Human Resources and Training Office

Annual Report
Fiscal Year 2001-2002
The mission of the Human Resources and Training Office is to assist and support the Department of Facilities Management in accomplishing its overall mission and work by providing

- Human Resources Management
- Training
- Communication, and
- Information services to employees and customers

Donna M. Barnes
Human Resources & Training Manager and Apprentice Program Manager
dmb8u@virginia.edu 434.982.5896

Valerie Hurst, Human Resources Analyst
vnh@virginia.edu 434.982.5895

Stephanie Burnette
Office Services Specialist
sjb2a@virginia.edu 434.982.5898

Betty Wooding
Information Officer & Newsletter Editor
ebw2s@virginia.edu 434.982.5846
The Human Resources and Training Office

July 1, 2001 - June 30, 2002

The Facilities Management Human Resources and Training staff provides the full range of human resource services to the staff and management of Facilities Management, supporting the largest department at the University of Virginia. Specialized services include:

- Employee relations
- Position management, recruitment and employment
- Apprentice program management
- Facilities Management training and development
- Employee information management
- Classification and compensation management
- Workers compensation administration
- Benefits consultation services
- Tuition assistance administration
- Communications programs

Human Resources and Training Staffing Changes

Donna Barnes joined Facilities Management as manager of Human Resources and Training (HR&T) in October. Her previous HR experience includes more than 10 years in the aerospace manufacturing and telecommunications industries. She holds a BS in business and psychology from the University of South Alabama.

Also new on the HR team is Valerie Hurst, Human Resources Analyst, who arrived in November. A graduate of High Point University with a BA in human relations, her experience includes responsibility for training programs, recruitment, benefits, and payroll with private industry. Here her primary responsibilities include managing the recruitment process and consulting with supervisors on issues relating to classification, compensation, employee relations, records management, training and development.

The Office of Human Resources and Training began its most substantial work in October once the staff was in place. (Personnel Analyst Krista Bell left in August 2001 and Manager Al Napier left in March 2001.) The HR&T office relocated across the hall from the previous offices. The new area allows for better employee confidentiality. Along with physical relocation of the HR&T offices, the Facilities Management departmental personnel records were relocated to a double-locked, secured location. A project to separate all employees’ medical files from the personnel files has begun.
Major Accomplishments

I. Human Resources Management/Employment

- All HR&T personnel completed extensive Oracle training in preparation for our information systems transition, scheduled for go live on September 26, 2002. The HR&T manager participated in regular Integrated Systems Project (ISP) Advisory Board meetings, along with Jay Klingel, Director of Business Management Services, to ensure Facilities Management’s readiness for Oracle HR and Payroll.
- Valerie Hurst served as an Oracle Proctor (training advisor) for Departmental Time Management during University-wide Oracle training, offering assistance to more than 50 employees over four instructional periods.
- HR&T staff devoted extensive efforts to this year’s apprentice program recruiting. Donna Barnes and Valerie Hurst attended a Charlottesville Albemarle Technical Education Center (CATEC) job fair in April 2002 to promote our apprentice program. New marketing literature (brochures, posters, etc.) had been developed for such events and was well received.
- HR&T staff provided support and assistance in the completion of several top level, national searches within Facilities Management:
  - In November 2001, Peter Arn joined Facilities Management as Director of Health System Physical Plant.
  - In January 2002, Charles Johannesmeyer, former Construction Services Manager with Facilities Planning and Construction (FP&C), was selected as Director of FP&C.
  - In June 2002, Richard H. Rice joined Facilities Management as Deputy Chief Facilities Officer.
  - Donna Barnes served on the University Search Committee for the Director of Employee Relations. Facilities Management is the single largest customer of Employee Relations and our input in the selection of this critical position is a major advantage for our department.
- The Human Resources and Training Manager participated in the development of the HR Liaison Group which is comprised of field HR managers and University HR top leadership to enhance communication and information flow on critical issues to the departments. This forum also offers the opportunity for HR managers to share information and ideas crucial to the consistent management of our workforce.
- The HR&T Manager assumed Al Napier’s role on the Facilities Management Service Excellence Advisory Committee, working to enhance our department’s focus on customer service issues. As in previous years, a class on customer service basics remains a component of our highly regarded Supervisory Development Series in-house training program.
- The Human Resources and Training Manager worked with Facilities Management and University officials to implement an expanded Reward and Recognition Program supported by the new Virginia Compensation Plan. The resulting plan was announced to Facilities Management staff through Directive 135B, March 19, 2002, Facilities Management Employee Rewards and Recognition. The directive is available on line at http://fmweb.virginia.edu/FMHome/ .
notably, the program has three levels to give deserving employees and teams either monetary or non-monetary awards as allowed by University policy. Any member of Facilities Management may nominate an employee or team by submitting a Facilities Management Employee Recognition Award nomination form to their supervisor or Director. The FM Awards and Recognition Program issued 46 citations to our co-workers between April 1 and June 30, 2002. Forty-two level one awards were granted, three level two awards and one was a level three award.

- During the 2001-02 fiscal year, the department hired a total of 119 new employees (Appendices A and B). This figure includes 68 new salaried, wage and student hires, and 51 temporary hires. Approximately 38% of all new permanent salaried hires were in the Building Services Division of Facilities Operations.

- In addition, 19 departmental employees were selected for competitive promotion this past fiscal year (Appendix C). Of these promotions, 16% were from the Building Services Division. There were an additional 20 positions reallocated upward, downward or laterally through the state classification system (Appendix D). A summary of salaried, wage, student and temporary hires, competitive promotions, reallocations and classified separations by month for the fiscal year is provided (Appendices A-E).

- As of June 30, 2002, approximately 91% of all assigned classified positions were filled (684.13). This figure represents a 7% increase overall in the percentage of filled positions from the 1999-2000 fiscal year. In addition to the classified staff, there were 13.88 faculty, 44 wage and 58 temporary positions filled. As of June 30, 2002, there were 63 classified positions vacant (Appendix E).

- Total separations from Facilities Management for this year were 81, as compared to 150 during the 1999-2000 fiscal year. Twenty-one (or 26%) were from Building Services. (In 1999-00, 58 of the 150 (39%) were from Building Services (Appendix F).

II. Training and Development

- Working in collaboration with the University Department of Training, and Charlottesville Adult Education resources, Human Resources and Training continued to support adult learning programs for Facilities Management employees, offering courses in English as a Second Language, Developing Skills for the General Educational Development (GED) diploma, Reading for Success, and preparing for the GED exam. Ten Facilities Management employees participated in the programs and two – Peggy Jarino and Jannie Fincham- received their GED diplomas during the year. At the end of year celebration in May, Nikola Dimic of Recycling and Linda Woods of Building Services were recognized for outstanding attendance. Sonny Beale of Recycling was recognized for Supportive Management.

- For the fifth consecutive year, Human Resources and Training offered the Supervisory Development Series to departmental supervisors and prospective supervisors. The training program continues to offer 30 hours of training experiences divided into 15 two-hour blocks covering the topics of supervisory skill enhancement, safety training, communication, customer service, career development and discriminatory harassment awareness. The training is a collaborative effort among Facilities Management, Organizational Development and Training, and

* Employment statistics are not available for the 2000-2001 fiscal year reporting period.
Environmental Health and Safety. Twenty-eight employees, including one from the Housing Division, were in the fifth graduating class of Facilities Management’s Supervisory Development Series (SDS). They were nominated by their directors to participate in the two-hour classes that ran from September 2001 through June 2002. All graduates of this program, along with the instructors and our GED graduates, were recognized at our formal Training Recognition Ceremony this summer held in the Dome Room of the Rotunda.

- This year’s in-house Computer Training program continued the Facilities Management practice of offering local, hands-on computer training to our employees. For the fourth consecutive year, these classes were well attended and valued by our workforce.

Course offerings and participation for this year were:

<table>
<thead>
<tr>
<th>Course</th>
<th>Number of Sessions</th>
<th>Total Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximo Basic Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computers 101</td>
<td>10</td>
<td>36</td>
</tr>
<tr>
<td>Windows Fundamentals</td>
<td>6</td>
<td>25</td>
</tr>
<tr>
<td>Windows Explorer</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Outlook Express</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Maintaining Your Computer</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Web Page Development</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>How to Find, View and Print Drawings and Maps</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>Microsoft Word Fundamentals</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Microsoft Excel Fundamentals</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>Microsoft PowerPoint 2000 Fundamentals</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td><strong>TOTALS:</strong></td>
<td><strong>11</strong></td>
<td><strong>32</strong></td>
</tr>
</tbody>
</table>
Asbestos, Lead-Based Paints, Chemical Right to Know, Fire Safety, and Ergonomics. The instructor was Joel Loving of EHS.

- **Asbestos Operation and Maintenance** training’s two-hour refresher training was completed by 42 employees. An additional 15 employees completed the 16-hour initial training course in this program. The instructor was Joel Loving of EHS.

Other training resources included:

**Educational Assistance** - The HR&T Office continues to promote the availability of educational assistance through the newsletter, bulletin board posting and emphasis at New Employee Orientation. During this fiscal year, we processed a total of 23 requests from 12 different employees of the department. As compared to the 1999-2000 year, these figures represent a 58% decrease in the number of requests processed and a 61% decrease in the number of employees using tuition reimbursement. Appendix G reflects departmental usage by organization.

**Apprentice Program**

- The first annual Apprentice Program Luncheon was held May 1 to promote our apprentice positions available this year and to bring current apprentices and past graduates together to share experiences and plans to enhance the University of Virginia Apprentice Program. Thirty-five current apprentices and graduates attended the event, along with 11 guests who were interested in learning more about apprenticeship with Facilities Management.

- This year, the HR&T staff worked in conjunction with departmental leadership and Piedmont Virginia Community College to update the curriculum for the Electronics Technician trade, creating three specialized curriculums to train our apprentices in the areas of fire protection, elevator/systems control, and the Health System Physical Plant environment.

- As the fiscal year closed, the HR&T Office made plans to sponsor a July 31 Apprentice Graduation and Induction and Training Recognition Ceremony in the Dome Room. One apprentice graduated and four new apprentices were inducted. (See photos and captions later in this report.)

- A total of six new apprentices were recruited this year. Three are Electronics Technician apprentices (two in Systems Control/Utilities and one in Fire Protection/Operations); two are HVAC apprentices (one in North Grounds/Operations and one in the Chiller Plant/Utilities); and one is a Plumber Steamfitter apprentice in Utilities.

- This addition to our Apprentice Program brings our total number of apprentices in training to 15. Of this 15, two are scheduled to graduate in 2003, two in 2004, five in 2005, and six in 2006.

**III. Professional Development for the HR&T staff**

- As previously referenced, Oracle training has been the focus of the HR&T staff this year. All required training was completed by Stephanie Burnette, Valerie Hurst and Donna Barnes.

- The HR&T manager is a member of the American Society of Training and Development. Ms. Barnes and Ms. Hurst maintain active memberships in the Albemarle/Charlottesville Human Resources Association (ACHRA). Betty Wooding is an active and longtime member of Virginia Press Women and the National Federation of Press Women.
• In November 2001, the HR&T manager attended a professional development workshop focusing on worker’s compensation management and managing the overlap with the Family Medical Leave Act and the American with Disabilities Act.

• The HR&T manager completed the five-week Leadership Development Program sponsored by the UVa Department of Organizational Development. This program covered areas of Situational Leadership, Leadership Practices, Teambuilding and Leadership Core Values and Roles.

IV. Communications

• One of the first tasks the new HR&T team did to establish communications with directors and to outline priorities was the development of an annual Human Resources and Training calendar and a revision of the HR&T brochure.

• The New Employee Orientation Program was updated and will continue to be refined to give new employees the best possible introduction to and understanding of Facilities Management’s expectations, policies, mission and their part in those.

• The newsletter, Perspective, was published twice in the last half of the fiscal year. Renewed emphasis was placed on recognizing employees for their accomplishments, especially in the area of customer service.

• The HR&T Office has done extensive work on the office’s web site, http://fmweb.virginia.edu/FMHome/departments/human/ within the Facilities Management web page. The site was updated to include information on all training opportunities, contact information, and more resources for benefits and HR services.

• News releases on events such as Energy Awareness Day, various awards and recognitions, professional development, and human interest such as an article on an employee who found stolen wallets hidden in a wall 33 years earlier, were provided to the University News Office for distribution to area media. In addition, various event photos were provided to the University News Office and Inside UVa, the University faculty and staff newsletter.

• Betty Wooding, information officer and newsletter editor, with Business Operations Director Jay Klingel, co-authored an article entitled “UVa’s Reflections of 20 Years at the APPA Institute” which was published in the September/October 2001 issue of Facilities Manager, the official publication of APPA: The Association of Higher Education Facilities Officers.
V. Photos of Some of the Year’s Events

The first annual Apprentice Program Luncheon was held May 1 to recruit applicants for apprentice positions available this year and to bring current apprentices and past graduates together to share experiences and plans to enhance the University of Virginia Apprentice Program. Speakers included Apprentice Representative for the Regional Office of the Department of Labor and Industry William D. Poats, Chief Facilities Officer Robert P. Dillman, and graduates Clarence Wells, J.J. Jefferson and Kevin Walls. After the event, several gathered to chat and to review the display. Shown here are Donna M. Barnes, program manager; J.J. Jefferson, electronics tech 1997; Tommy McRay, HVAC 1991; Richard Barbour, plumbing 1990; Tammy Dean, plumbing 1998; two guests; Gary Allen, electrical 1997; and Gordon Jones, HVAC 1986. Over 30 apprentices/graduates and 11 prospective applicants attended, along with Facilities Management staff and special guests.

The New Employee Orientation Program was updated and will continue to be refined to give new employees the best possible introduction to and understanding of Facilities Management’s expectations, policies, mission and their part in those.
Tom Wright, second from left, is the 2002 graduate of the University of Virginia Apprentice Program. On July 31 at a Rotunda Dome Room ceremony, he was awarded his certificate for successfully completing the four-year program and his studies for masonry/plastering. Congratulating him are (L-R) Robert P. Dillman, Chief Facilities Officer; Leonard W. Sandridge, Executive Vice President and Chief Operating Officer; Colette Sheehy, Vice President for Management and Budget; William D. Poats, Apprentice Representative for the Regional Office of the Department of Labor & Industry; and Donna M. Barnes, Apprentice Program Manager and Human Resources and Training Manager for Facilities Management.

The University of Virginia Apprentice Program inducted four new apprentices July 31 at a ceremony in the Rotunda Dome Room. Seated at the table signing their apprentice contracts are (L-R) Brion C. Stoner and Matthew McChesney who will apprentice as electronics technicians, and Brandon Lucas and David W. Gowen, who will be heating, ventilating and air conditioning apprentices.

Looking on are Donna M. Barnes, Apprentice Program Manager and Human Resources and Training Manager for Facilities Management (at podium); Robert P. Dillman, Chief Facilities Officer; Leonard W. Sandridge, Executive Vice President and Chief Operating Officer; Colette Sheehy, Vice President for Management and Budget; and William D. Poats, Apprentice Representative for the Regional Office of the Department of Labor & Industry. The UVA Apprentice Program, the first of its type to be sponsored by a state agency, entered its 20th year in the summer of 2002.
The UVA Department of Training recognized many Facilities Management employees who participated in the Workplace Education Program and their instructors at a May 9 “End of Year” celebration. Awards were given to Peggy Jarino for earning her GED, to Nikola Dimic and Linda Sue Woods for outstanding attendance, and to Sonny Beale (not available) for Supportive Management. Awards were also given to our other colleagues for their participation in the program. Celebrating their accomplishments are (L-R seated) Nikola Dimic, Linda Sue Woods, Shelby Hawkins, Peggy Jarino, and reading/GED instructor Anne Haile; (L-R standing) Goran Andelic, English as a second language instructor Ryann Collins, Abdalla Mohamed, Mohamed Eisa, Workplace Education Coordinator Ruth Vest, Evern Bunion, Cheryl Jones, Diane Rush and GED instructor Holly Dilatush. Housing Division staff members (not pictured) were also recognized at this event sponsored by the University’s Department of Training.
<table>
<thead>
<tr>
<th>Appendix</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix A</td>
<td>Classified Employment by Month</td>
<td>11</td>
</tr>
<tr>
<td>Appendix B</td>
<td>Hiring of Temporary Employees by Month</td>
<td>12</td>
</tr>
<tr>
<td>Appendix C</td>
<td>Competitive Promotions by Month</td>
<td>13</td>
</tr>
<tr>
<td>Appendix D</td>
<td>Reallocations by Month</td>
<td>14</td>
</tr>
<tr>
<td>Appendix E</td>
<td>Departmental Staffing</td>
<td>15</td>
</tr>
<tr>
<td>Appendix F</td>
<td>Separations By Month</td>
<td>16</td>
</tr>
<tr>
<td>Appendix G</td>
<td>Tuition Assistance Requests/Employees</td>
<td>17</td>
</tr>
</tbody>
</table>
Classified Employment By Month
(Salaried, Wage & Student)
Fiscal Year 2001-2002

Month
Number of Hires
0  3  6  9  12  15  18  21  24  27

- Total FM
- Building Services
Hiring of Temporary Employees By Month
Fiscal Year 2001-2002
Competitive Promotions by Month
Fiscal Year 2001-2002

Number of Employees

Month

Total FM  Building Services
## Departmental Staffing

As of June 30, 2002

<table>
<thead>
<tr>
<th>Area</th>
<th>FTE Filled</th>
<th>Wage Filled</th>
<th>Temp Filled</th>
<th>Vacant FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFO Staff</td>
<td>8.88</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Operations</td>
<td>366</td>
<td>27</td>
<td>24</td>
<td>37.5</td>
</tr>
<tr>
<td>FP&amp;C</td>
<td>76.25</td>
<td>3</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>HSPP</td>
<td>107</td>
<td>0</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>BMS</td>
<td>47</td>
<td>2</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Utilities</td>
<td>79</td>
<td>9</td>
<td>3</td>
<td>7.5</td>
</tr>
<tr>
<td>Totals</td>
<td>684.13</td>
<td>43</td>
<td>57</td>
<td>63</td>
</tr>
</tbody>
</table>
Separations By Month
Fiscal Year 2001-2002

Number of Employees
Month

Total FM
Building Services
Tuition Assistance Requests/Employees by Department
Fiscal Year 2001-2002

- UT
- OPS
- FPC
- HSPP
- BMS
- CFO

Legend:
- # of requests
- # of employees