

**Office of Employee Programs  
Department of Human Resource Management  
Annual Report FY15**

The Office of Employee Programs has three distinct functional program areas, Workplace Giving (Commonwealth of Virginia Campaign), CommonHealth Wellness program, and Employee Communications. On special events, staff from one of these programs will often support staff in other programs to accomplish event goals. The staffing level is unchanged.

| <b>Program Area</b>            | <b>Staffing Level</b> |
|--------------------------------|-----------------------|
| <b>Workplace Giving</b>        | <b>2</b>              |
| <b>CommonHealth</b>            | <b>9</b>              |
| <b>Employee Communications</b> | <b>1</b>              |
| <b>Office Director</b>         | <b>1</b>              |
| <b>Total Staff</b>             | <b>13</b>             |

**Workplace Giving – The Commonwealth of Virginia Campaign (CVC)**



**Scope**

The data in this section is for the 2014 CVC campaign, which ended February 2015 and loan program data from July 7, 2009, through June 30, 2015.

Data on the grant program is for CY2015.

**Summary**

The Commonwealth of Virginia Campaign (CVC) is the only workplace giving campaign authorized by the Executive Order No. 27 (2014) for this purpose.

The 2014 Campaign had several milestones, including dollars raised and number of charities participating in the campaign. The total dollars collected for the campaign was \$3,850,069, an increase of 8% over the previous year. Direct Giving by employees increased this year and a new system for reporting this source of giving is now in use.

Outreach programs were developed and used this year to increase participation by charities and to educate CVC volunteers. Orientation programs were presented in Norfolk, Richmond, Williamsburg, Charlottesville, Staunton, Salem, Bristol, and Fairfax.

The CVC student art contest was well received at public schools in Virginia, and the young artists were recognized at a ceremony during the CVC Kickoff in the Patrick Henry Building on October 7, with presentations of awards by the Governor.

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The Virginia State Employee Loan Program continues to thrive with \$14.5MM loaned since July 2009 to over 24,000 employee borrowers. Funding for loans is from the Virginia Credit Union.

The CVC Team provided assistance and/or coordinated special drives, including Earthquake Relief for the Nepal disaster. The CVC team partnered with General Services to conduct an Employee Zone event to promote the UCI Road World Championship held in Richmond. In preparation for the event, CVC and CommonHealth partnered to offer bicycle safety expos for employees as part of their *Get Moving* event.

As part of the UCI event, CVC and area volunteers sold commemorative wristbands and raised funds to benefit the ChildFund International charity, which is a new charity for CVC this year.

CVC collected used bicycles for repurposing for program use in area CVC charities. Two charities serving children and young adults benefitted from the donation of about 34 used bikes.

CVC coordinated an annual Marines Toys for Tots Drive in December 2014 with over \$1,000 in toys donated to needy children.

**Program Impact**

- Food banks across Virginia continued to be major recipients for donated funds and food to help provide meals for our communities, backpack meal programs for weekends for school children, and Meals on Wheels programs.
- Several CVC charities in Virginia that work to prevent veteran homelessness were well supported in 2014 and contributed to the reduction of veterans without a home.
- Military service members returning from assignments overseas received help in finding jobs, temporary housing, and rehabilitative care by a more than a dozen CVC charities.
- Groups serving our youth were able to reach more children in more counties due to employee contributions. Several new child-focused charities joined the campaign this year, including ChildFund International.
- Families facing major health problems were supported by CVC charities providing temporary housing near their loved one's hospitals, research to end or treat many types of diseases, support groups for families, and material and financial assistance where it was needed.

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- Medical research in many areas was helped by donations to several CVC charities who serve in this area, including the Massey Cancer Center (VCU Health Systems).
- Victims of domestic violence received a safe haven during a crisis, food, clothing, counseling and job seeking services.
- The Virginia State Employee Emergency Assistance Fund provided grants to state employees facing an unforeseen emergency causing financial hardship, for employees facing funeral expenses after the loss of a loved one, help with restoration of storm-damaged homes, enormous medical bills resulting from accidents or illnesses and much more. The assistance fund is a CVC charity and employees donate to the fund to help other state employees in extreme need. No state funds are used in this program.
- The Virginia State Employee Loan Program is designed to provide low interest, personal loans of up to \$500 per loan, up to two loans per year, to help with short term financial gaps. There is no credit check for applicants, giving employees an opportunity to build good credit by repaying this loan on time. This program includes a financial education class requirement and has loaned over \$14 million dollars since July 2009. Funding is provided by the Virginia Credit Union and the program is managed by the Office of Employee Programs. *No state dollars are used to fund these loans.*
- The annual Children’s Art Contest is a partnership with the Department of Education in which children in grades K-12 are invited to create artwork to support the annual campaign. Winning artists are recognized at their school awards ceremony and the top entry is used to create the marketing poster for the campaign.
- The CVC team sponsored six blood drives through Virginia Blood Services for the entire James Monroe Building. Employees from nearby work locations were invited to participate.

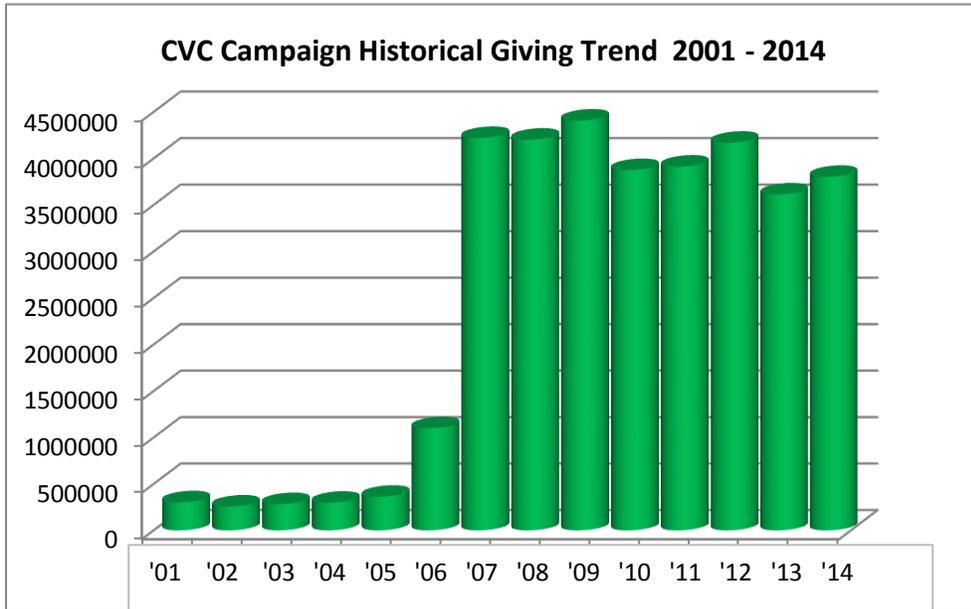


2015 Campaign Poster by Sun Ahn, a ninth grader

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**CVC Campaign Statistics**

| 2014 CAMPAIGN DETAILS     | Unique Donors | Gifts       | % Participation | Average Gift | Total Dollars Trend |
|---------------------------|---------------|-------------|-----------------|--------------|---------------------|
| Total Giving, All Sources | 20,074        | \$3,850,069 | 20%             | \$192.18     | 8% ↑                |



| Year | Dollars     |
|------|-------------|
| 2001 | \$300,820   |
| 2002 | \$254,939   |
| 2003 | \$281,345   |
| 2004 | \$295,804   |
| 2005 | \$360,239   |
| 2006 | \$1,097,553 |
| 2007 | \$4,218,150 |
| 2008 | \$4,200,014 |
| 2009 | \$4,405,080 |
| 2010 | \$3,873,159 |
| 2011 | \$3,910,178 |
| 2012 | \$4,167,044 |
| 2013 | \$3,611,678 |
| 2014 | \$3,800,500 |

**Loan Program Statistics**

Since its inception in July 2009, state employees have benefitted by the Virginia State Employee Loan program, which was the first of its kind in the country. Employees with no or poor credit history can borrow up to \$500 over a six-month period with repayment through payroll deductions. A unique component of the application process is the requirement of completing successfully an online financial education quiz before each loan application can be approved.

|                        | 2013        | 2014        | 2015*<br>1/1/15 – 6/30/15 |
|------------------------|-------------|-------------|---------------------------|
| Number of Loans Funded | 5,185       | 4,640       | 1,615                     |
| Value of Loans Funded  | \$2,592,500 | \$2,320,000 | \$807,500                 |

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|                  |                  | 2009-2012 | 2013-2015 | Trend |
|------------------|------------------|-----------|-----------|-------|
| <b>Gender</b>    | Male             | 31%       | 23%       | ↓     |
|                  | Female           | 69%       | 77%       | ↑     |
| <b>Ethnic</b>    | American Indian  | <1%       | <1%       | →     |
|                  | Asian            | <1%       | <1%       | →     |
|                  | African American | 68%       | 80%       | ↑     |
|                  | Caucasian        | 31%       | 18%       | ↓     |
|                  | Hispanic         | 1%        | 1%        | →     |
| <b>Age Range</b> | 20-29            | 2%        | 8%        | ↑     |
|                  | 30-39            | 20%       | 24%       | ↑     |
|                  | 40-49            | 34%       | 29%       | ↓     |
|                  | 50-59            | 34%       | 29%       | ↓     |
|                  | 60+              | 10%       | 10%       | →     |
| <b>Pay Band</b>  | 0                | <1%       | 3%        | ↑     |
|                  | 1                | 5%        | 5%        | →     |
|                  | 2                | 15%       | 19%       | ↑     |
|                  | 3                | 46%       | 45%       | →     |
|                  | 4                | 21%       | 18%       | ↓     |
|                  | 5                | 10%       | 7%        | ↓     |
|                  | 6                | 1%        | 1%        | →     |
|                  | UG               | 1%        | 1%        | →     |

Since the loan program began in 2009, the demographics have shifted in several areas. The number of female borrowers has consistently been about double the number of male borrowers and the number has increased. Similarly, African-American employees have increased from 68% to 80% of the total borrowers. Conversely, the number of Caucasian employees with loans has decreased from 31% to 18%. The age demographic tracks closely to the average age of state employees, with fewer borrowers under 40 and more over 40. Employees in pay bands 1, 2, and 3 make up a large number of employees overall increased from 66% to 69% of all borrowers work in those pay bands. DBHDS and DOC employee borrowers make up 21% and 32%, respectively. This reflects the higher number of filled positions in pay grades 1-3 in those agency facilities.

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| <b>Multiple VSELP Loans per Employee<br/>(During July 2009 – June 2015)</b> |   |  |
|---|---|--|
| <b>Number of<br/>Loans per<br/>Employee</b>                                 | <b>Number of<br/>Unique<br/>Employees</b> | <b>Number of<br/>Loans times<br/>number of<br/>Employees</b> |
| <b>1</b>  | <b>1,645</b>                              | <b>1,645</b>   |
| <b>2</b>  | <b>1,144</b>                              | <b>2,288</b>   |
| <b>3</b>  | <b>829</b>                                | <b>2,487</b>   |
| <b>4</b>  | <b>660</b>                                | <b>2,640</b>   |
| <b>5</b>  | <b>601</b>                                | <b>3,005</b>   |
| <b>6</b>  | <b>506</b>                                | <b>3,036</b>   |
| <b>7</b>  | <b>438</b>                                | <b>3,066</b>   |
| <b>8</b>  | <b>346</b>                                | <b>2,768</b>   |
| <b>9</b>  | <b>297</b>                                | <b>2,673</b>   |
| <b>10</b>   | <b>259</b>                                | <b>2,590</b>   |
| <b>11</b>   | <b>199</b>                                | <b>2,189</b>   |
| <b>12</b>   | <b>175</b>                                | <b>2,100</b>   |

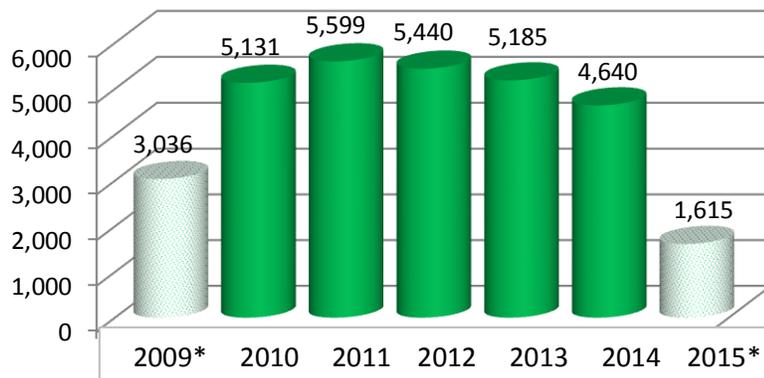
Note:

An employee may have up to two loans per 12 month period.

*The maximum number of loans per employee in this 72-month program period is 12, and borrowers may not have two concurrently.*

*A pattern of employees applying for loans as soon as the previous loan has been repaid has continued since the beginning of the program.*

**VSELP Loan Volume 2009-2015\***



**Summary by Year**

| Year  | # Loans | \$ Funded   |
|-------|---------|-------------|
| 2009* | 3,036   | \$1,518,000 |
| 2010  | 5,131   | \$2,565,500 |
| 2011  | 5,599   | \$2,799,500 |
| 2012  | 5,440   | \$2,720,000 |
| 2013  | 5,185   | \$2,592,500 |
| 2014  | 4,640   | \$2,320,000 |
| 2015* | 1,615   | \$807,500   |

\*2009 includes loans funded 7/7/09 – 12/31/09.

\*2015 includes loans funded 1/1/15 – 6/30/15.

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**Virginia Employee Assistance Fund – Emergency Grants Program**

Employees facing an unplanned financial emergency may qualify for a confidential grant of up to \$500. This fund consists of donations to this 501(c)(3) charity by employees for employees.

| <b>Grant Statistics</b>  | <b>Jan. – Oct. 2015</b> |                                     |
|--|-------------------------|-------------------------------------|
|  | <b>#</b>                | <b>\$</b>                           |
| <b>Number of Applications</b>  | <b>40</b>               |                                     |
| <b>Approved Applications</b>   | <b>5</b>                | <b>\$2,500<br/>(\$500<br/>each)</b> |
| <b>Denied/Withdrawn Applications<sup>1</sup></b>                         | <b>35</b>               |                                     |
| <b>Deposits to VSEAF Account</b><br><i>Pledged for 2015 distribution</i> |                         | <b>\$19,637</b>                     |

Most of the grants are used to help defray the costs of emergency medical procedures that were beyond the coverages allowed by their health benefit plan. Expenses related to the unexpected death of a family member and ongoing critical extended illness of a loved one.

This modern-day version of the traditional “passing the hat” to help someone in an emergency is now a fair, confidential process for both donors to the fund and for the recipient of the grants.

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<sup>1</sup> Reasons for denial include: already received a grant in last 12 month; did not meet grant requirements, or withdrawn application. Denied applicants cannot apply for another grant in 12 months; Applicants who withdraw an application are eligible to apply for another grant.

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**Special Projects Coordinated by Employee Programs/CVC Team<sup>2</sup>**

|             |   |
|-------------|---|
| <b>2005</b> | <b>Japan Tsunami Relief Drive, Hurricane Katrina Relief Drive</b>   |
| <b>2006</b> | <i>None</i>   |
| <b>2007</b> | <b>Summer Cycle Safety Event</b>  |
| <b>2008</b> | <b>MS150 Bike Ride (MS)</b>   |
| <b>2009</b> | <b>MS150 Bike Ride (MS)</b>   |
| <b>2010</b> | <b>Haiti Earthquake Relief</b>  |
| <b>2011</b> | <i>None</i>   |
| <b>2012</b> | <b><i>Be the Match Bone Marrow Drive, Massey Hoops, Food Drives, Tornado and Storm Relief in Virginia</i></b> |
| <b>2013</b> | <b>Oklahoma Tornado Relief Drive, Food Drives</b>   |
| <b>2014</b> | <b>International Relief for Natural Disasters</b>   |
| <b>2015</b> | <b>Nepal Earthquake Relief Fund, UCI Road World Championship Employee Zone</b>                                |

The CVC team created outreach programs to encourage employee participation in campaign, gain new charities, raise awareness of CVC events, and empower CVC volunteer teams at agencies including:

- 19 Charity Workshops offered statewide and online
- 18 Coordinator Workshops offered statewide; with more done face-to-face with new coordinators
- 20 Charity fairs at agency location for new agency coordinators
- 6 Charity Fairs in James Monroe Building
- CVC Staff researched charities not in the campaign and 20% of those contacted qualified and were accepted into the 2015 campaign.
- Top 50 charities (in terms of designated gifts) were contacted to ensure they re-registered for 2015; four had not re-registered and subsequently applied before April 30.
- A section of the CVC homepage featured CVC charities that were having activity-based fund raiser events (walks, runs, and rides), giving charities more exposure and increasing direct giving by employees.
- A Facebook page for CVC charities, coordinators, and state employees made huge inroads in raising awareness of the needs of our community and speeding current news to all stakeholders. CVC staff maintains the site, which does not require that a viewer have a Facebook account to view it.

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<sup>2</sup> Excludes special direct giving drives held by individual agencies.

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- The annual application period for charities is March 1 through April 30. A few applications were rejected due to duplicate submissions. Remaining rejections were for either not meeting the minimum level of designations or for an overhead expense rate that is greater than 25%. Many new charities joined CVC this year either as an independent charity or through one of the federations of charities in the campaign.

**FOCUS AREAS FOR 2015-2016**

- Continue to improve the charity application process.
- Review Online Giving System through Employee Direct.
- Develop an automated system to allow employees or CVC coordinators to upload their direct gifts to charities with receipts to increase the capture of these gifts to CVC charities. The system was completed in June and is being well received now.
- Explore options to increase employee-charity interaction opportunities.
- Facilitate and host Charity Fairs
- Social Media – continue to monitor traffic on Facebook page
- Market Volunteer opportunities for employees at local charities
- Improve process for handling Grant Program applications.
- Review criteria for grants – completed in 2015
- Increase number of designations to the VSEAF through increased marketing
- Orientation for Agency Heads, new Governor’s Office staff, new Advisory Council Members, to include 1:1 meetings, Online Sessions, and Group sessions.

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**CommonHealth Wellness Program**

The goal of the CommonHealth Wellness program is to educate employees about creating and maintaining healthy behaviors, including diet and nutrition, exercise, and eliminating sedentary lifestyles. Two original programs are launched each year, in partnership with the Office of Health Benefits to focus on areas where education may have a positive impact on health insurance claims, lost days from work, and reduce injuries. In addition, the CommonHealth team works with ActiveHealth and the Healthy Lifestyles programs, WeightWatchers at work, the Employee Assistance Program and the Employee Dispute Resolution office in DHRM.

In May, Governor McAuliffe spoke at an Executive Briefing on Employee Wellness to agency heads to stress the importance of supporting wellness programs in their agency locations. A new program to encourage agency locations to increase wellness activities at their workplace resulted in over a dozen agencies becoming CommonHealth Worksite Certified Locations.

Nine CommonHealth Wellness Educators located across the state deliver programs to all Commonwealth agency locations and participating The Local Choice counties and cities participating in the health plan for those groups. Each program is fresh, well researched, and includes partnerships with medical experts in the program area.

This group of professionals travels the Commonwealth to present programs in the areas of employee health, wellness, and safety. Programs for FY15 included *WellGoNomics*, focusing on proper alignment of workstations to prevent body stress and increase energy. *Recipe for a Healthier Heart* provided tips and tools for purchasing and preparing healthy foods and making choices that could decrease cholesterol and body weight.

The current program, *Move More, Sit Less* has focused on a variety of ways to keep employees moving.

This included a walking challenge and a program to explore Virginia's State Parks. During the UCI Road World Championship, a contest was held to encourage employees to get back on their old bikes or to explore alternative exercise methods such as stationary bike usage.



CommonHealth Take a Ride Contest Winners from multiple agencies rode in a non-judged event on the UCI course.

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The Employee Fan Zone (at left) set up during the UCI Road World Championship bike race gave employees an opportunity to meet other state employees and enjoy a walk in beautiful weather.

Innovative programs are offered each year including onsite programs and multiple delivery systems for those who could not attend a face-to-face session. Not only are the programs educational and fun, they help you stay

fit and healthy. More than 500 agency locations in the Commonwealth of Virginia participate in these programs, which are delivered at the work site in multiple formats customized to meet the needs of the employees at each agency work location. Over 30,000 employee contacts are made during each program, at agency locations and through electronic means. The average participation rate for all state employees is 32%, up from 30% in FY14.

New program development includes current research into advances in disease management, fitness, and nutrition to help employees decide to make changes in their behavior and set goals for a healthier lifestyle. CommonHealth works with the Office of Health Benefits to determine which clinical topics result in the most claims so to make a greater impact on employee health and wellness. This increases the impact of the program on employee health. All CommonHealth programs can be directly tied to Health Benefits programs, services provided by Active Health resources, which is consistently promoted by the CommonHealth team. The recent program focusing on COPD and breathing educated employees, many of whom signed up for the Health Benefits ActiveHealth Healthy Lifestyles program.

The process for employees receiving health screenings has shifted from on-site events through a third party vendor and supported by CommonHealth to the encouragement of employees in health benefit plans to have a (free) annual physical, which may include a variety of health screening procedures. This encourages employees to work more closely with their primary care physician and to take more responsibility for their own health.

Established new performance measures for the number of programs delivered by each regional coordinator.

1. Evaluated agencies with low participation and increased focus and contacts with those agencies. The Executive Briefing on Employee Health in May raised awareness with agency heads of the importance of empowering employees to participate in CommonHealth programs and to take a 15-minute walking break during the day.
2. Transitioned from three programs per year to two programs plus the addition of more challenges and special programs for individual agency locations.

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3. Continued to concentrate on program development that addresses the health conditions that generate higher numbers of health benefit claims.
4. Provided special programs or resources for agencies on request, in areas such as stress management and tips for packing a healthy lunch.
5. Scheduled CommonHealth program presentations to coincide with agency staff meetings, benefit fairs, and other employee events. A growing number of agency locations feature CommonHealth presentations on their all-employee staff meetings, which increases the number of employees reached in a single event.
6. Created and published weekly emails to CommonHealth agency coordinators on a wide variety of topics to keep them energized about the current program. These WellNotes are forwarded by agency coordinators to their coworkers. A survey showed that *WellNotes* is the most widely read CommonHealth publication.
7. Continued to publish *Inside CommonHealth*, a publication that updates agency CommonHealth Coordinators on current and upcoming programs and ways to engage their coworkers on a regular basis. This is an electronic publication.
8. *The Compass* is a publication marketed to employees of all agencies and includes articles about ways to improve their wellbeing by making adjustments in their behaviors. This publication is distributed electronically to all employees with access to a computer and about 5,000 paper copies are distributed to agencies with groups of employees who do not use a computer.
9. A Facebook page for CommonHealth has been expanded and continues to reach more than 500 people each week. Photos of employees participating in healthy activities are often featured. Winners of challenges are featured and progress in different areas are included and recognized.

### **CommonHealth Program Focus for FY15-FY16**

***Move More, Sit Less*** continues to be a highly popular program and is extended through December 2015. This program focuses on a variety of exercise and movement activities, from walking to cycling to participation in on-site exercise classes. Many areas of the state have outside fitness centers that offer state employees a discount on gym membership.

***Dial it Down -- Stress Less*** begins in January 2016 and builds on the success of previous “by request” programs on stress management while including more sources of stress.

***Get a Grip on Joint Pain*** – begins in July 2016 and focuses on how to move properly and prevent injuries and how to deal with arthritis, bursitis, and our advancing age and the impact it has on all of us.

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In addition to these standard programs that are offered to COVA locations as well as eligible TLC locations, a new optional program is in development to focus on dementia and how to help caregivers with family members who face this devastating disease every day. This program is planned for a spring 2016 launch.

The Local Choice (TLC) health benefits program for some localities in Virginia includes at least one CommonHealth program per 12-month period. Some localities are logistically challenging to reach in person and others have requested two programs per year.

## Employee Communications

DHRM Employee Communications coordinates all communications from the Governor, Chief of Staff, Secretary of Administration and from Commonwealth of Virginia agencies to employees statewide, to agency heads and other government officials.

Employee Communications is the primary stop for receiving FOIA requests dealing with health benefits issues.

Employee Communications is also responsible for events and information annually regarding Virginia Public Service week in early May, which is held at the same time as National Employee Recognition Week. The *Governor's Public Service Awards* are given in seven categories to recognize the outstanding contributions of individual employees and teams to state government. A total of 180 nominations were received from state agencies in FY2015. Governor McAuliffe presents the awards each year in a special ceremony.

In addition, the employee communications area provides communications counsel and support to the state health benefits program. Responsibilities include development of communications strategy, development and distribution of annual state employee Open Enrollment communications and of other communications tactics throughout the year. Highlights for FY 2013 included weekly e-mails during Open Enrollment on new health care options for employees, including the launch of the health and wellness initiative, COVA HealthAware health plan and online plan decision tool. Employee Communications staff serves as the Records Manager for the agency.

Employee Communications plays a major role in readying *The Compass* publication for production and distribution, as well as creating *The Spotlight* which focuses on health benefits choices just before the open enrollment period.

Employee Communications is also responsible for the statewide program providing discounts to employees, program management and communications for the Weight Watchers partnership with DHRM and reimbursement to employees, and records management.

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**Customer Service Satisfaction**

Annual surveys of key client/employee overall satisfaction with employee program areas were completed in late June.

| <b>Program Area</b>               | <b>Customer Satisfaction Score</b> |
|-----------------------------------|------------------------------------|
| Commonwealth of Virginia Campaign | 95.5% Good or Better               |
| CommonHealth Wellness Program     | 96.7% Good or Better               |

**Looking ahead to FY16**

COVA clients will continue to be able to request on-request programs from CommonHealth wellness educators to meet agency-specific needs. We often have requests to revisit an older program or to pull together information about a unique topic that is a concern.

The Commonwealth of Virginia Campaign will continue to encourage agency employees to use the EmployeeDirect online giving system to reduce paper. A reduction in the number of charities in the campaign may increase donations to those charities returning to the campaign this year. The shifts in the economy could continue to be a factor in employee giving. Employees will receive an increase in pay this fall, which could make an impact on employee giving. However, Virginia state employees have continued to give generously in their time, talents, and monetary gifts even in years with a poor economy.

Employee Programs will continue to make process improvements in all of the programs, specifically focusing on reducing paper, increasing efficiency and accuracy, and distributing the entering of data to the person who originates the data. For examples, charities are responsible for accurate date on their applications; employees and coordinators at agencies will enter or upload information to progress reports. Registrations for special events or training are now automated.

In summary, each of the 13 members of the Employee Programs team will continue to develop their knowledge, skills, and abilities while improving our customer service by anticipating and meeting their needs.