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
- Information services to employees and customers

http://fmweb.virginia.edu/FMHome/departments/human/

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The Human Resources and Training Office

July 1, 2002- June 30, 2003

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

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I. Human Resources Management

- The Human Resources and Training Office has provided full support and management of the Employee Reward and Recognition Program initiated in March 2002. HR&T staff receive, process, and document all nominations, as well as provide full utilization reporting on a monthly basis. During the fiscal year, 229 rewards were granted under this program. Of these, 215 were Level One awards, 13 were Level Two and one was a Level Three award. The approximate total cost of awards granted this fiscal year was $24,100. The following chart depicts utilization by month:

Rewards & Recognition Gift Cards and Cash Awards Granted
July 2002 to June 2003
Total Awards - $24,143

- Customer service continues to be a primary focus for our office; a class on customer service basics is a critical component of our highly regarded Supervisory Development Series in-house training program. Weekly staff meetings are conducted to review ongoing assignments, to track and prioritize projects, and to develop department initiatives. Additionally, one-on-one meetings between the Human Resources Manager and
individual staff members are held monthly to review individual progress and issues. These regular meetings have enhanced the effectiveness of the Human Resources team, ensured the understanding of common goals and enhanced personal relationships.

• The Human Resources and Training Manager continues to be an active participant in the HR Liaison Group, which is comprised of field HR managers and University HR top leadership. The goal is to enhance communication and information flow on critical issues to the departments.

• Extensive efforts were expended this year in the area of departmental records management. Personnel records were updated and organized in preparation for the coming year’s plan to digitize all terminated and active personnel files.

• In addition to HR&T functions, our office provided a total of three weeks administrative coverage for the Office of the Chief Executive Officer during this fiscal year.

II. Employment

• Human Resources and Training staff expanded last year’s extensive efforts for apprentice program recruiting by working with high school and career counselors throughout the region. Program informational packets were developed and widely distributed to schools, both locally and in surrounding counties.

• Human Resources and Training staff attended the Charlottesville Albemarle Technical Education Center (CATEC) job fair in May to promote our apprentice program and other departmental opportunities. New marketing materials were developed for such events and were well received.

• Recruitment efforts have been expanded by posting all FM vacancies on the new local website Cvillehelpwanted.com, in addition to the normal practice of departmental and University posting.
During the 2002-03 fiscal year, the department hired a total of 117 new employees, as compared to last fiscal year’s total hires of 119. This figure includes 63 new salaried, wage and student hires, and 54 temporary hires. Approximately 26 percent of all new permanent salaried hires were in the Building Services Division of Facilities Operations. Building Services has historically been our highest turnover area. Through extensive reporting and justification efforts, we were able to maintain our staffing levels throughout the state-mandated hiring freeze which was in effect from July 2002 through January 2003.
In addition, 15 departmental employees were selected for competitive promotion this fiscal year. There were an additional 20 positions reallocated upward, downward or laterally through the state classification system.
As of June 30, 2003, approximately 90% of all assigned classified positions were filled (691.5). This figure represents a 1% decrease in the percentage of filled positions from the 2001-2002 fiscal year. In addition to the classified staff, there were 18 wage and 48 temporary positions filled. As of June 30, 2003, there were 76 classified positions vacant.

### June 2003 Departmental Staffing

<table>
<thead>
<tr>
<th>Area</th>
<th>FTE Filled</th>
<th>Wage Filled</th>
<th>Temp Filled</th>
<th>Vacant FTE</th>
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<tbody>
<tr>
<td>CFO Staff</td>
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<tr>
<td>Operations</td>
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<td>16</td>
<td>42</td>
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<tr>
<td>FP&amp;C</td>
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<td>BMS</td>
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<td>0</td>
<td>3</td>
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<tr>
<td>Utilities</td>
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<td>10</td>
<td>5</td>
<td>7.5</td>
</tr>
<tr>
<td>Totals</td>
<td>691.5</td>
<td>18</td>
<td>48</td>
<td>75.88</td>
</tr>
</tbody>
</table>

Total separations from Facilities Management for this year were 43, as compared to 81 during the 2001-2002 fiscal year. Eleven (26%) were from Building Services. (In 2001-2002, 21 of the 81 (26%) were from Building Services.)

### Separations By Month

Year 2002-2003

FM Total - 43
Building Services Total - 11
III. Training and Development

- For the sixth 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, The Leadership Development Center, Equal Opportunity Programs, and Environmental Health and Safety. Employees who participated in this Series were nominated by their directors to participate in the two-hour classes that ran from September 2002 through June 2003. Approximately 30 graduates of this program, along with the instructors, were recognized at our formal Training Recognition Ceremony held in the Dome Room of the Rotunda on July 23, 2003.
• This year’s in-house **Computer Training** program continued the Facilities Management practice of offering local, hands-on computer training to our employees.

Wei Sun (seated at the presentation computer) and Doug Lane (standing right) are two of several in-house instructors for Facilities Management’s computer classes. With them are Kristine Vey, Nancy Rush, Darryl Napier and Bill Kirby.

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**Course offerings and participation for the 2002-03 fiscal year compared to the previous year**

are shown on the chart below:

<table>
<thead>
<tr>
<th></th>
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<th></th>
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</thead>
<tbody>
<tr>
<td>Maximo Basic Training</td>
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<td>Computers 101</td>
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<td>Windows 101 (’02-’03) Fundamentals (’01-’02)</td>
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<td>Outlook Express</td>
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<td>2</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Maintaining Your Computer</td>
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<td>2</td>
<td>3</td>
<td>8</td>
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<tr>
<td>Web Page Development</td>
<td>1</td>
<td>2</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>How to Find, View and Print Drawings and Maps</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>Microsoft Word Fundamentals</td>
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<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Microsoft Excel Fundamentals</td>
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<td>2</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>Microsoft PowerPoint 2000 Fundamentals</td>
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<td>2</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>TOTALS:</td>
<td>13</td>
<td>32</td>
<td>46</td>
<td>122</td>
</tr>
</tbody>
</table>
• Due to University budget cuts, **Adult Education** courses were not offered this year. Our staff did, however, work to communicate course offerings from the City of Charlottesville Adult Education programs and to encourage our employees to attend by arranging direct payment for the courses, thus alleviating any out-of-pocket expenses to our lower wage employees in need of English as a Second Language (ESL) or GED training. Six employees took ESL (five from Building Services and one from Recycling) and two from Building Services are taking GED preparation courses.

Additional miscellaneous training programs that were offered this reporting period included:

- **Mandatory Discriminatory Harassment Training** for new supervisory personnel was conducted in October 2002 and April 2003; 23 employees covering all levels of Facilities Management leadership attended, compared to 138 in 2001-02. New supervisors will continue to receive this training as appropriate. At this time, there are no plans to offer repeat or update training on this topic.

- **Leadership Training** Seven employees were nominated to attend the 5-day Leadership Development Program taught by UVA’s Leadership Development Center.

- **Heart Saver AED** class was taught in June 2003 to six employees by Wanda Hedges, of Facilities Management Business Management Services, who is also a cardiac technician, captain of the Greene County Rescue Squad and a certified instructor for AED (Automated External Defibrillator) training. The Public Access Defibrillator program (PAD) was brought to Facilities Management in June, requiring staff to be trained in the application and operation of the AED. The links in the
“Chain of Survival” for victims of sudden cardiac arrest are recognition, early access (911), early CPR, early defibrillation, and early advanced care.

- **Other Job-Specific Training** is required for employees in certain areas.
  - **Forklift Operator Certification** training classes were held for 6 employees in July and August 2002. The instructor was Gerald Drumheller from Environmental Health & Safety (EHS). All participants passed the course and are certified for forklift operation.
  - 22 Facilities Management employees completed required **DOT Driver Training** in April, taught by Rebecca Mason of the Faculty & Employee Assistance Program (FEAP).
  - **Confined Space Training** was taught by Tim Fitzgerald of Safety & Compliance Services, Inc. for 38 employees.
  - Because of their maintenance or custodial responsibilities, 533 employees attended the annual **Occupational Safety & Health Administration (OSHA) Health & Safety Training** and/or **Asbestos Operations and Maintenance Work Force Training** sessions in January 2003 at EHS offices. Topics included Lead-Based Paint & Lead Awareness Update, Accident Prevention— Controlling Safety, Asbestos Awareness Update, Back Injury Prevention, Bio-safety Program Overview, Chemical Safety and Waste, and Ergonomics. The instructors were Joel Loving, Ralph Allen and Karen Allen of EHS.
  - **OSHA/Asbestos New Employee Training**, which addressed Asbestos Awareness, Chemical Safety & Waste, and Lead-based Paint & Lead Awareness for new employees whose work requires such training, was taught by Joel Loving of EHS to 25 new Facilities Management employees.
• **Respirator Fit Test and Annual Review**, taught by Michelle Whitlock of EHS, was completed by 12 employees.

• **Spill Prevention & Control Training**, taught by Jeff Sitler of EHS, was completed by 63 employees.

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 30 requests from 15 different employees of the department. The following chart reflects departmental usage by organization. These numbers show a slight increase in utilization from 2001-02, when 12 employees made 23 requests for tuition reimbursement.

![Tuition Assistance Requests/Employees by Department Fiscal Year 2002-2003](chart_image)
Apprentice Program - The second annual Apprentice Program Luncheon was held April 22, 2003 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. Approximately 35 current apprentices and graduates attended the event, along with 16 guests who were interested in learning more about apprenticeship with Facilities Management. Keynote speakers included apprentice graduates and Facilities Management officials. Special guests were the Regional Apprentice Program Manager and the Virginia Apprentice Program Director from the Department of Labor and Industry.

As the fiscal year closed, the HR&T Office made plans to sponsor a July 23 Apprentice Graduation and Induction and Training Recognition Ceremony in the Dome Room of the Rotunda.

Apprentices Mark Christian, Justin Huddleston and Tommy Maddox were honored for their completion of training at the July 23 Training Recognition Ceremony. With them are (L-R) HR&T and Apprentice Program Manager Donna Barnes, Chief Facilities Officer Robert Dillman, Executive Vice President and Chief Operating Officer Leonard Sandridge, Vice President for Management and Budget Colette Sheehy and Regional Apprentice Manager William Poats.
Three apprentices were honored and five new apprentices were inducted. A sixth apprentice was hired following this formal ceremony. Three of our new recruits are in the HVAC trade—two in Utilities and one in Operations. Operations also has an electrician. There are two plumber apprentices, one in HSPP and one in piping distribution. The new recruits give us a total of 17 apprentices currently in training with UVA’s program.

III. Professional Development for the HR&T staff

- Additional Oracle training was completed by HR&T staff as appropriate during this first year following Oracle HR/Payroll implementation. Stephanie Burnette completed three classes in HR Recruitment Viewer and Valerie Hurst completed Discover Report Writing.

- Betty Wooding was recognized for her 25 years of membership in Virginia Press Women and the National Federation of Press Women.

- Betty Wooding completed training in Web Basics, taught by ITC, and attended the annual ITC Office Technology Conference in May.

IV. Communications

- The New Employee Orientation Program was held six times during the fiscal year. All 117 new wage, classified and temporary employees were invited and scheduled to attend; 90 (77%) attended.

- Our departmental newsletter, Perspective, was published three times during this fiscal year. Renewed emphasis was placed on recognizing employees’ commitment and dedication in spite of budget cuts, severe weather conditions and increasing workloads.
- We have done extensive work on our web site http://fmweb.virginia.edu/FMHome/departments/human/ to make our site more employee/user friendly. We added extensive procedural information for employees and supervisors, information on programs like the Rewards and Recognition Program, and numerous links to relative employee policy, program and benefits information. Format style and photos were updated and enhanced.

- News releases on events such as Energy Awareness Day and various awards and accomplishments were provided to the University News Office for distribution to area media. In addition, various event photos were provided to the University News Office, the UVa website, Alumni News, and Inside UVa, the University faculty and staff newsletter.