

Governor challenges state leaders to hire more veterans

As part of Governor Pat McCrory's efforts to make North Carolina the most military and veteran-friendly state in the nation, the state's human resources department partnered with North Carolina for Military Employment to host a summit to educate state government leaders and hiring managers on the benefits of hiring military talent.

“Connecting veterans to jobs in North Carolina is one of my top priorities.”

– Governor Pat McCrory

“Their extensive technical training and depth of experience makes veterans a valuable asset to North Carolina businesses and government,” said Governor McCrory.

“Supporting veterans in their return to civilian life is important to us,” said Neal Alexander, the director of the Office of State Human Resources. “As they leave the military, we want to make sure they put their talents to use



Governor Pat McCrory thanks agency leaders for their hard work during the North Carolina Military Employment Summit on April 20, 2016. Watch the video now!

right here in our state.”

The focus of this event was to educate state agencies' leadership and decision makers on the contributions that veterans can offer an organization, and show why it's important to keep their skills and expertise in North Carolina. The event also featured remarks from Secretary of the Department of Military and Veterans Affairs Cornell Wilson and Secretary of Public Safety Frank Perry.

Customer Service: the cornerstone of state service



Neal Alexander
Director,
Office of State
Human Resources

As state employees, we must never forget that our primary function is to serve the people of North Carolina and to provide great customer service. We are entrusted with this responsibility by the citizens and taxpayers of our state.

So, what is great customer service? First and foremost, it is knowing our jobs and doing them to the best of our ability. It is also about being resourceful and working efficiently to meet the expectations of your customers, whether it's the public or your colleagues. That's right, state employees are customers too... your internal customers. They are just as important as the external ones. Working together—even across agencies—in a collaborative manner toward common goals is essential.

Key aspects of great customer service include: attentiveness, communication, knowledge and insight, time management, perseverance, flexibility, empathy and others. When we come to work each day with a mindset of providing great customer service, it makes it easier to set our priorities and focus on the reason we are here.

Getting a job with the State of North Carolina is not easy. You may be interested to know that we received nearly one million job applications last year. So, when you were hired, you succeeded in a very competitive process. That is because we want the best and the brightest serving the people of North Carolina... and you are one of them! Thank you.

Sincerely,

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This year marks the 100th anniversary of the North Carolina parks system. The first state park, Mount Mitchell, was authorized by the North Carolina General Assembly on March 3, 1915.



The following year, the land was acquired and became the park. Throughout this year, the North Carolina state parks system will celebrate this amazing milestone. *The Resource* and the Office of State Human Resources are commemorating this anniversary too (see right)!

North Carolina Parks

- 29 state parks
- 3 state forests
- 2 state fish hatcheries
- 1 state natural area
- 1 state nursery

National Parks in North Carolina

- 1 national park
- 4 national forests
- 1 national memorial
- 2 national historical sites
- 8 national wildlife refuges
- 2 national seashores

We want to hear from you!

Send us a photo of you at a North Carolina state park. Make sure the park's sign is included in your photo. Email it to us at The.Resource@nc.gov with your testimonial about the park in your photo. Tell us why you love that park or the North Carolina park system in general.

Throughout the remainder of 2016, we will feature the photos and quotes of state employees at some of the parks in North Carolina.



State employees show Compassion in Action



Many state employees join the public sector out of a desire to serve. Many also go a step further and participate in the annual State Employees Combined Campaign. Yet there are still more who donate even more: their time. These generous state employees make an incredible difference by volunteering in their communities.

The Resource staff wants to highlight those who are so generously giving their time. A website, oshr.nc.gov/state-employees-volunteering, features individual stories, and we are also creating a series of videos (there are three so far) about some of these volunteers. Yet we need to add to those stories!

If you volunteer more than four times per month, and if you work directly with the recipients of your charitable work, we want to hear from you! Please send us your volunteer story! Tell us what you do and why you do it in at least 100 words. Send that story to us via email at The.Resource@nc.gov.



State employees listen to a speaker during an April 2016 Sensible Savings Session hosted by NCFlex and the Office of State Human Resources.

Sensible Savings Sessions still available

Sensible Savings Sessions are in full swing this year! So far, the Office of State Human Resources has hosted five sessions across the state, educating 130 state employees on benefits available through the State of North Carolina.

NCFlex State Insurance Plans partners with State Employees' Credit Union and North Carolina's Total Retirement Plans every year to host these informative sessions for state employees. There are open seats for sessions in Winston-Salem, Wilmington, and Asheville!

Can't make one of our in-person classes? Sign up for one of our webinars! They will be held August 17 and August 25 from 8:30 a.m. – 12:15 p.m.

Space is limited, visit NCFlex.org to learn more and register for a session today!

Keep money in your pockets with SECU ATMs

CashPoints is the Automated Teller Machine (ATM) network owned by State Employees' Credit Union (SECU). There are 1,100 CashPoints ATMs located in the cities, towns and crossroads of our state. Not only are the machines convenient for SECU members, all are no-surcharge ATMs. Why is this a big deal?

When using many ATMs, you will find a surcharge or additional fee added with each transaction, especially if you are not a member or customer of the financial institution that owns the ATM. Per a recent Wall Street Journal article, "ATMs Take a Bigger Bite Out of Wallets," the average cost to use an ATM that isn't "in network" or tied to a member's or customer's financial institution has risen to a record \$4.52 per transaction. Some financial institutions even charge their own account holders.

With an average of 7 million transactions completed monthly, SECU's CashPoints



no-surcharge stance translates into millions of dollars saved in avoided fees by SECU members and non-members. Don't let ATM fees take a bite out of your wallet – stick with CashPoints and keep the money in your pocket!

State Employees' Credit Union®



Want to save money on your vacation plans? WeSave helps!

Now's the time to plan your family's next vacation, but for members of WeSave, the free state employee discount program, vacation plans and saving money go hand in hand!

Orlando area attractions and lodging: <http://www.orlandoemployeeediscounts.com/member-login/?uname=wesaveNC>

Carowinds: <http://shop.accesso.com/clients/cedarfair/affiliate/?m=8294&ec=110&username=CAWESAVE&password=CAWESAVE>

Kings Dominion: <http://shop.accesso.com/clients/cedarfair/affiliate/?m=8114&ec=400&username=KDWESAVE&password=KDWESAVE>

Other theme park savings: <https://ticketsatwork.com/affiliates/wesave/>

Check out more savings at www.wesave.com



Spring brings possible bad weather

Know the Danger Signs and Prepare Now!

A late winter with bitter temperatures, rain, snow, sleet, and ice had most people screaming for spring – warmer temperatures, blooming flowers, budding trees, and carefree days. However, those days of bliss can be marred by tumultuous, unpredictable storms that strike quickly, leave devastation, and cost residents thousands in repairs.

“North Carolina’s springs bring renewal but are also the most active months for severe thunderstorms and tornadoes,” said Mike Sprayberry, North Carolina Emergency Management Director. “Weather conditions during spring in this state are unpredictable and can change very fast. It’s critical for residents to know the warning signs, what to do, and where to go when severe weather threatens. Take the time to plan ahead so that you won’t be caught off-guard.”

Warning Signs

Not all storms are emergencies, but every storm has the potential to become one. Seemingly mundane, average “spring showers” can change quickly with little notice. Dangers linked with severe storms include lightning, tornadoes, strong winds, hail, and flash flooding.

“Knowing the warning signs of when an ordinary storm takes a dangerous turn is key to protecting yourself and your loved ones,” said Sprayberry. “You don’t usually have much time when a storm is bearing down on your community.”

Lightning can strike as far as 10 miles away from the rain area in a thunderstorm. That’s about the distance you can hear

thunder. If the sky looks threatening, people should take shelter even before they hear thunder.

Sprayberry reminds people to know what the warning signs are for dangerous weather conditions, especially in the case of tornadoes.

“Tornadoes may be identified by a large, dark, low-lying cloud, most likely rotating, greenish skies and a loud roar,” said Sprayberry. “If you see or hear any of these warning signs, you should implement your emergency plan immediately.”

Safety Tips

Emergency Management officials recommend the following safety tips:

- Know the terms: WATCH means a tornado is possible. WARNING means a tornado has been spotted; take shelter immediately.
- If driving, you should leave your vehicle immediately to seek safety in an adequate structure. Do not try to outrun a tornado in your vehicle, and do not stop under an overpass or a bridge.
- If you are outdoors, and there is no shelter available, take cover in a low-lying flat area. Watch out for flying debris.

There are different places that you need to go to depending on the weather emergency and your location.

- Home – Go to the basement, under the stairs, or in a bathroom
- At Work – Go to the basement if there is one or in stairwells, bathrooms, or closets. As a last resort, crawl under your desk.
- In Stores – Seek shelter against an inside wall, an enclosed hallway, or fire exit. Stay away from skylights and large open areas.

Residents are urged to get the free ReadyNC mobile app, which provides real-time traffic and weather information along with information about opened shelters and riverine flood levels. The ReadyNC.org website also provides information to help you prepare for severe weather.

June is Safety Month Are you a Hazard Hero?

Hazards can arise in any kind of workplace from offices to warehouses, indoors to outdoors. That’s why many agencies and universities are conducting Safety Stand Downs in May and June. This is a chance for employees to take time out of the work day to identify hazards in the workplace.

Once you find a hazard, go to hazards.nc.gov to submit a hazard form. If you have a smart phone, take some pictures of the hazard because you can attach those to the form.

All hazard form submissions will be reviewed by your supervisor and your facility safety professionals to determine the best way to correct the problem.

Step up and Be a Hazard Hero!

Don't forget to report hazards!



Regardless of the season,
go to hazards.nc.gov,
and be a Hazard Hero!

Governor issues statewide proclamations

Asian American and Pacific Islander Heritage Month



Older Americans Month



Click on a proclamation to read more



Stylish, prescription eyeglasses.
High-quality products for your office and your home.
Prices you can afford.



The Smart Choice. The Right Choice.

Stop in to see us at the
2016 Wellness and Safety Expo
Wednesday, May 11 between 9am and 4pm
NC State Fairgrounds, Jim Graham Building
Open to all State employees, current and retired
Sign up to receive product offers and e-mails at
www.correctionenterprises.com

UNC REX HEALTHCARE PRESENTS

NORTH CAROLINA SYMPHONY

Summerfest

2016



SUMMERFEST WEEKENDS MAY 28 – JULY 9, 2016

Special offer for state employees! Save up to 25% off on lawn seating for Summerfest 2016!

More shows and more stars with Grammy® nominees, tributes to classics, Broadway stars, the music of David Bowie, and more! Enjoy all of the family fun these performances have to offer, including great music, contests, instrument zoos, picnics, and more!

Regular: \$30-36 | State employees: \$22-27 | Kids 12 & under are admitted FREE on the lawn!

Go to Ticketmaster.com to purchase your discount lawn tickets to Summerfest with the promo code STATESF. For the best value, Flex packages of 10 or 12 tickets are also available.

Contact Kimberly Little to purchase or with questions: 919 789-5505 | klittle@ncsymphony.org

A complete list of Summerfest 2016 events is available at ncsymphony.org/summerfest.

The state employees discount is not retroactive or available at the door

NCVIP program preps for end of year reviews

Did you see [The Resource NCVIP Update in April?](#) If not,



please read the performance management steps and details that will affect you as we wrap up the end of this performance management cycle and begin the next.

In the July issue of *The Resource* you will get more information about the next performance cycle tasks. The Office of State Human Resources performance management team is working on a series of videos that will help explain some of the elements of those tasks. In the meantime, feel free to check out the NCVIP website for more information, ncvip.nc.gov.



Workers' Comp team leads efforts to reduce workplace injuries

OSHR's Safety Health and Workers' Compensation Division (SHWC) is working hard to prevent employee injuries and reduce workers' compensation costs. SHWC's safety staff has been working closely with the Governor's Health and Safety Leadership Team to identify and fix injury trends.

The first step in ensuring that we are using taxpayer dollars in an effective way is to keep ourselves and our fellow state employees safe! Employees and supervisors are encouraged to continue to participate in ongoing efforts to identify and report hazardous working conditions.

SHWC's workers' compensation program managers are also participating in claim reviews with state agencies and universities statewide to improve claim management practices, discuss return-to-work potential, and identify claims ripe for final settlement.

Throughout this consolidation effort, one priority remains the same: if an employee is injured on the job, the state will make sure that person receives the medical treatment and care he/she needs.

For more information, go to workerscomp.nc.gov.

COMING SOON

Workers' Compensation Administrators and Human Resources Professionals

1. Revised BEACON codes and clarified procedures for workers' compensation leave of absence and reinstatement actions and time recording. BEST Shared Services will provide detailed information on implementation of these changes soon.
2. Newly redesigned webpage, workerscomp.nc.gov, will include many new forms, checklists, and other resources to assist workers' compensation professionals in administering and managing claims.
3. If you missed it earlier this year, register now via the BEACON LMS for "Managing Your Claims: Part I", the one-day training class that has already been attended by over 400 workers' compensation professionals statewide.

Next class date: August 9, 2016

Location: Learning & Development Center
101 W. Peace Street, Raleigh, NC 27603

For more information, email workerscomp@nc.gov.

Do you know what the EAP has to offer?

Take this quiz to be sure

1. **True or False:**
The Employee Assistance Program is free to state employees.
A: True, of course! It's also free for immediate family members.
2. **True or False:**
The Employee Assistance Program is confidential.
A: True, of course! It's also available 24 hours per day!
3. **True or False:**
The Employee Assistance Program only offers assistance for work-related concerns.
A: False! EAP services are available for personal and work-related concerns.

Check out the full list of services at oshr.nc.gov/state-employee-resources/employee-relations/employee-assistance-program



Speak with an EAP counselor. It's free, and it's 100 percent confidential!

**Call
888-298-3907**

Dealing with Depression?

Beginning May 17, 2016, you can access a free, on-demand online seminar that will offer information on effective methods for combating depression.

Go to www.mygroup.com and search for "depression" for more information.



**DO YOU HAVE ANY SUGGESTIONS OR STORY IDEAS?
EMAIL US AT THE.RESOURCE@NC.GOV.**

