



**Neal Alexander**  
Director,  
Office of State  
Human Resources

Dear State Employees,

As 2015 comes to a close, I'd like to reflect on some of our accomplishments these past 12 months. Thanks to the efforts of many dedicated state employees, we're making great progress in many programs designed to improve efficiency in state government.

We're nearing the half-way point in implementing the NCVIP performance management system. So far, nearly 70,000 state employees in 25 agencies have implemented the Performance Planning task assignment. The next step includes the Interim Review process, which you can learn more about in this newsletter.

Another key project we're working on is the statewide classification and compensation project. Scheduled to launch in June 2016, it will create a modern and streamlined job classification and compensation system for state

government that is market-responsive. A video update on the next phase of the project is available in this newsletter.

Back in September, the Office of State Human Resources sent out an online survey to state employees asking for your input on NCFlex benefits. Results show that employees appreciate the overall quality, value, and service provided by the plans. We continue to listen to your feedback and will strive to enhance the benefits even further moving forward.

I'm very happy to report we're making significant progress in the area of employee safety. Since Fiscal Year 2013, there's been a 17% decrease in workplace injuries and a 25% reduction in injuries that require time off from work. The hazard recognition and safety training programs placed across the state are making a difference in raising awareness and establishing a culture of safety in state government.

With the New Year approaching, many people are making plans to stay fit. Next year, OSHR will host the Wellness Expo. It is scheduled for May 2016 and will offer lots of valuable resources and information to help you take charge of your health. More details will follow in the coming months.

Thank you for all you do to make our state a great place to work and live. Enjoy the holidays!

Sincerely,



Governor Pat McCrory

## Gov. McCrory honors 15 state employees

Each year state employees are nominated for the highest honor a state employee can receive. This year more than 80 nominations were submitted and, in the end, the selection committee identified 15 state employees that "embody all the best of North Carolina."



Read more about the honorees on page 2

## State employees continue tradition of giving

North Carolina is having another excellent State Employee Combined Campaign (SECC) season. The final numbers aren't in yet, but so far employee contributions exceed \$3 million.

OSHR leads the state with 100% participation from its employees. Many agencies have at least a 50% employee participation rate!

It has been so exciting to see the many agencies supporting the SECC campaign through various fun and engaging fundraising events. Employees have also posted [#SECCunselfies](#) that highlight their commitment to the nearly 1,000 charitable organizations that are a part of the SECC.

In this season of thanksgiving and reflection, it is heartwarming to reflect on the ways the

contributions given by state employees are helping to improve the quality of life in our communities, across the state, and throughout the world.



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# Award honors achievements by state employees

North Carolina state government is comprised of many knowledgeable and talented employees who are dedicated to their jobs. There are some, however, who seize an opportunity to shine a bit brighter. It could be through a stroke of inspiration, prolonged effort, or even chance in some cases when timely and decisive action is needed in an emergency.

On November 17, 2015, fifteen state employees were presented with the prestigious Governor's Awards for Excellence. Out of more than 80 nominations, the Awards Selection Committee chose 15 recipients in six categories.

It is the highest honor a state employee may receive for dedicated service to the State and the citizens of North Carolina. "These state employees represent the best of North Carolina," said Governor McCrory. "They serve as role models for their colleagues and an inspiration to their communities."

## 2015 Governor's Awards for Excellence Honorees:

### CUSTOMER SERVICE

- **Cheryl Annette Straub**, University of North Carolina at Pembroke

### EFFICIENCY & INNOVATION

- **Jeff Gordon**, Public Safety
- **Chris Niver**, Transportation
- **Thomas Slusser**, Environmental Quality

### HUMAN RELATIONS

- **Justine R. Hollingshead**, North Carolina State University

### OUTSTANDING STATE GOVERNMENT SERVICE

- **Tarsha K. Crisp**, Commerce, Division of Employment Security
- **Angela and Fessor McCoy**, Health and Human Services

### PUBLIC SERVICE

- **Kenneth Ashe**, Wildlife Resources Commission
- **Lawrence V. Kershaw**, Fayetteville State University
- **Dr. Jean-Marie Maillard**, Health and Human Services
- **Paula Woodhouse**, State Human Resources

### SAFETY & HEROISM

- **Christopher J. Matos**, Public Safety
- **Angelia Stone Smith**, Agriculture & Consumer Services
- **Talaya D. Vaughn**, Transportation

Read the stories of these remarkable state employees at [oshr.nc.gov/2015-governors-awards-excellence](http://oshr.nc.gov/2015-governors-awards-excellence).



"These state employees represent the best of North Carolina."  
- Governor Pat McCrory



**CONGRATULATIONS TO ALL!**



# Debit and credit card security: Is your money safe?



State Employees' Credit Union®

Fraudsters continually create new scams resulting in lots of frustration and, in some cases, a loss of funds for victims. A new scam on the rise involves security codes on the back of credit and debit cards. The three- or four-digit security codes provide added protection for the cardholders, but criminals who have both your card number and security code could charge purchases to your account. Protect yourself from falling victim by knowing what to look for and how to respond to this type of scam.

## The Scam Scenario

Someone calls you claiming to be a fraud representative from your card-issuing company. The caller provides your credit or debit card number, noting suspicious activity on the account. You are asked to verify a purchase and when you confirm that you did not make the purchase, the representative states that you will not be held responsible for the charge, and you will be issued a new account number. However, they request that you provide your card's security code as proof that the card is in your possession, otherwise you may be

held accountable for the charge.

## Your Response

Ask for the caller's name and employer information and end the call.

Place a call to your card issuer using the toll-free number located on the back of your card and ask for fraud assistance to confirm that the caller and the circumstances are legitimate. If the call is determined to be a scam, indicate that your card number has likely been stolen and your card issuer will proceed to properly document the details and issue you a new card number.

## Remember

It's easy to fall for scams like this, especially since the caller already has your card number. Be prepared to respond with the appropriate questions and reach out to your card issuer promptly!

Article provided by  
The State Employees' Credit Union



## Now accepting internship applications

The Youth Advocacy & Involvement Office is now accepting applications for up to 70 paid internships for Summer 2016. The State of North Carolina Internship Program offers students real-world experience in a wide range of state government workplaces.

Internships will run from May 24 to July 29, 2016. To be eligible, you must be a permanent North Carolina resident attending a college, university, law school, technical institute, or community college. For a full list of eligibility requirements and FAQs, visit: <http://www.doa.state.nc.us/yaio/intern-faq.aspx>.

# Thanks for your feedback

Active state employees were given the opportunity to complete an online survey regarding NCFlex benefits. The survey was conducted by Aon Hewitt, September 1- 21, 2015. Below are some of the key findings:

- Employees continue to rate the overall quality/value and service of the plan's benefits highly.
- Eighty-two percent (82%) of respondents consider the NCFlex benefits as good as, or better, than other employers' insurance.
- NCFlex benefits are considered to be highly competitive and appreciated.



- Respondents see value in having the benefits offered to them during active employment carry over into retirement. They also show interest in expanded benefits, including supplemental long-term and short-term disability plans and accident insurance.
- Most respondents say they are ready for electronic benefits communications, but these results are still split between email and print for the most preferred method of communication.

The results of this survey will be taken into consideration as we continue to enhance the NCFlex suite of high-quality, high-value benefits.





The Miles for Wellness Challenge 12 Plymouth Pilgrimage: A Thanksgiving Trail provided 2,485 state employees with the opportunity to be more mindful of physical activity through the team-based eight week statewide competition.

Winners for this challenge, which ended on November 29, 2015, will be posted at [MilesforWellness.nc.gov](http://MilesforWellness.nc.gov).

Continue to check this website for information on the upcoming spring 2016 Miles for Wellness Challenge 13 competition. During the spring challenge we will celebrate 100 years of National Parks Service, highlighting some notable parks across the United States, starting with one lesser known National Park in North Carolina. Can you guess the upcoming starting point?

## Fall wellness challenge ends

# New Year promises new weather challenges

## Governor, NC Emergency Management urge citizens to be prepared

In the last issue of *The Resource*, we talked about emergency preparedness during hurricane season. Thankfully a hurricane didn't touch North Carolina, however we did experience some flooding from Hurricane Joaquin. With a new season comes new challenges. Winter weather can be just as dangerous as any storm, and it's far more likely.

"During the past two years we've seen several statewide winter storms with significant snow and ice accumulations," said Governor Pat McCrory in a November 28, 2015, press release. "This winter the National Weather Service is predicting above-normal amounts of precipitation. Regardless if

that comes as rain, ice or snow, it is important to prepare now for winter weather. Weather conditions can change rapidly, so planning ahead can help your family stay safe this winter."

North Carolina Emergency Management officials urge everyone to:

- Keep safe heating sources prepared.
- Keep fresh batteries for flashlights and weather radios.
- Always keep at least a three-day supply of non-perishable food in your home.

- Store an emergency kit in your vehicle with blankets, a battery-powered radio, batteries, a first aid kit, a flashlight, a sack of cat litter (for tire traction), a tow rope, bottled water, non-perishable high-energy foods like granola bars, extra clothing to keep dry, and a windshield scraper.

For more information on how to prepare for winter storms, download the free ReadyNC app or visit [www.readync.org](http://www.readync.org) for real-time information on traffic and weather conditions, plus open shelters and items needed in an emergency supplies kit.

### Average number of winter events in NC each year



# NCVIP: What are the next steps?

## What's the latest on NCVIP?

As of November 2015, more than 68,800 state employees, spanning 25 agencies, have implemented the Performance Planning task assignment in the NC Learning Center, the statewide web-based learning management system (LMS) which is also used for performance management. As the midpoint of the performance cycle for NCVIP approaches, your agency is now gearing up for those Interim Reviews.

## What is the Interim Review, and how should you prepare for it?

During the Interim Review (Feedback) stage, managers and employees will meet for Interim Review discussions. This is an opportunity for employees and supervisors to review and potentially revise goals and tasks, as well as document performance on your organizational values.

- On January 11, 2016, you will receive an e-mail assigning the Interim Review task. Update progress, as applicable, on each task associated with your goals for this performance cycle. We strongly encourage you

to do this before you click "Launch" on your Interim Review task.

- Document examples of your performance on organizational values.

## As an employee, what should you do during the Interim Review feedback discussion?

- Request positive and constructive feedback.
- Review goal progress and performance on organizational values.
- Make any needed adjustments to the Performance Plan, add goals and/or tasks, adjust goal and/or task weights.
- Launch and create an Individual Development Plan (IDP) for yourself, if needed (Note: some agencies are not participating in NCVIP development planning).
- Discuss problems or challenges.
- Identify steps for improvement.

## As a manager, what should you do during the Interim Review?

The same!

Remember that although the NCVIP policy requires an Interim Review between managers/supervisors and employees at the midpoint of the performance cycle, you may conduct additional formal and/or informal discussions, as needed, throughout the remainder of the performance cycle. A best practice would be to conduct at least one hour-long meeting each month.

## What should I do if I need technical help with NCVIP?

If you need technical assistance with NCVIP, your first point of contact will be your agency PM Administrator. You and/or your manager/supervisor should contact your agency PM Administrator as a starting point. Contact information can be found at [oshr.nc.gov/document/ncvip-performance-agency-administrators](http://oshr.nc.gov/document/ncvip-performance-agency-administrators).

For more about NCVIP, please visit: [ncvip.nc.gov](http://ncvip.nc.gov).

# Calling all managers! Are you CPM certified?

If you are a North Carolina state employee who manages other employees or who oversees projects that involve the coordination and management of others, you may want to consider applying for the North Carolina Certified Public Manager Program® (CPM).

The Office of State Human Resources Talent Management Division is currently accepting applications for the next CPM class that begins in July 2016.

The core CPM Program is an intensive 14-month curriculum that provides an in-depth, comprehensive, competency-based,

and nationally certified development program for middle managers from state organizations.

For more information or to apply, go to <https://oshr.nc.gov/state-employee-resources/training/training-programs/certified-public-manager-program>.



## Why be CPM certified? Here are five good reasons.

1. This has been the NC "flagship" leadership development program for more than 30 years.
2. Higher education institutions give graduate-level credit for completion.
3. Program alumni believe the skills learned directly apply to their work.
4. The program allows managers to network with their peers.
5. It's an excellent learning experience!



DO YOU HAVE ANY SUGGESTIONS OR STORY IDEAS?  
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