well as the challenges to carry out our responsibilities of the program, the Division aims to provide

wellness initiatives and resources that will allow members of the community to maintain a more healthful lifestyle while still maintaining the safety and social distancing requirements.

On January 27, 2022, the GVI Wellness Program held the first ever Virtual Health and Wellness Expo with a successful participation of 1,222 active members and retirees. The expo had a variety of presentations from Dr. Julia Sheen, Dr. Jessica



Wilson, Dr. Nicole Syms of the Department of Health in addition to presentations from healthcare providers nationwide. Demonstrations included renowned local chef Julius Jackson and Zumba demonstration from Roberta Etienne of Fit 4 Life. The expo also included a 10,000 Steps Virtual Challenge where participants were able to log steps up to the maximum goal of 10,000 steps for the day following a virtual map of the Virgin Islands. The top point getters were then entered into a raffle for the grand prize, which was a pair of Bose noise canceling earbuds and other great prizes. As part of the expo, participants were eligible to receive a gift bag and bag of local produce which was provided by Sejah Farms in March of 2022.

In April, the program partnered with the Department of Agriculture and launched the Garden-to-Table: Food Revolution for Social Change, a 2-day gardening class



in both districts with a total participation of 100 members including Retirees under the age of 65. We have received feedback as to how much they enjoyed the classes and benefited from them. Additionally, participants are asking for another class and those who did not make registration as well. All participants received a fully equipped gardening toolkit.

Wellness Initiatives Conducted for 2021-2022:	Number of Participants
Fete & Sweat Fitness Program	300
EAP Webinars	114
Cigna Fitness Challenge	627
Disaster Preparedness Webinar & Scavenger Hunt	77
Virtual Vegan Cooking Classes	102
Virtual Health & Wellness Expo & Produce Distribution	1,222
Garden-2-Table: Food Revolution for Social Change	100

#### Upcoming Initiatives for 2022:

- 30-Day Hydration Challenge (In progress)
- Battle of the Agencies (August 2022)
- Plan Participants' Children's Day

#### For FY 2023 the Division of Personnel will propose new wellness initiatives to the GESC Health Insurance Board

- |  |   |
|--|---|
| Fete & Sweat Fitness Program                         | Prudential Financial Well-Being Webinar   |
| 30-Day Wellness Calendar Challenge                   | Scavenger Hunt for Hurricane Preparedness |
| Virtual Vegetarian Cooking Classes                   | Webinar on How-To Prepare Your Home       |
| Spinning Class                                       | Plan Participants' Children's Day         |
| Cigna Fitness Challenge                              | 30-Day Hydration Challenge                |
| Garden-To-Table: Food Revolution for Change          | Battle of the Agencies                    |
| Annual Health & Wellness Expo & Produce Distribution |   |

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 March 17, 2021, the GESC Board waived the completion requirements, and no member will be assessed a penalty for FY 2022.

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 *Motivate Me* Incentive Program for FY 2023.

The GESC Board and the Division of Personnel launched the *Motivate Me* Incentive Program for the period of October 1, 2021, through September 30, 2022. All primary active members of the GVI's Cigna plan are eligible for a gift card as a reward for their healthy activities.

## **DEPARTMENTAL GOALS for FY 23/24**

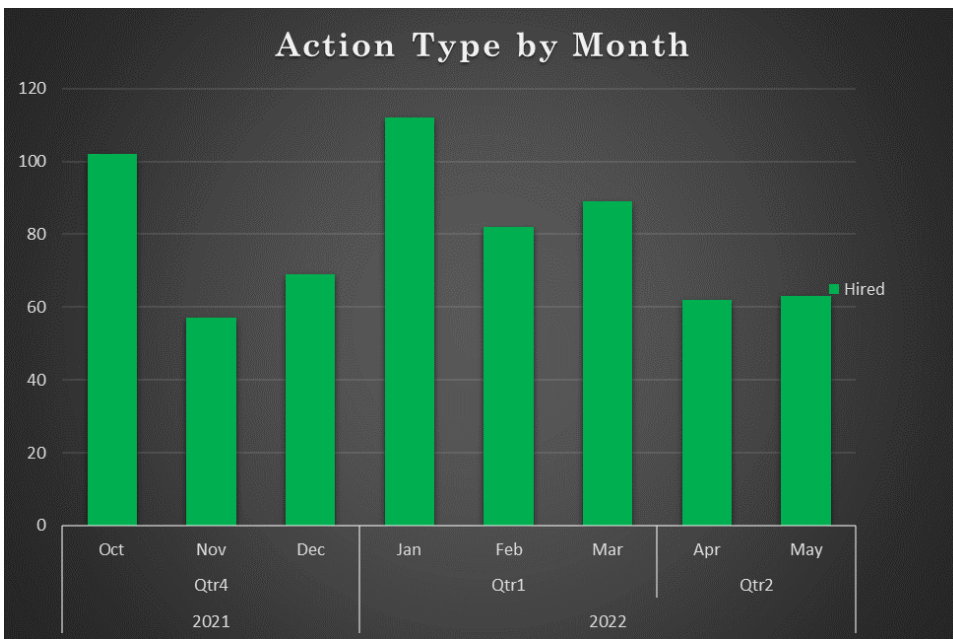
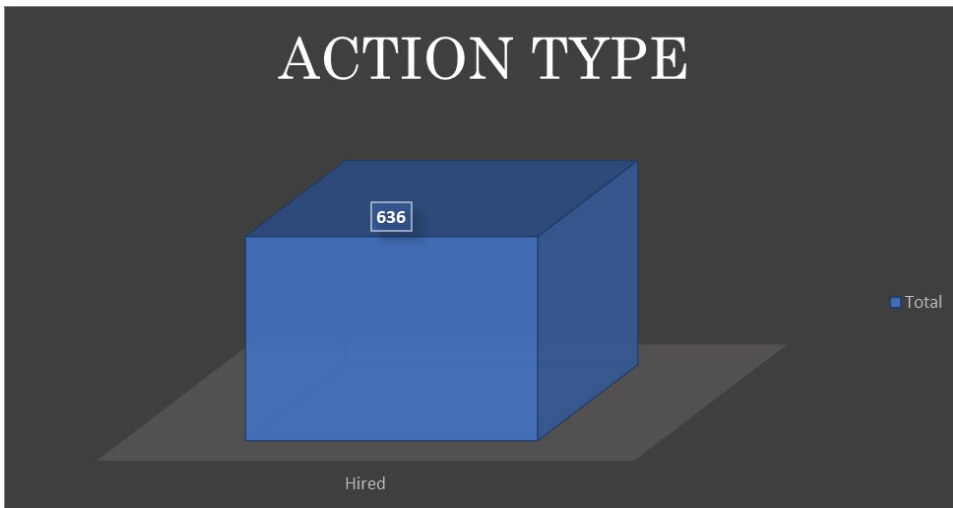
- Strengthening the GVI telework policy to include exploring the introduction of a hybrid work week
- MUNIS UPGRADE HR Trainings – Trainings for HR Leads – ONGOING
- The continuation of the reviewing and upgrading of the GVI Employee Handbook/ Rules and Regulations. As this is a huge undertaking involving stakeholder support and input, revision reviews, comment periods, approval, and design/ roll out. The anticipated completion date is December 2023.
- Spring 2023 attend and participate in college fairs off island- partnership with designated agencies.
- Coordinate with school counselors to provide presentations to seniors at the beginning of the school year.
- Mixer (STATESIDE) late summer 2023 - joint partnership with designated agencies similar to Atlanta Mixer in 2021.
- Obtain 100% of Beneficiary Entries & Address Updates in Bentek (2023)
- Conducting Mini Health and Wellness Expos to Central and Semi-Autonomous Agencies (2024)
- Implementation of the Retiree's Access to the Bentek System (2023)
- Scanning of all Retirees Health Insurance Records in the Bentek system (2024)
- It is our intent that we will enhance our sexual harassment training series through the development of an automated virtual training series. The program will be split into video and written sections and will have quizzes that will allow us to ensure that participants are not just logging in for the trainings but attending the sessions and achieving the learning objectives. Our goal is to acquire a Learning Management System, through NEOGOV. We received a demonstration of their LMS Learn and we feel that the acquisition of the program will allow us to provide a means by which we can create multiple online training modules so that HR Officers can schedule their employees to participate a series of online automated training modules.

In closing, I would like to thank the members of the 34 the 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, Office and Management and Budget, and the hardworking men and women of 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.

## Appendices

### Appendix A



## Appendix B

