

## A Message From Governor James H. Douglas

Dear Colleague:

I have had the pleasure of meeting and working with many of you in my 30 years as a state employee. It is clear to me that your hard work has, in many ways, made Vermont the great state that it is.

A public service career can be challenging and exciting. The most exciting and productive times, however, lie ahead of us. Together, we will build on your accomplishments and seek ways to better serve our fellow Vermonters.

It is very likely that you have heard me discuss the need for a change in the culture of government. I would like to take this opportunity to share my thoughts on this subject with you.

Largely, the need for change is the result of problems that, left unattended, have made it more difficult for you to do your job. The problems to which I refer are collectively the product of our efforts to deliver new and ever changing services within the same old systems.

Evolving services and stagnant delivery systems have resulted in a cumbersome, complicated, and inefficient way of conducting state business. These problems are frustrating for you and frustrating for the citizens we serve. It has been many years since Vermont thoroughly reviewed its policies

and systems to ensure that we are delivering our services in the most efficient and effective manner possible.

Changing the way we do business means recreating, reorganizing or removing systems within state government that are not consistent with our belief in a government that serves its citizens as an ally. My expectation is that we will make state government more responsive, more efficient, more accommodating and more accountable.

I have recruited individuals for my administration who share my belief in government that serves its citizens as an ally; individuals who view public service not as just a job, but as an honor and a duty. I will be asking these new government managers to identify new and innovate efficiencies. However, before I hear from them, I would like to hear from you. This administration cannot do it alone—we need your help.

During my campaign, many of you made suggestions on how we could improve the delivery and enhance the quality of services, often while saving tax dollars. Your valuable firsthand experience and day-to-day observations are most likely to result in the identification of enhancements.

To be certain that you have opportunities to share your ideas with

me, I will be launching a new employee comment and advice page (E-CAP) that will allow you to quickly and conveniently communicate

directly to my office. This comment page will be for state employees only and will provide you the option of sending your message anonymously. The page will be announced in an upcoming volume of this Outlook newsletter. In the mean time, employees are encouraged to call my information line at 1-800-649-6825 to provide input.

In addition, over the next 6 months, I will be visiting many of our state office buildings and other facilities. I hope to meet to talk with you about the work you are doing and your vision for changing government.

Renewing the confidence of Vermonters in their government will revitalize all of us who have made it our professional pursuit to work for our neighbors as public servants.

Thank you again for your dedication and service. I look forward to hearing from you.

Warm Regards,  
Jim Douglas



## Commissioner's Comments

My first few months as Commissioner of Personnel have been challenging and very rewarding.

The challenges include advising the administration and the legislature on the impact various legislative initiatives might have on the state as an employer; working with other professionals in the department to implement the new De-

partment of Personnel organizational structure; planning for a significant upgrade to our Human Resource Management System; and implementing an online employment application process.

The rewards have come as I continue to get to know the talented employees within state government who work very hard each

day to deliver, in the most efficient and effective manner possible, the highest level of customer service to our citizens.

In recognition of this service and



Cindy LaWare

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outstanding contribution to our state, Governor James Douglas will host Vermont's Public Service Recognition Week Celebration on Monday, May 5, 2003 in Montpelier. Individuals and teams will be honored for their leadership, their exceptional contribution in meeting or exceeding department goals, and their outstanding service to Vermont citizens

Outstanding Employee/Team nomination forms were sent to all agency secretaries and commissioners last week. Please help us honor those employees who have made an outstanding contribution to the Vermont communities they serve by nominating candidates deserving of this statewide recognition. The deadline for submission of nominations is March 28, 2003. If you have an individual or team in mind, please work with your department supervisor to make the nomination. For more information, I encourage you to contact Audrey Quackenbush at aquackenbush@per.state.vt.us or call 241-1116.

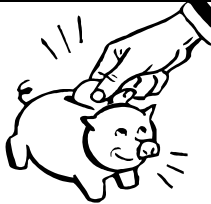
Public Service Recognition Week, celebrated during the first full week in May each year, is sponsored by the Public Employees Roundtable with the purpose of recognizing the achievements of public employees and to showcase the important services they provide to our nation.

Although the May 5 event is designed to highlight the outstanding achievements of a few, we do believe that all state employees should be recognized and thanked for their daily work and contributions to the state of Vermont. With this in mind, I encourage you to plan to celebrate Public Service Recognition Week with all the employees within your departments as well.

As always, I am very interested to know what is on your mind and what we can do to help. Please contact me at claware@per.state.vt.us.

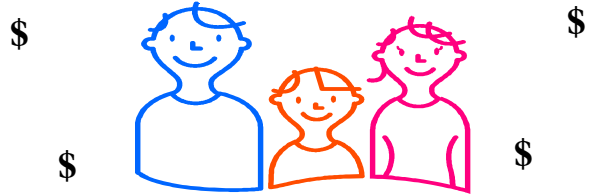
## Deferred Compensation Seminars

- March 5 - Saint Johnsbury, Eastern Ave.
- March 6 - Montpelier, National Life
- March 6 - Burlington, 108 Cherry St.
- March 11 - Montpelier, Liquor Control
- March 12 - Newport, Courthouse
- March 13 - Barre, McFarland House
- March 14 - Waterbury, AHS Secretaries Conference Room
- March 18 - Berlin, Materials and Research
- March 18 - Waterbury, AHS Secretaries Conference Room
- March 19 - Brattleboro, State Trooper Barracks
- March 20 - Bennington, State Office Building
- March 26 - Middlesex, State Trooper Barracks
- March 27 - Montpelier, Pavilion Building
- April 3 - White River Junction, Courthouse



For additional information, please contact the Deferred Compensation Administrator at 802 229-2391.

## Child Care Cost Reimbursement



### What is the Childcare Reimbursement?

The childcare reimbursement is a benefit for classified and exempt state employees in the Executive Branch of State Government that provides direct reimbursement dollars for work-related childcare expenses.

### How much can I get back?

Eligible employees may receive up to \$1,000 reimbursement if the 2002 taxable income (after deductions) for your family is \$50,000 or less.

### What kind of information do I need to supply?

With the application you need to submit a copy of your 2002 federal income tax return and a written verification from your childcare provider of the amount paid for care during calendar year 2002.

### Does it matter who my childcare provider is?

Your provider must be registered, licensed, or certified by the state. You can verify your childcare provider's status online at <http://www.state.vt.us/srs/childcare/> or by contacting the Child Care Services Division at 802-241-3110.

### Where do I get an application?

- Karen Joeckel, Department of Personnel by email at [kjoeckel@per.state.vt.us](mailto:kjoeckel@per.state.vt.us) or phone at 828-3491, or
- Karen Mihina, Administrator for the State of Vermont/VSEA Child/Elder Care Committee at **1-800-287-8322**, or
- Your department Personnel Officer. Not sure who that is? Find out at <http://www.vermontpersonnel.org/employee/hrstaff.cfm>

### Application deadline?

All applications for must be **postmarked no later than April 16, 2003**. Applications must be mailed via the United States Postal Service to the address indicated on the application.