

annual report 2003



New Jersey

department of

Personnel

working for a better new jersey

About the New Jersey Department of Personnel

Our mission at the Department of Personnel is to attract, develop and retain a high quality workforce for New Jersey's State, county and municipal governments. We do this by collaborating with management and labor to develop a fair, efficient human resource delivery system rewarding quality, merit and productivity.

New Jersey's Department of Personnel is responsible for providing personnel services and programs not only to State agencies, but also to most of the State's counties and municipalities. Under the provisions of Title 11A of the New Jersey Statutes, the Department of Personnel administers a merit system of personnel management for the central agencies of State Government; for career non-academic employees at our State Colleges; and for more than 300 local jurisdictions in New Jersey, including 20 of 21 counties and nearly 200 municipalities. The Department serves a combined total of approximately 190,000 employees.

A merit system of personnel management is a complex mechanism, involving assigning appropriate titles to each State and local agency job; determining whether a competitive situation exists for each title; developing and administering examinations to fill vacancies in competitive positions in the Career Service; and administering a Performance Evaluation System for State employees. In addition to managing this mechanism, the Department of Personnel considers appeals of both its own actions and the personnel management decisions of State and local agencies through the Merit System Board; develops and delivers training for State and local government employees through HRDI; supervises Equal Employment Opportunity and Affirmative Action programs in State agencies and in the State Colleges; and, operates employee recognition and employee assistance programs for State employees.

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State of New Jersey

OFFICE OF THE GOVERNOR

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JAMES E. MCGREEVEY
Governor

A Message from the Governor:

Since taking office in 2002, this Administration has made difficult decisions and sacrifices to address New Jersey's priorities while balancing budgets. Under the direction of Commissioner Castro, the Department of Personnel works with State agencies to examine how government can better manage its workforce to improve the quality of life in our State in a fiscally responsible manner.

I commend the Department of Personnel for its efforts in helping the public sector meet its obligations to the people of New Jersey while managing resources – including human resources – wisely. By employing tools such as attrition and an early retirement incentive program, by reducing staff in purely administrative agencies, and by implementing cost-effective shared personnel services arrangements on the State level, we have been able to focus on delivering the essential services New Jerseyans most depend upon while containing the size and cost of the workforce.

I am proud that, while deploying human resources to areas of greatest need, we have continued progress in diversifying the workforce, keeping our promise that New Jersey's public employees reflect its population.

We have an ambitious agenda before us, and we rely on the support of a skilled, motivated workforce to help accomplish our goals. The guidance and expertise of Commissioner Castro and the Department of Personnel will be invaluable as we continue to work together to build a better New Jersey.

With all good wishes,

A stylized blue ink signature of James E. McGreevey.
James E. McGreevey



JAMES E. MCGREEVEY
Governor

STATE OF NEW JERSEY
DEPARTMENT OF PERSONNEL
PO BOX 317
TRENTON, NJ 08625-0317

IDA L. CASTRO
Commissioner



A Message from the Commissioner:

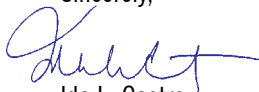
Whether safeguarding our children, caring for our most vulnerable citizens, protecting our security and our environment, or providing any other government service the public depends upon, the State of New Jersey cannot succeed without a dedicated, skilled and motivated public workforce.

Since January 2002, this Administration has encountered many challenges and opportunities while addressing New Jersey's priorities. The challenge to all of us in State government continues to be to work smarter, to be more cost-efficient, and to focus resources on providing direct services most needed by the people of New Jersey.

To address the most critical issues confronting our State, our focus in the past two years has been to strengthen essential services, such as child protection, patient care in our State institutions, job creation, motor vehicle services, and homeland security. We have accomplished this by *reducing* the purely administrative ranks of the State's executive agency workforce while *increasing* the number of employees delivering direct services.

Despite fiscal constraints, the Department of Personnel will continue its transformation into a modern human resource service provider by using technology and forging new partnerships to better serve the public and our customers in State, county and local governments. We will take further steps to motivate and support our workforce, provide an impartial forum for resolving Merit System appeals, ensure opportunities for advancement, and foster conditions that enable New Jersey to attract and keep the best and the brightest.

As Commissioner, I am proud to share the accomplishments of the Department of Personnel outlined in this report. I thank our stakeholders - employees, unions, legislators, State agencies and local governments - for their continuing support and cooperation.

Sincerely,

Ida L. Castro

2003



Accomplishments

It was clear at the start of this Administration in 2002 that, to accomplish Governor McGreevey's objectives, the Department of Personnel needed to end its role as a transaction-based bureaucracy to become a more flexible, customer-oriented organization. The Department has made steady progress in this direction over the past two years by focusing on **improving customer service, optimizing human resources, encouraging opportunity, ensuring fairness** and **streamlining operations**.

USING TECHNOLOGY TO IMPROVE CUSTOMER SERVICE

Information technology has been an essential tool in helping the Department of Personnel become more responsive to its customers. Information technology is helping the Department to create a more seamless interface with our customers, whether they are municipalities, job seekers or candidates for Civil Service promotions.

County and Municipal Personnel System (CAMPS)— Paper-driven processes traditionally used by this Department to transact business are time consuming and labor intensive. To the extent financial resources have permitted, the Department is working to computerize its more antiquated processes. The most recent effort in this area is CAMPS, County and Municipal Personnel System. Scheduled for launch in 2nd quarter 2004, CAMPS will eliminate thousands of forms local governments currently mail to the Department by allowing them to record personnel transactions online. County and municipal employees will see their transactions implemented more quickly and the Department of Personnel can maintain data more securely and efficiently.

NJ DOP Website — The most visible way the Department of Personnel is using technology to improve customer services is through our website: www.nj.gov/personnel. The site has been redesigned over the past year, and further changes are planned in the coming year to make the NJ DOP website an information gateway for New Jersey public employment. Our goal is a website that not only provides a wealth of helpful information, but more interactive features, such as online resume submission and job application.



OPTIMIZING HUMAN RESOURCES

Immediately after taking office in 2002, Governor McGreevey directed that all agencies of New Jersey State government manage their human resources more efficiently and effectively, to ensure that the State's greatest needs and priorities were met. Facing major fiscal challenges, this Administration took a hard look at the State government workforce and determined that delivering on New Jersey's priorities required not layoffs, but trade-offs. The Early Retirement Incentive (ERI) Program, implemented in Fiscal Year '02, reduced the number of State workers, many of whom were in higher salary brackets, paving the way to an effective realignment of employees.

In 2003, this Administration also completed its collective bargaining negotiations in an agreement that resulted in significant cost savings to the State. These unanticipated savings allowed the State to reinvest in the areas of greatest need, hiring more than one thousand family care, health care and security workers necessary to protect the frail, the most vulnerable and our citizens-at-large.

As a result, New Jersey's executive agencies now have fewer middle managers and more front line staff. These employees are providing increased security, better protection and educational opportunities for our children, and improved health services for all State residents.

It is worth noting that this Administration has strengthened these important services, while maintaining approximately the same level of staff in State executive agencies since December 2001.

Furthermore, despite increases granted by the past administration, the average salary of State executive agency employees has remained almost constant since 2001 at about \$50,000 per year. The average salary of the new hires since the ERI was offered is only \$35,600, while the average salary of the ERI beneficiaries was \$58,200.

PROVIDING OPPORTUNITIES

At the Department of Personnel, our chief responsibility is to attract and retain the most talented personnel to work for New Jersey. Once we recruit the best people, we must be able to provide them with opportunities for advancement that will encourage them to stay in the public sector.

Opportunities for Advancement — Opportunities for advancement are important to employees. By implementing a regular schedule for all public safety promotional exams, the Department gives interested candidates more opportunities for advancement in law enforcement. Equally important, we ensure that there is always a ready pool of qualified candidates to fill critical public safety positions.

Make-Up Exams—Responding to feedback from the law enforcement community, the Department recently modified its make-up exam policy so that, if a candidate, for whatever reason, misses a scheduled exam, he or she may take the next regularly scheduled exam. In most cases, the next scheduled exam takes place within a year; however, if the wait is unreasonable, more than a year and a half, we will now schedule a completely new exam.

Test Convenience — The Department of Personnel is collaborating with the Department of Labor to administer its computer-based Civil Service examinations at Department of Labor field offices in Camden, Trenton, New Brunswick and Paterson. Use of these facilities, at no additional cost to the State, provides more convenient testing locations for our clients. Computer-based exams also permit us to provide candidates with raw scores on site, a welcomed improvement in service.

Recruiting and Keeping Talent — The Department expanded recruitment efforts during 2003 to reach a broader range of audiences and streamlined the Civil Service job application process to make it more accessible. We also launched an on-campus recruiting initiative, which allows State recruiters to go toe-to-toe with the private sector by qualifying candidates and making on-the-spot job offers for entry-level positions.

The Department has also implemented retention pay for nurses and advancement opportunities for health care aides to address the critical shortage of experienced people in this field. We are working with State agencies to develop tailored approaches to attract individuals in “hard to recruit” titles, such as physicians, forensic scientists, psychiatrists, security and IT specialists — all of whom are costly in the marketplace. Even while bringing on board qualified individuals who are able to command higher salaries, DOP has managed to contain HR costs.

Two programs launched in 2003 have strengthened recruiting efforts:

Police Assistant Program — It is important that local governments be able to recruit and develop employees from their own communities — those who know the issues and the rhythms of their towns. In 2003, the Department created a way for police departments to recruit and develop local talent by establishing the Police Assistant Program. The Police Assistant Program was designed to improve the quality of candidates considered for appointment as Police Officers and to allow municipal Police Departments to be more representative of the communities they serve. It was created through a partnership of the Fraternal Order of Police and the Police Chiefs’ Association and piloted in Atlantic City with excellent results.

The program permits a municipality to hire staff in the title of Police Assistant, giving them the flexibility to promote these “home grown” police assistants to a Police Officer position once they have completed a structured on-the-job training program. Candidates train, work and receive feedback for one year. At the end of that year, they take a promotional exam.

A number of jurisdictions have expressed interest in establishing Police Assistant Programs and we are looking to expand the program for use in the Fire Service.

Student Intern Program — To offer an alternative staffing resource to Merit System employers and increase student awareness of public sector career opportunities, the Department initiated a Student Intern Program for all New Jersey students enrolled in accredited technical schools, colleges and other educational programs.

The program is open to New Jersey students who are in school and have completed at least half their courses of study at accredited technical, undergraduate and graduate schools, community colleges and other education programs.

Completing the internship program successfully will bring these students into a non-competitive Student Intern title. The Student Intern is eligible for promotion to a target entry-level title, providing full-time employment in the career service and providing employers with talent they can develop from their own communities.

The Department has approved the Student Intern Program for the Department of Environmental Protection and the Department of Human Services and plans future intern programs for the Treasury Department and the Office of the Public Defender.

Fostering Diversity — Understanding that, to develop a more diverse workforce, employers must have access to more diverse pools of job candidates, the Department has increased outreach efforts to attract the largest and most diverse police and firefighter candidate pools in New Jersey history. For example, of more than 32,000 applications submitted in 2003 for our most recently announced entry-level law enforcement exam, 25% of applicants were women; 20% were Hispanic; and, 27% were African American.

In addition to providing increased opportunity for advancement, this Administration's approach to managing the workforce has also fostered greater diversity, in keeping with Governor McGreevey's promise that State government reflect New Jersey's citizenry. As of December, 2003, the number of upper-level minority officials in State government had increased by more than 25 percent during this Administration, even though the total number of all such officials has actually decreased. In addition, of all full-time new hires in State executive agencies since January 2002, 75 percent have been minorities or women.

Supporting Veterans – In recognition of the important service provided by State employees serving in Iraq and Afghanistan, pursuant to Governor McGreevey's executive order in December, the Department took the necessary steps to ensure that all State employees in the military are permitted to accumulate vacation leave while on active duty. Also in December, the Department began providing preference in examinations to veterans of Operations Enduring Freedom and Iraqi Freedom as provided in the most recent Veteran's Preference Law amendment.

ENSURING FAIRNESS

Appeals/Merit System Board — Any personnel system covering more than 190,000 employees must include a fair, impartial forum for resolving employment disputes and grievances. To generate stability and positive labor relations throughout the State's public sector workforce, the Merit System Board, administered by the Department of Personnel, provides this forum.

To be fair to all parties, the Merit System appeals process has become more complex over the years. This can be frustrating for individuals whose careers are hanging in the balance while they wait for their appeals to be heard. The Department has taken steps to address this matter, working especially hard on areas that tend to cause the most aggravation and frustration.

In just two years, the Department has significantly reduced appeal backlogs and waiting times for appeal resolution. The Department has also consulted with its advisory boards, representing labor unions, police and fire organizations, local governments, and State human resource directors and affirmative action officers on ways to prevent appeals from being filed in the first place. An important part of this effort is revising and changing rules so that they are easier to understand, less cumbersome and ultimately, more fair.

The processing time for written record appeals in the areas of list removals, bypasses, sick leave injury (SLI) benefits, discrimination, minor discipline and grievances has been reduced from over one year to between four and six months. Currently, there is no backlog in these areas.

From the end of Fiscal Year 2001 to the end of Fiscal Year 2003, the number of pending written record appeals was reduced from 6,858 to 3,867, a reduction of more than 40 percent.

NJ DOP's **Early Settlement Program** continues to resolve over 50 percent of major disciplinary appeals filed by State employees without the need for conducting expensive and time-consuming hearings at the Office of Administrative Law.

The Department has extended the **Alternative Dispute Resolution** concept to major disciplinary appeals filed by employees of Hudson and Mercer Counties and the City of Trenton, as well as counsel fee and back pay disputes involving the New Jersey Department of Corrections.

The **Workers' Disability Program** has resolved over 300 cases over the past two fiscal years without the need for an adversarial hearing, by returning the employee to work with a reasonable accommodation or by designing a safety net for an employee who cannot return to work.

STREAMLINING OPERATIONS

The Department is constantly looking at new ways to streamline operations and increase its efficiency and responsiveness.

Shared Services — Governor McGreevey has advocated that Government use shared services arrangements to work smarter, and the Department of Personnel has been among the first agencies to implement this concept at the State level.

The Department's Shared Services Program allows a participating State agency to contract with the Department of Personnel to perform all of its human resource functions. The Centers accomplish efficiencies, reduce costs and improve customer service through:

- Reengineering human resource services
- Streamlining personnel processing
- Staffing Centers with multi-skilled experts
- Applying the latest technology
- Eliminating redundancies



The following New Jersey agencies are part of the Shared Services Program:

- Commerce and Economic Growth Commission
- Department of Agriculture
- Department of Banking and Insurance
- Department of Personnel
- Department of State
- Higher Education Commission
- Office of Administrative Law
- Office of Information Technology
- Office of the Child Advocate
- Motor Vehicle Commission
- New Jersey Network

Simplifying the Testing Process — In the past, delays in testing caused numerous hiring and promotional issues for both management and employees. The Department has addressed this issue by administering exams more frequently, and by consolidating multiple tests.

An example is the computerized management test battery, which measures management skills by presenting candidates with real life scenarios. NJ DOP can now test for more than 170 different job titles with this single test. We have eliminated the need to develop and administer 88 separate management tests and have already achieved a savings in excess of \$240,000. Other benefits from this new testing method include fewer examination appeals and rave reviews from nearly all test candidates.

New Jersey



State Workforce At-A-Glance

AGENCY	FULL-TIME STATE EMPLOYEES			REMARKS
	1/1/2002	12/31/2003	PCT CHG 2002-2003	
AGRICULTURE	264	257	-2.7	
BANKING AND INSURANCE	520	490	-5.8	
COMMUNITY AFFAIRS	1,126	1,066	-5.3	
CORRECTIONS	10,485	10,178	-2.9	
(Corrections)	(9,735)	(9,510)	-(2)	
(State Parole Board)	(750)	(668)	-(11)	
EDUCATION	1,020	992	-2.7	
ENVIRONMENTAL PROTECTION	3,468	3,335	-3.8	
GOVERNOR'S OFFICE	144	136	-5.6	
HEALTH AND SENIOR SERVICES	2,189	2,188	0.0	
HUMAN SERVICES	19,739	20,912	5.9	Includes major increases in Division of Developmental Disabilities and Division of Youth and Family Services
INFORMATION TECHNOLOGY	1,058	930	-12.1	
LABOR	3,599	3,794	5.4	
LAW AND PUBLIC SAFETY	9,237	9,383	1.6	
(LAW AND PUBLIC SAFETY)	(7,558)	(7,609)	(1)	Includes increases related to Homeland Security
(Juvenile Justice)	(1,679)	(1,763)	(5)	
(Child Advocate)	(0)	(11)	NA	New agency intended to improve the State Government's supervision of children.
MILITARY AND VETERANS AFFAIRS	1,536	1,481	-3.6	
PERSONNEL	442	404	-8.6	
STATE	611	581	-4.9	
(State)	(207)	(190)	-(8)	
(Commission on Higher Education)	(24)	(19)	-(21)	
(Higher Educational Student Assistance)	(219)	(213)	-(3)	
(Public Broadcasting)	(161)	(159)	-(1)	
TRANSPORTATION	5,562	6,174	11.0	
(Transportation)	5562	3878	-30.27687882	Reflects reassignment of the Division of Motor Vehicles to the new Motor Vehicle Commission
(Motor Vehicles)	0	2296	NA	Establishment and Expansion mandated by new legislation, including State takeover of Motor Vehicle Agencies (506 full-time employees) in the interest of improved security
TREASURY	5,648	5,427	-3.9	
(Treasury)	(3,921)	(3,645)	-(7)	
(Administrative Law)	(118)	(113)	-(4)	
(Casino Control)	(340)	(354)	(4)	
(Public Defender)	(962)	(971)	(1)	
(Public Utilities)	(265)	(305)	(15)	Includes expansion related to Homeland Security
(Ratepayer Advocate)	(42)	(39)	-(7)	
TOTAL EXECUTIVE AGENCIES	66,648	67,728	1.6	
JUDICIARY	9,521	9,504	-0.2	
LEGISLATIVE STAFF	501	524	4.6	
TOTAL STATE GOVERNMENT WORKFORCE	76,670	77,756	1.4	

LEADING CHARACTERISTICS OF FULL-TIME
STATE GOVERNMENT WORKFORCE
12/31/2003

NUMBER (Including Judiciary
and Legislative Staff): 77,756

AGE
Average: 44
Median: 45

LENGTH OF SERVICE
Average: 12 Years
Median: 12 Years

SALARY
Average: \$50,763
Median: \$46,657

GENDER
Females: 42,639 (54.8%)
Males: 35,117 (45.2%)

REPRESENTED BY UNIONS
66,415 (85.4%)



Budget Comparisons 2001-2003

In 2003, the Department of Personnel answered Governor McGreevey's call to do more with less by submitting a reduced budget request, while raising its standards of performance and increasing productivity.

NEW JERSEY DEPARTMENT OF PERSONNEL BUDGETS

2001	2002	2003
\$28,138,000.	\$29,735,000.	\$26,711,00.



Equal Employment Opportunity & Affirmative Action

The Department's Division of Equal Employment Opportunity and Affirmative Action (EEO/AA) was created by statute to ensure equality of opportunity in New Jersey State Government employment. This Division oversees and advises 15 State agencies, a host of commissions, authorities, and offices; develops EEO policies and standards; monitors EEO and Affirmative Action programs in State agencies and State Colleges; keeps abreast of trends in discrimination and harassment complaints; and, provides information and technical assistance to State and local agencies.

Embracing Diversity — The McGreevey administration understands that workforce diversity is the key to improving its services to a population that is becoming more varied every day. It is no accident that the number of minorities among State government managers has increased dramatically during the past two years, or that there is a higher proportion of women and minorities among new hires.

During 2003, the Department worked to modernize the State Government's EEO information along the lines recommended by the US Department of Labor's Office of Federal Contract Compliance. The Department's Division of EEO/AA is also working to develop programs that advance equal opportunity and diversity in State agencies, and to expand the scope of the technical assistance that it offers to local government agencies.

MINORITIES IN STATE EXECUTIVE AGENCY MANAGEMENT, 1997-2003

ADMINISTRATION	DATE	MANAGERS	MINORITIES	PERCENTAGE
WHITMAN	DEC 1997	3,549	471	13.3
DIFRANCESCO	DEC 2001	3,574	486	13.6
MCGREEVEY	DEC 2003	3,383	610	18.0

WOMEN & MINORITIES AMONG EXECUTIVE STATE AGENCY NEW HIRES, 1992-2003

ADMINISTRATION	CALENDAR YEAR	NEW HIRES (state executive agencies)	FEMALE	PERCENTAGE	MINORITY	PERCENTAGE
FLORIO	1992	2,481	1,328	53.5	1,085	43.7
	1993	2,938	1,480	50.4	1,100	37.4
WHITMAN 1	1994	1,947	804	41.3	626	32.2
	1995	1,843	845	45.8	627	34.0
	1996	1,773	766	43.2	798	45.0
	1997	3,918	1,821	46.5	1,622	41.4
WHITMAN 2	1998	3,747	1,792	47.8	1,353	36.1
	1999	4,099	2,238	54.6	1,662	40.5
	2000	5,892	3,167	53.8	2,522	42.8
DIFRANCESCO	2001	6,503	3,500	53.8	2,971	45.7
MCGREEVEY	2002	5,359	3,052	57.0	2,756	51.4
	2003	6,311	3,860	61.2	2,822	44.7

Training & Developing the State Workforce

New Jersey relies on first-rate training and development to equip its public workforce for the challenges of the 21st Century, and to ensure that public employees remain motivated and seek additional career opportunities within the public sector.

The Human Resource Development Institute (HRDI) is the Department of Personnel's training and development arm. HRDI provides educational resources and services through a diverse network of professional consultants and vendors with expertise in specific subject areas such as: management, leadership development, customer service, communications, time management, executive coaching/retreats, team building and Microsoft Office applications.

HRDI offers a wide variety of courses related to jobs in the public and nonprofit sectors, and a number of special certification programs, including the Certified Public Manager (CPM) Program (in cooperation with Fairleigh Dickinson University); the Support Specialist Program (SSP); the HR Horizons program for human resources professionals; the Trainer Certification Program for training and development specialists; and a WebMaster Fundamentals Certification Program (in cooperation with

the New Jersey Institute of Technology). HRDI is an authorized provider of continuing education units (CEUs) from the International Association for Continuing Education and Training. HRDI is also recognized by the New Jersey Board for Social Workers and the National Association of Certified Public Accountants to award continuing education credits. College credits are awarded for select courses.

HRDI tailors programs to meet the specific needs of New Jersey's State agencies. These programs are then offered at the HRDI training center or at a location convenient for the client.

Most Popular HRDI Courses – 2003

1. Certified Public Manager Levels 1-3
2. Making the Transition from Co-Worker to Supervisor
3. Management Skills for New Supervisors
4. Excel '97 Introduction
5. Excel 2000 Introduction
6. Access 2000 Introduction
7. Effective Writing
8. Access 97 Introduction
9. Excel 2000 Intermediate
10. Word 2000 Introduction

EMPLOYEES RECEIVING HRDI TRAINING BY PRACTICE AREA

	FY 2001 Employees	FY 2002 Employees	FY 2003 Employees
Computer	12,136	7,569	7,238
Human Resource	*16,221	*19,852	5,708
Management	4,148	3,903	3,463
Professional Development	4,864	4,830	3,041
Total	37,369	36,154	19,450

* Prevention of Sexual Harassment training was mandated for all State employees.

NEW HRDI COURSES FOR 2003

HR Horizons, a certificate program for Human Resource professionals, covers critical aspects of Human Resource administration through a selection of core and elective courses. Topics include grievance handling, job performance management, recruitment, retention and managing legal issues.

New computer courses for 2003:

- Visio 2000 Intermediate
- Visio 2000 Advanced
- Dreamweaver MX for Windows – Level 1
- MS Project 2002 Introduction
- Upgrading to Windows XP, Word 2002 and Outlook 2002 *(for NJ Dept. of Labor)*
- Migrating to a PC *(for NJ Dept. of Labor)*
- GroupWise 6.5 Upgrade Presentation *(for NJ Dept. of Transportation)*

NEW HRDI COURSES FOR 2004

LEEEP, the Law Enforcement Entry-Level Exam Preparation program, is a test-prep course for anyone planning to take the LEE exam. The one-day class teaches participants how the LEE is structured, how to apply strategies to master multiple choice questions, and the specific test areas a test-taker might encounter on the exam.

Ready, Set, Test! is designed for anyone who is planning to register for any Civil Service exam. This one-day course provides the essential information participants need to successfully maneuver through the Civil Service application process.

Moving Up the Ladder is a six-day course designed to prepare firefighters for the Lieutenant/Captain promotional exam. Former and current fire chiefs and captains have been selected as instructors for this program. Participants will learn supervisory management skills, strategies for answering multiple choice questions and topics in fire management.

New computer classes for 2004:

- Access 2000 Programming w/VBA
- BusinessObjects Advanced Reporter
- Relational Database Design
- Dreamweaver MX for Windows Introduction
- GroupWise 6.x Introduction
- Outlook 2002
- PC Introduction/Windows XP
- PowerPoint XP Advanced Techniques
- BusinessObjects Supervisor
- WebIntelligence 6.x Reporting



Cop2Cop Law Enforcement Intervention Hotline

As part of an ongoing effort to improve the quality of services offered to New Jersey's law enforcement, in 2003, the Department renewed a three-year contract with University Behavioral Health Care at the University of Medicine and Dentistry of New Jersey to continue Cop2Cop, its toll-free, confidential hotline for law enforcement personnel.

Cop2Cop is the first legislated law enforcement crisis-intervention hotline in the nation. A 24-hour/7-day-a-week service, Cop2Cop is staffed with retired police officers and licensed mental health professionals offering four main services: Peer Support, Clinical Assessments for Officers and their families, Referrals to a Police Clinical Network of Providers, and Critical Incident Stress Management Services.

Since the September 11, 2001 tragedies, there has been a 300 percent increase in calls to the Cop2Cop hotline from law enforcement officers. As the threat of terrorism increases in the U.S., Cop2Cop serves as a national model for first responders to the World Trade Center — Rescuer Support Victim Program. In addition to previous awards, Cop2Cop received the New Jersey Governor's *Excellence Award* from the State Office of Volunteerism, and the *World Congress Award* from the International Critical Incident Stress Foundation in 2003.

Calls to Cop2Cop passed the 10,000 mark in 2003.

HOTLINE ADVISORY BOARD

Ida L. Castro, Chairperson

Commissioner, New Jersey Department of Personnel

J. Christian Bollwage

President, NJ League of Municipalities
Mayor, City of Elizabeth

Edward R. Brannigan

President, State Fraternal Order of Police

Patricia Cabrera

Assistant Communications Director
Office of the Governor, State of NJ

Elizabeth Cristopherson

Executive Director,
NJ Network(NJN) Public Television and Radio
President, NJN Foundation Board

Colonel Joseph R. Fuentes

Superintendent, NJ State Police

Antonio Gonzalez

President, Hispanic Law Enforcement
Society of Essex County

Peter C. Harvey

Attorney General of the State of New Jersey
NJ Department of Law & Public Safety

Marty W. Jackson

President, Atlantic City Vulcans

Ernest Jubilee

Deputy Chief, Atlantic City Police Department
National Organization of
Black Law Enforcement Executives

John H. Lyles-Belton

Atlantic City Vulcans

Michael J. Madonna

President, State Policemen's Benevolent Association

Chief Michael Mastronardy

President, NJ State Association of Chiefs of Police
Dover Township Police Department

Donald McCann

Chief, Police Services Section
Police Training Commission

Tom O'Reilly

Administrator, NJ Department of Law & Public Safety

Jim Nestor

Director, State Police Employee Assistance Program

Mark Schor

Director of Marketing & Development
University of Medicine and Dentistry of New Jersey
University Behavioral Health

Lillian Valenti

Chief, Office of Medical Services
Port Authority of NY and NJ

Lisa Vogel

President, Garden State Survivors

Maggie Young

Director of Gubernatorial Events and Community Outreach
Office of the Governor
Former Cop2Cop Hotline Coordinator

Merit System Board

The Merit System Board is a five member, bipartisan, public body consisting of Commissioner Castro, who serves as chairperson, and four part-time members appointed by Governor McGreevey with the advice and consent of the State Senate. Terms of the four part-time members are four years.

The Board prescribes the policies and procedures by which the Department of Personnel administers the Merit System (New Jersey's Civil Service) mandated by the State Constitution and Title 11A of the Revised Statutes. The Board exercises its responsibilities by adopting changes to

Title 4A of the New Jersey Administrative Code (the "Civil Service Rules") and by issuing decisions on appeals.

2003 Board members are: Commissioner Ida L. Castro, chairperson; Alan Dexter Bowman; Margaret E.L. Howard; Josephine DiRienzo; and Robert J. Long

Advisory Boards

The New Jersey Legislature (N.J.S.A. 11A:2-11) has authorized the Commissioner of the New Jersey Department of Personnel to establish certain advisory boards.

The following advisory boards provide a regular forum for discussion of departmental policies and procedures and to seek advice and support for new programs that will improve the health, safety and welfare of New Jersey's public employees.

FIRE ADVISORY BOARD

Ida L. Castro, Chairperson

Commissioner, New Jersey Department of Personnel

Charles Aughenbaugh, Jr.

President, NJ Deputy Fire Chiefs Association

Chief Daniel Cahill

NJ Career Fire Chiefs Association

Thomas P. Canzanella

President, Professional Firefighters of NJ

Jose R. Cruz

Captain, Jersey City Fire Department

Hispanic Firefighters & E.M.S. Society of NJ

David Giordano

President, Newark Fire Fighters Union

Ed Griffith

Vice President, Newark Fire Fighters Union

William Lavin

President, NJ Firemen's Mutual Benevolent Association



Dominick Marino
Treasurer, Professional Firefighters of NJ

Brian McGorty
NJ Firemen's Mutual Benevolent Association

Karla M. Schoener
President, Fire Service Women of NJ

LABOR ADVISORY BOARD

Ida L. Castro, Chairperson
Commissioner, New Jersey Department of Personnel

Donald Buchanan,
Vice President, IFPTE Local 195

Thomas Palermo
President, Communications Workers of America, Local 1039

Richard Dann
President, Communications Workers of America, Local 1085

Sherryl Gordon
Executive Director, AFSCME Council 1

Betty Lisovsky
President, NJCSA Council No. 6

Michael Sharp
President, Executive Board, PBA,
Local 105 and Chairman,
State Law Enforcement Conference

Robert Pursell,
Area Director, Communications Workers of America

POLICE ADVISORY BOARD

Ida L. Castro, Chairperson
Commissioner, New Jersey Department of Personnel

Edward R. Brannigan
President, Fraternal Order of Police

Frank Calabrese, Jr.
Policemen's Benevolent Association

Patricia Cassidy
Fraternal Order of Police

John J. Chrystal, III
Fraternal Order of Police

Chief Anton Danco
NJ State Association of Chiefs of Police
Clark Police Department

Ernest Jubilee
Deputy Chief, Atlantic City Police Department
National Organization of Black Law Enforcement
Executives

Michael Madonna
President, Policemen's Benevolent Association

Ivan Mendez
President, Latino Law Enforcement
Society of Mercer County

Hector Rodriquez
Fraternal Order of Police

Wanda Scheumeister
D.A.R.E. Officer
Policemen's Benevolent Association

Jiles Shipp
Special Assistant to the Director

Jeffrey Sims
Policemen's Benevolent Association

Officer Raul Virella
Latino Law Enforcement Society of Mercer County

Anthony Wieners
Executive Vice President,
Policemen's Benevolent Association

H. Lawrence Wilson, Jr.
NJ Council of Chartered Members
of the National Black Police Association
Office of the Attorney General

HRM Consultants & Service Territory

NEW JERSEY DEPARTMENT OF PERSONNEL Division of Human Resource Management Consultant Teams

Ida L. Castro
Commissioner

Marjorie A. Schwartz
Assistant Commissioner

Elizabeth Van Marter, Director
Diane Lamothe – Support Staff
609-292-8035

TEAM #1: 609-292-9195
Rita Roper, Manager
Donta Johnson, Support Staff

Leaders:

Nora Koch 609-984-2723
Anthony Larice 609-984-0995

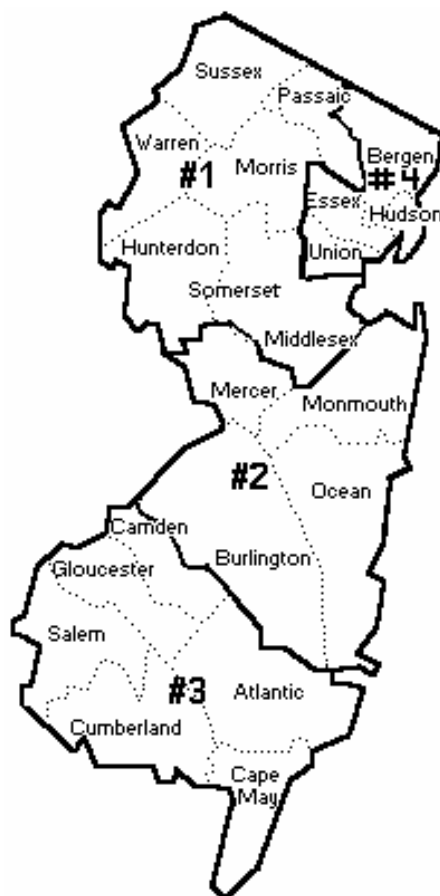
Hunterdon Co. Jurisdictions
Middlesex Co. Jurisdictions
Morris Co. Jurisdictions
Passaic Co. Jurisdictions
Somerset Co. Jurisdictions
Sussex Co. Jurisdictions
Warren Co. Jurisdictions
NJ Dept. of Education
NJ Dept. of Env. Protection
NJ Dept. of Human Services
State Colleges & Universities

TEAM #2: 609-292-9689
Amy Laird, Manager
Barbara Lewis, Support Staff

Leaders:

Diane Fayad 609-984-0238
Marilia Rivera 609-777-0935
Evelyn Woods 609-292-9090

Burlington Co. Jurisdictions
Mercer Co. Jurisdictions
Monmouth Co. Jurisdictions
Ocean Co. Jurisdictions
NJ Dept. of Military & Veterans' Affairs
NJ Dept. of Transportation
NJ Dept. of the Treasury
Juvenile Justice Commission
Casino Control Commission
Authorities & Commissions
Office of Legislative Services



TEAM #3: 609-292-7110
Les Summiel, Manager
Carol Goodman, Support Staff

Leaders:

Art Hoenig 609-292-8189
Joseph Ridolfi 609-292-6572

Atlantic Co. Jurisdictions
Camden Co. Jurisdictions
Cape May Co. Jurisdictions
Cumberland Co. Jurisdictions
Gloucester Co. Jurisdictions
Salem Co. Jurisdictions
NJ Dept. of Community Affairs
NJ Dept. of Health & Sr. Services
NJ Dept. of Law & Public Safety
Office of the Public Defender

TEAM #4: 609-984-4333
Judy Gottlieb, Manager
Felecia Moore, Support Staff

Leaders:

Audrey Duess 609-984-4332
Jill Griff 609-777-0908

Bergen Co. Jurisdictions
Essex Co. Jurisdictions
Hudson Co. Jurisdictions
Union Co. Jurisdictions
NJ Dept. of Corrections
NJ Dept. of Labor
Board of Public Utilities

Statewide Initiatives
609-984-0993
Marsha Weinstein 609-984-2344
Kathy Tryon, Support Staff

Department of Judiciary

Departments/Agencies Serviced by DOP

In addition to serving more than 300 local jurisdictions in New Jersey, including 20 of 21 counties and nearly 180 municipalities, the Department of Personnel serves the following departments/agencies of State government:

DEPARTMENTS/AGENCIES	
Agriculture	Transportation (Motor Vehicle Commission)
Banking & Insurance	Treasury (Office Of Administrative Law)
Community Affairs	(Casino Control Commission)
Corrections (State Parole Board)	(Office Of The Public Defender)
Education	(Board Of Public Utilities)
Environmental Protection	Other Departments And Agencies
Governor's Office	Commerce And Economic Growth Commission
Health & Senior Services	State Colleges And State Library (Career Service Only)
Human Services	Kean University
Office Of Information Technology	Montclair State University
Labor	New Jersey City University
Law & Public Safety (Juvenile Justice Commission)	Ramapo College Of New Jersey
(Office Of Child Advocate)	Rowan University
Military & Veterans Affairs	State Library
Personnel	The College Of New Jersey
State (Commission On Higher Education)	The Richard Stockton College Of New Jersey
(Higher Educational Student Assistance Authority)	Thomas Edison State College
(Public Broadcasting Authority - NJ Network)	William Paterson University

Looking Ahead



In the coming year, the Department of Personnel will strengthen its partnerships with employees, labor, legislators, and State agencies and local governments to drive further improvements in efficiency, performance and customer service. Planned improvements include:

Statewide Test Sites — In addition to expanding the number of New Jersey Department of Labor facilities used as NJ DOP test sites in the coming year, the Department will collaborate with the Department of Transportation to use its facilities. With additional sites to choose from, candidates can take exams at locations most convenient to them.

Online Job Classification System — To streamline the resource-intensive job classification process, the Department is working with the State's Office of Information Technology on an automated alternative. This new system will give State agencies the tools they need to reclassify positions in a fraction of the time it currently takes.

DOPPROS (Pro-active Resume Online Service) — As a new resource for Merit System employees and employers, DOP will launch an online resume service. Using DOPPROS, Merit System employees can post their resumes electronically, and Merit System employers can consult the online resume bank to help fill job openings.

Employee Advisory Service — Our public sector employees have important work to do, and the State depends on these employees to fulfill those duties without being distracted by work, family or personal issues. The Department's Employee Advisory Service (EAS) currently works with managers and employees to help resolve performance problems that may result from emotional stress at home or on the job.

A variety of issues, from substance abuse, to mental health issues, to interpersonal difficulties, can negatively impact employees' quality of life and performance. With this in mind, the Department will expand the level of services available through its Employee Advisory Service. The service will have trained counselors available 24/7 — instead of only during work hours — for employees and their family members who need assistance.

eCATS — Together with the Departments of Environmental Protection, Labor and Transportation, NJ DOP is developing eCATS, a uniform web-based time and attendance system for use throughout State government. This new approach to capturing and reporting attendance and time use is another example of how the Department is using technology to increase accuracy, while reducing redundancy, cost and processing time.



Department of Personnel

Senior Staff



Ida L. Castro
Commissioner

Janet Share Zatz
Chief of Staff

Robin Andujar
Assistant Commissioner, Finance, Administration & Technology

Connie Caponegro
Assistant Commissioner

Marjorie Schwartz
Assistant Commissioner, State and Local Operations

Josephine V. Anderson
Director, Communications

Candice Hendricks
Legislative Liaison

John Kraus
Director of Selection Services

Henry Maurer
Director, Merit System Practices & Labor Relations

Michele Meyer-Shipp
Director, Equal Employment Opportunity/Affirmative Action

Don Pastor
Manager, Human Resource Information Services

Cathy Samuels
Director, Human Resource Development Institute

Henry Smith
Director, Office of Intergovernmental Services

Elizabeth Van Marter
Director, Human Resource Management

