Message from Governor Paul Patton

Kentucky state government employs more than 36,000 people, and that’s why I’m opening this message by saying how much I appreciate the work that each of you do to keep state government running. You are all truly the backbone of our Commonwealth.

I’d like to take this opportunity to discuss several issues that directly impact state workers. The first is the Employee Advisory Council, which I created by Executive Order on May 18 of this year. The Order provides for classified employees of the Commonwealth to voluntarily select an employee organization to represent them on the Council. The Council will meet periodically and provide advice and recommendations to the governor concerning state employee/employer relations, and discuss with the governor issues relating to wages, hours and other terms and conditions of employment that are within the governor’s authority to decide or recommend to the General Assembly. One of the concerns this Council can address in time is state government’s compensation system.

The success of our administration is due to the ability, hard work, and dedication of all our state employees. Some state employees are paid very well by the Commonwealth. Many are not. As I have studied the state compensation system, I have found that great disparity exists in the compensation of our employees. In preparing the budget for the 2000 session of the General Assembly, I discovered that 18,475, more than half of all state workers, were in job classes with pay grades several levels lower than the job deserved. This was based on the application of a uniform system of evaluating jobs.

The merit system provides great protection for employees. However, there is no specific formal mechanism for employees to communicate to me their collective opinion of what is fair and reasonable treatment.

I believe that state employees should have the right to have a system to articulate their combined opinion of what is fair treatment to all employees if they want to have one. It has become obvious to me that some state employees have had more influence than other employees and therefore have received better treatment. I proposed a wage equity program in the 2000 session of the General Assembly that would have, over a six-year period, eliminated most of what I have perceived to be inequities in the state employee compensation system. It was not an attempt to save money. It would have cost $77.5 million more than the present pay system over the biennium. My proposal would have helped nearly 80 percent of state employees and yet most state employees who contacted us were opposed to it. I
On July 2, 2001, Gov. Patton signed Executive Order 01-852 implementing the second phase of his Wage Equity Program.

Pursuant to the Executive Order, the entry level salary for all pay grades was increased by 6.67% and the midpoint salary was increased by 1.67%.

The 1.67% is the average of the increases in salary received by the Governor and other elected officials for calendar years 1998 and 1999. The 6.67% is the average of those increases plus 5%, which was added in order to bring our entry level wages closer to midpoint and market.

The Executive Order also provides for automatic increases to the entry level and midpoint salaries in future years. Those increases will be based on the average of the salary increases received by the Governor and other elected officials in the two calendar years preceding the year in which the biennial budget is adopted.

For example, when preparing the 2002 – 2004 biennial budget, entry level wages will be increased by at least the average of the salary increases received by the Governor and other elected officials in calendar years 2000 and 2001. These annual changes will keep our salary schedule close to market.

The Executive Order also implemented the next step in placing job classifications in the proper pay grade. It provided that those job classes that were two grades lower than where they should be within our pay grade schedule were raised by one grade, assuring that no job class is more than one grade away from where it ideally should be.

In order to make these needed changes in the salary schedule and grade assignment and still allow employees to receive their annual 5% increment for fiscal year 2001-2002, the changes were handled as follows.

When the grade assignment and/or entry rate changed, any employee on initial or promotional probation whose salary was below the new entry level wage was increased to the new entry level wage. Any employee not on probation whose salary was less than 5% above the new entry level wage was adjusted to be at 5% above the new entry level wage. All other employees will receive their normal increment on their increment date.

All of this may seem very complicated, but Gov. Patton’s goal is very simple. He wants the entry level wage paid to new state employees to keep up with inflation.

As he often asks, “Is it reasonable to expect to hire an engineer (he always uses this example as he is an engineer) in 2001 and pay him at the same entry level wage as was in effect in 1990?”

Gov. Patton wants the midpoint wage to be as close as possible to what an experienced employee would be paid for doing similar work (same degree of know-how, problem solving, accountability) in our relevant job market. This is the market in which we compete for employees, and it includes public and private employers in Kentucky and public employers in the thirteen Southeastern states.

He wants to make it possible for state employees to quit saying “Well, we work for less money, but the benefits are good.” He wants them to be able to say “Our pay is commensurate with what we could expect from other employers.”

That is a laudable goal, and we should all be very pleased that Gov. Patton has taken on this very complicated issue.

This is particularly noteworthy because he has done this while also recommending 5% annual increments in all three budgets he has submitted to the Legislature, which resulted in state employees receiving a 5% increment for six consecutive years.

Personnel Secretary Explains Changes
Phase Two of Wage Equity Program Implemented

By Secretary Carol Palmore, Personnel Cabinet
Staffing to Close to Walk-Ins on Tuesdays
Employees to Use Time to Review Applications; Other Requests

By David Cooke, Personnel Cabinet

Effective August 1, the Division of Staffing Services in the Kentucky Personnel Cabinet in Frankfort will no longer interview and counsel applicants on Tuesdays.

Applicants may continue to visit the office four days per week — Monday, Wednesday, Thursday, and Friday — except on regularly scheduled holidays when all state offices are closed.

The workload of the Division of Staffing Services has increased by approximately 252% over the last three years, and employees need more time to review and process applications and other requests. Each Tuesday, the division will process agency mail and review applications received through U.S. Mail, e-mail and by fax. The additional time that staff will have on Tuesdays will allow them to more adequately and regularly analyze applications and state agencies’ requests for personnel actions.

Most of the division’s increased workload has come from applications received from the general public through e-mail applications, fax and U. S. mail, as well as agency requests. The number of walk-in applicants has remained relatively steady during the last three years, running between 33,000 and 36,000 per year.

“The division has experienced a shift in the demand for services due to the Internet and e-mail,” said Singer Buchanan, deputy secretary of the Personnel Cabinet. “Technological advances have opened up new ways to access our services and this new electronic applicant has caused us to re-prioritize our efforts and ensure we are meeting the demands of our customers.”

During the last three years, the number of applicants applying for state positions has steadily increased and has reached a high of 232,000 per year. Considering the number of individuals hired for merit positions each year, which has averaged about 7800, the ratio of applicants to jobs filled is very high. On average, there are approximately 30 applicants for every vacancy, but there are considerably more applicants for most merit positions that are advertised. Some advertised positions have drawn several hundred applicants and a few have drawn several thousand applicants. For some hard to fill positions, especially those at the higher professional levels, there are fewer than 30 applicants per vacancy.

Approximately 3.36% of all applicants who apply are hired in state merit positions.

In addition to being closed to walk-in applicants for interviews and counseling on Tuesdays, the Division of Staffing Services will no longer provide testing on Tuesdays for applicants for state merit positions.

For more information, call the Division of Staffing Services at 502-564-8030, or contact them through the Personnel Cabinet’s general e-mail site at www.state.ky.us/agencies/personnel/pershome.htm.

Public Employee Recognition Set

Kentucky will celebrate Monday Oct. 8 through Sunday Oct. 14 as Kentucky Public Employee Recognition Week.

Gov. Patton is requesting that agencies encourage their managers and supervisors to find innovative ways to celebrate this week and recognize their employees for the broad variety of services provided by government and for a “job well done.” This can range from organized activities to simple “pats on the back.”

The benefits gained from a motivated and appreciated workforce are well worth our effort.

The week should be a time when all citizens become more aware of how government services touch their lives every day, and of the outstanding employees who have chosen careers in public service.

Please let the Personnel Cabinet know about your agency’s activities so that articles and pictures can be shared in the next edition of the Communiqué.
Juvenile Justice Makes America’s Promise Pledge; Explores Mental Health Issues

By Kym Newcom, Department of Juvenile Justice

The Kentucky Department of Juvenile Justice (DJJ) hosted The Governor’s Conference on Juvenile Justice: Tools for the 21st Century in March. Gov. Paul Patton opened the conference with words of praise for the department’s accomplishments and presented the department with a little red wagon, symbolizing acceptance of DJJ’s pledge to become a Community of Promise by America’s Promise — The Alliance for Youth.

America’s Promise strives to bring people from all sectors of the nation together to build the character and competence of youth by fulfilling five core promises of providing caring adults, safe places, healthy starts, marketable skills, and opportunities to serve.

Kentucky’s Promise

In November 2000, Gov. Patton signed the Governor’s Promise Partnership, creating Kentucky’s Promise and encouraging state agencies to join in the partnership.

Following Gov. Patton’s lead, and under the leadership of Commissioner Ralph E. Kelly, Ed.D., DJJ applied to become a Community of Promise, committed to working to fulfill the five promises for the youth it serves, and to educating the public about the mission of America’s Promise.

The department’s pledge was accepted, making it the first state agency to join the partnership under Kentucky’s Promise.

This year’s Governor’s Conference on Juvenile Justice provided training on risk factors related to mental health issues and delinquency as exhibited in the community, school, family, individual, and peer groups. Speakers and workshop presenters represented 21 states and Canada.

Awards

The conference also included an awards presentation by Kentucky’s Juvenile Justice Advisory Committee to honor individuals and agencies for their dedication and outstanding service to youth.

Among those honored were:

- **Kentucky Army National Guard**, 1st 623D Unit in Glasgow, for its development of a mentoring program for at-risk youth in Barren County Middle School and Barren County High School;
- **David Townsend**, coordinator for the Lake Cumberland Community of Promise, for his role in making America’s Promise a reality for youth in his area; and
- **The City of Owensboro**, for its Juvenile Diversion Camp Program, a program created by the Owensboro Police Department to divert first-time juvenile offenders from further delinquency.

The committee also honored a Maryhurst youth who has been in the juvenile justice system for four years and has demonstrated effort to turn her life around through academic achievement and positive leadership of peers.
Acceptable Use of Information Technology Resources: What Employees Need to Know

By Shirley Rodgers and Doug Robinson, Governor’s Office for Technology

State employees send and receive over 40 million e-mail messages a month and have access to millions of Internet Web sites. The significant increase in the use of these electronic resources demonstrates the tremendous opportunities that come from being “connected.”

However, this access has brought a new set of challenges and potential problems regarding appropriate use, especially related to acceptable use, public records, privacy and security.

These resources must be used wisely and with discipline. Every e-mail message sent by an employee effectively is on enterprise stationary and represents state government to the outside world. Each employee, as the originator, custodian or user of written or electronic data, is responsible for ensuring that it is properly identified and safeguarded according to its sensitivity, proprietary nature and criticality.

Access to the Internet and electronic mail is provided to employees for the purpose of conducting official state business. The use of these valuable resources is encouraged to be used to its fullest potential to further the State’s mission, to provide service of the highest quality to its citizens, to discover new ways to use resources to enhance service, and to promote staff development.

Employees’ access to the Internet and to electronic mail is an enterprise shared resource provided by the Governor’s Office for Technology (GOT). To manage the most efficient and effective use, an enterprise policy has been established to outline acceptable use of this information technology resource.

Examples of unacceptable use include knowingly visiting pornographic or illegal sites, disseminating, soliciting or storing sexually oriented messages or images, sending or forwarding chain letters, engaging in illegal activities, or using these resources for personal gain or personal business activities.

Electronic records are public records. Another important consideration related to technology resources is the creation and retention of electronic records. Any record created by an employee using Commonwealth resources, including electronic mail records, meets the statutory definition of a public record in Kentucky and, depending on its status, may be subject to inspection under the Open Records law.

In addition, employees should have no expectation of privacy when using Commonwealth resources, including electronic mail or the Internet. Agencies may monitor employee’s use of the Internet.

Any employee who violates these rules is subject to disciplinary or legal action by the Commonwealth of Kentucky under the Kentucky Computer Crime Law, KRS Chapter 434.840-855. Violations or suspected violations of computer security measures or controls should be reported at once to management or those with the responsibility for computer security.

For additional information or clarification of appropriate use of information technology resources, read the employee handbook, contact your cabinet’s personnel officer or Chief Information Officer (CIO), or Cam Cantrill, General Counsel for the Governor’s Office for Technology, at 564-1094, or by e-mail.

For more information on the Governor’s Office for Technology, and on technology resources available to state employees, see the GOT page, page 24 of this issue.
205 Years Service to Retirement

Retirement employees are recognized every five years of employment. At its recent annual meeting, the Board of Trustees of the Kentucky Retirement Systems presented service awards to retirement system employees who had passed milestones in service. Those employees, pictured below, represent 205 years of experience in the administration of retirement benefits and programs.

Front row: Lauren Stewart, 15 years; Jennifer Steele, 5 years; Jane Hawkins, 20 years; Stephanie Aldridge, 5 years; Donna Sims, 5 years; Kathy Hamilton, 15 years; Aleisha Milich, 10 years; Kathy Lay, 10 years; Lou Cass, 20 years.

Back row: John Scahill, 5 years; Coleman Shouse, 5 years; Michael Bickers, 5 years; David Snyder, 10 years; Bill Hanes, 15 years; Walter Weitzel, 5 years; David Forrest, 5 years; Eric Wampler, 5 years; Rich Mardis, 5 years.

Not pictured: Venita Turner, 25 years, and Trish Tyler, 15 years.

DFB Employees Honored

Award for disability awareness
Russell Lunsford was recognized by the University of Louisville Disability Resource Center during the center’s Annual Awareness Luncheon on April 10.

Lunsford was recognized for his outstanding service by providing disability awareness and accessibility matters for persons with disabilities on the university’s campus.

Lunsford is a 15-year employee with the Department for the Blind. He worked in the Louisville DFB office and has worked in the Elizabethtown DFB office since 1999.

Employee publishes paper
Steve Noble, a policy analyst with the Kentucky Assistive Technology Service Network in the Department for the Blind, was a contributing author to the April issue of the journal Library Hi Tech.

The article is entitled “Using digital talking books in schools: RFB & D’s TOP Project.” It details a project Noble managed for Recording for the Blind & Dyslexic in which students at five regional pilot sites used the new DAISY format digital talking books.

These talking books will soon replace the current four-track cassette format used by people with severe visual impairments.

In addition to the print format, an accessible electronic version of this article can be read on the Internet at http://www.rit.edu/~easi/itd/itd04n1/article4.htm.
Kentucky Honored for Technology

By Scott Render, Governor’s Office for Technology

Civic.com, a leading online and print publication covering federal, state and local governments, has just announced their Civic 50 award winners, and Kentucky tops the list with the number of awards.

The Civic 50 awards are designed to acknowledge innovative public information technology projects.

Gov. Paul E. Patton was pleased with the recognition, saying, “Kentucky’s investment in technology is paying off for our citizens, and it’s being noticed by our peers. We’re working hard to improve the way we run state government, and we’re using innovative thinking and best practices from industry to improve efficiency.”

The five award-winning projects are:

Advanced Regional Traffic Interactive Management and Information System (ARTIMIS) Traveler Advisory Telephone Service;

Kentucky’s International Fuel Tax Agreement (IFTA) Internet tax filing system for trucking companies;

Internet Caching System, which lets teachers build an electronic library within a school, guaranteeing access to Web sites when the school’s data line is down;

KYCares.net, an online resource directory and guide to services that helps citizens locate providers for housing, food, and other needed services; and

Student Technology Leadership Program, which allows talented students to assist with the e-mail system, network management, Web site creation and management, and more. It saves about $210,000 per year per school district, and is in 95 percent of the state’s 176 districts.

For more information on the awards, see www.civic.com.

Secretary Rose to Chair 2001 KECC

Gov. Paul Patton has named Cabinet for Workforce Development Secretary Allen D. Rose as chair of the 2001 Kentucky Employees Charitable Campaign.

Gov. Patton said that the KECC is an important effort for the people of Kentucky who benefit from the more than 1,000 charitable programs represented in the campaign.

“KECC provides an opportunity for public employees to support organizations that work every day to make life better for hundreds of thousands of fellow Kentuckians,” Gov. Patton said. “We have found that public employees willingly donate to KECC because they share the same mission - improving our commonwealth.”

As KECC chair, Rose will meet with state government leadership to set individual and overall KECC goals. The official kick-off for the campaign is expected to occur in August.

Equine Groups Honor Ag’s Ford

The Kentucky Association of Equine Practitioners and the Kentucky Thoroughbred Farm Managers Club jointly honored Rusty Ford, equine programs manager in the Kentucky Department of Agriculture’s Division of Animal Health.

A plaque was presented to Ford June 5 “in recognition and appreciation of his outstanding service and commitment above and beyond the call of duty, for his dedication and leadership to the equine industry,” said Dr. Roger Murphy, president of the Kentucky Veterinary Medical Association, who made the presentation.

Ford, along with State Veterinarian Dr. Don Notter, spearheaded the KDA’s efforts during the Mare Reproductive Loss Syndrome epidemic.
Employees in the Department for Administration, Finance and Administration Cabinet, who reached five-year anniversary marks for between five and 35 years of state government service in the past year were recognized at a ceremony held on May 14 at the Berry Hill Mansion in Frankfort.

Pictured here with Commissioner Donald R. Speer and Deputy Commissioner Randall S. Bradley are, from left, George Morris (30), Kathy Thomas (25), Karen Watts (20), Lisa Shelley (10), Robert Johnson (30), Ken Houp (30), Maribeth Smith (5), Rhonda Clements (10), Garry Ramsey (20), David Chisley (5), Mary Maxwell (15), Tracy Carter (20), Steve Curtiss (10), Herbie Cheser (25), Larry Lyles (25), Gary Robinson (30), Jackie Hayes (15), Keith Demaree (25), Sara Hutcherson (15), Commissioner Speer, Bill Cornish (35), Deputy Commissioner Bradley, Mark Simpson (10), and Charles Massie (15).

John Perkins, a photographer with the Division of Creative Services, received his 15 year pin but was on duty, serving as the photographer for the ceremony. Other employees not pictured who received their 25 year pins were Danny Eddins, Ron Wheeler, and Ed Jordan. Paul Dean, Scotty Riddle, and Danny Clay received 30-year pins.

Honors for Tech Instructors

Darren Jones, an air conditioning instructor at the Meade County Area Technology Center, scored exceptionally high on an exam to earn a Certificate of Competency in Light Commercial A/C & Heating.

He scored 94 percent on an exam that has an average state score of 49 percent and an average national score of 63 percent. He earned the certificate at the Air Conditioning & Refrigeration Institute’s 5th Annual Heating, Ventilation, Air Conditioning & Refrigeration Instructor Workshop.

Donna K. Lynch, a health sciences instructor at the Meade County Area Technology Center, was named 2001 Kentucky State HOSA Advisor of the Year. She was honored during the recent 2001 HOSA (Health Occupations Students of America) Conference.

Grissom Heads Corrections Group

Tom Grissom, who has been the Director of Kentucky Correctional Industries since 1990, has assumed the role of president of the Correctional Industries Association, Inc. (CIA).

Founded in 1941, CIA is an international, nonprofit professional organization of individuals, agencies and companies, both public and private, committed to promoting excellence and credibility in the field of correctional industries through the professional development of its members.

Grissom is CIA Immediate Past President-Elect, Past President of the Southeastern Correctional Industries Association, and was co-host of the CIA International Training Conference in Cincinnati, Ohio, in 1998.
Employees Receive Law Day Awards

Drug Court Award for Townsend

By Janis Stewart, Cabinet for Health Services

Michael E. Townsend, director of the Cabinet for Health Services’ Division of Substance Abuse, received an award for his work with drug courts at the recent Law Day celebration. Townsend is the first recipient of the Law Day Drug Court Award, which recognizes outstanding contributions to the drug courts program.

“Mike’s efforts have raised the level of care for the citizens of the Commonwealth and helped to move Kentucky Drug Courts to the forefront at the national level,” said Chief Justice Joseph Lambert, who presented Townsend with the award.

The drug courts division of the Administrative Office of the Courts was established in 1996 as an alternative to incarceration for nonviolent substance abusing offenders. Currently, 35 jurisdictions in 66 counties across the Commonwealth are planning or operating a drug court. There are 31 for adults; 16 for juveniles; and one family drug court being planned. Many are multi-county, multi-program, and/or multi-judge sites.

Townsend has spread the drug court message at numerous state and national conferences. He and his staff work to ensure quality treatment services and local support to drug court participants on a statewide basis through Kentucky’s 14 Regional Mental Health/Mental Retardation Boards.

Townsend emphasized that drug courts are important tools for dealing more effectively with substance abuse issues in Kentucky and throughout the nation.

“I feel fortunate that our legal professionals have been so supportive of this relatively new concept,” he said.

Education Award for Rollins

Victoria Rollins, a Madison County Area Technology Center (ATC) teacher, was honored for her work with the school’s two mock trial teams and in mock trial tournaments. Rollins is the faculty coach for the students’ mock trial teams.

Rollins won the Law-Related Education Program Award, which was presented by the Kentucky Bar Association in Frankfort on May 1, Law Day.

Rollins, who has taught business law classes at the Madison County ATC, now teaches marketing at the Center, and was recently recognized for having the largest Marketing Students Club in Kentucky.

Women’s Health Awareness Month

Women’s Health Awareness Month in Kentucky was celebrated during May by the Office of Women’s Physical and Mental Health in the Cabinet for Health Services.

Women’s Health Awareness Month was proclaimed by First Lady Judi Patton at the annual “Celebration of Hope” luncheon for breast cancer survivors. (For information on “Celebration of Hope,” see page 22.)

The Office of Women’s Physical and Mental Health planned and participated in a variety of activities during the month of May, and the office stayed busy promoting women’s health awareness throughout the state. It also used the proclamation as a means to reach women with the message that the leadership of Kentucky cares about women’s health and that the office is available to serve as a resource for Kentucky women’s physical and mental health information.

For more information on the Office of Women’s Physical and Mental Health, please visit its website at http://chs.state.ky.us/womenshealth/ or call 502-564-9358.
J. Joseph Cohen has taken on a new role — advisor to the government of Poland on insurance fraud detection and law enforcement.

Cohen is the director of the Insurance Fraud Investigation Division in the Kentucky Department of Insurance and is in demand as a national speaker before groups, including the FBI Academy in Quantico, Va.

Cohen traveled to Warsaw in June where he conducted a seminar for government officials and later met with insurance company executives. From there Cohen went to Budapest, Hungary, where he was elected president of the International Association of Insurance Fraud Agencies. Cohen also was a speaker during the session.

Cohen reports that the language difference made communication “interesting,” but the trip was a success. It was “a rewarding experience for me and an opportunity to highlight Kentucky state government,” he said.

Cohen’s travel was partially funded by the Financial Services Volunteer Corp., an organization that receives money from the federal government to support countries with emerging economies.

Cohen, an attorney who earned his law degree from the University of Louisville, has been director of the state Insurance Fraud Investigation Division since 1996. He has served as chairman of the Antifraud Task Force of the National Association of Insurance Commissioners and is on the Board of Directors of the national Coalition Against Insurance Fraud.

Ron Duvall, Chief Information Officer of the Kentucky Higher Education Assistance Authority, was presented the Herb Vescio Distinguished Service Award at the Kentucky Association of Student Financial Aid Administrators (KASFAA) spring conference.

The Vescio Award is the highest award bestowed by KASFAA and was presented to Duvall in recognition and appreciation for his outstanding leadership, dedication, service, and support of the organization.

KASFAA is a non-profit, professional association dedicated to the delivery of financial aid to students throughout the Commonwealth. Membership includes financial aid administrators representing colleges, lenders, and other student aid program participants.

Duvall has been a KASFAA member since 1973 and served as president in 1995-96.

Pat Bittenbender, receptionist, was honored as a recipient of the Kentucky Board of Nursing Employee Excellence Award.

The Board also honored two retiring employees, Beverly Owen, programmer analyst retiring after 28 years, and Rosemary Smith, accountant, retiring with 20 years.
A Montgomery County instructor has been named Kentucky Tech Teacher of the Year. Top awards were also presented in eight other categories.

Ronda Bowles, who teaches office technology at Montgomery County Area Technology Center, was given the Teacher of the Year award at the recognition event sponsored by the Cabinet for Workforce Development and the Department for Technical Education.

The Teacher of the Year award recognizes excellence in teaching and community leadership by a teacher in the Kentucky Tech system of 52 technical schools associated with high schools.

Other top award winners included the following:

Professional Excellence Award
Royle Wilson, Chief Administrative Officer, Department for Technical Education.

Outstanding Staff Achievement
Linda S. Floyd, principal, Knox County Area Technology Center.

Outstanding Staff Achievement
Ravenna Wasson, administrative secretary, Montgomery County Area Technology Center.

Beginning Teacher
Angela D. Barker, office technology, Montgomery County Area Technology Center.

Outstanding Program
Health Sciences, Ellie Pribble, RN, Harrison County Area Technology Center.

Outstanding Student Achievement
Jennifer Michelle Napier, office technology, Leslie County Area Technology Center

This award recognizes the outstanding secondary student who has demonstrated leadership ability, practiced good citizenship and gained an appreciation for the American work ethic.

Several employees with the Department of Vocational Rehabilitation received awards during the department’s Professional Development Conference awards luncheon on March 28 at the Lexington Marriott Hotel.

Kathy Williams of Frankfort was awarded the Lifetime Achievement Award. Williams, who has dedicated more than 30 years to the field of vocational rehabilitation, was recognized for her leadership, her many achievements and her unwavering dedication to persons with disabilities.

Distinguished Service Awards were presented to the following:

Vicki Yeary of Eminence; Diane Hargrove of Louisville; Bob Hurt of Owensboro; Jim Wallace of Bowling Green; April Lee of Oakland; Connie Sharp of Bedford; Sherry West of Corbin; Susan Montgomery of Greensburg; Malinda Meadors Davis of Sebree; Mary Ann Evans of Campbellsville; Mona Bloodworth of Sebree; Tim Barber of Paintsville; Ivy Alexander of Somerset; Don Hiatt of Independence; Jack Cline of West Liberty; Wade Bailey of Richmond; Ralph Souleyret of Harlan; Lynda Ratliff of Paintsville; Patsy Worley of Corbin and Carol Estes of Carrollton.

The state Future Farmers of America honored Kentucky Agriculture Commissioner Billy Ray Smith June 7 during its annual convention with a Distinguished Service Award.

Also given honorary State Farmer Degrees were Mike Stivers, Executive Director of the Kentucky Department of Agriculture’s Office for Consumer and Public Service, and Cecil Goodlett, Director of KDA’s Division of Animal Health.

Commissioner Smith will assume the office of president of the National Association of State Departments of Agriculture (NASDA) at its annual conference in September in Vermont.
**Whitley Named Long Term Care Fellow**

By Janis Stewart, Health Services

Jerry Whitley, executive director, Office of Aging Services in the Cabinet for Health Services, is one of 12 new fellows in the Balancing Long-Term Care project for 2001-2002. The project is funded by the Robert Wood Johnson Foundation and carried out through the University of Minnesota School of Public Health.

“I am honored to have been chosen. This is a significant opportunity for Kentucky to interact on a national level with other innovators in long-term care. New strategies for long-term care will emerge from this examination of experiences and issues in an environment of cutting-edge research,” said Whitley.

The project seeks to enhance the development and improvement of long-term care in selected states like Kentucky. The program helps build a core group of leaders to carry out long-term care plans in their respective states. The program also provides support, technical advice, assistance and information on successful models.

Three noteworthy leaders in the area of long-term care direct the Balancing Long-Term Care project. They are Richard Ladd, who developed community-based, long-term care in Oregon and Texas, and Robert Kane, M.D. and Rosalie Kane, Ph.D., who have written books on assessment and long-term care policy, in addition to conducting extensive research studies.

The fellows, who are selected from across the nation, work together to learn more about long-term care and share experiences. Meetings are held twice a year to provide a forum to discuss long-term care topics.

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**CFC Presents Grannis Award**

By Mike Jennings, Families and Children

Bracken County’s Debbie Estill has received the Cabinet for Families and Children’s 13th annual Paul T. Grannis Memorial Award for her expertise and success in finding homes for children in CFC’s care.

The Grannis Award is the Cabinet’s highest tribute to frontline staff members of its Department for Community Based Services. It was founded in honor of Paul T. Grannis, who was killed in Fleming County in 1987 while investigating a child-abuse case.

“He literally made the ultimate sacrifice for the protection of children,” Cabinet Secretary Viola Miller said during an award ceremony on May 21 in Frankfort.

Estill began her career with the Cabinet in 1976, and is now a Family Services Office Supervisor in Gateway/ Buffalo Trace, one of the Cabinet’s 16 service regions. She is a graduate of Eastern Kentucky University. She has involved herself in the community by serving on numerous boards, and has developed training packages for a local mental health agency. She’s also closely involved in the court system, and is relied upon by a District Judge for advice and direction.

Along with the Grannis Award, Commissioners Awards are bestowed annually on service workers from the Cabinet’s service regions.

**Commissioners Award winners for 2000 are:**

- Barren River: Mike Pierce
- Big Sandy: Delphia Branham
- Bluegrass Region: Sarah Gibbs
- Cumberland Valley: Marti Allen
- Fayette: Heather Rodgers
- FIVCO: Vivian Bond
- Green River: Summer Daum
- Jefferson: Laretta Barton Herd
- Kentucky River: Angela Neely
- KIPDA/Salt River: Tina Smith
- Lake Cumberland: Melissa Gilpin Dudley
- Lincoln Trail: Daminda Crawford
- Northern Kentucky: Margaret Sue Rowland
- Pennyrile: Tamatha Green
- Purchase: Cassandra Agnew
What are you doing on your summer vacation… sunbathing at a tropical beach, spending a few days at your favorite fishing spot, making that long drive to visit family, or just lounging around in the back yard?

Whatever your vacation plans, let the State Library help you relax with a selection from our popular audiobook collection of tapes and CDs.

The State Library is under the Department for Libraries and Archives. It’s located at 300 Coffee Tree Road, adjacent to the Vietnam Memorial, in Frankfort.

Mystery fans will love the works of P.D. James (A Certain Justice) and Kentuckian Sue Grafton’s “Alphabet Mysteries” (A is for Alibi, B is for Burglar…). Go back to the “Old West” with Zane Grey (West of the Pecos) or the “New West” with Tony Hillerman (Hunting Badger).

If your heart yearns for something a little more “Down Home” try the humor of Patrick F. McManus (The Night the Bear Ate Goombaw) or the homespun tales of Garrison Keillor (A Prairie Home Companion). If you enjoy the classics, you can find Jane Austen (Emma), John Steinbeck (Cannery Row), and Richard Wright (Native Son).

The collection also includes biographies (Benjamin Franklin, Larry Bird), history (Battle Cry of Freedom), true-life adventure stories (The Perfect Storm), sports (The Perfect Season), travelogues (Under the Tuscan Sun) and more. The kid in you will also enjoy folktales, ghost stories, and even Harry Potter.

These are the easiest books you will ever “read.” Just pop in the tape or CD and push “Play.” Then sit back and be transported to other places and other times. Browse the collection using the State Library’s catalog on the Web at http://kdla.kyvl.org/.

Audiobooks are checked out for up to four weeks with a State Library card. If you don’t have a card, the State Library will fax any state employee an application. If you can’t get to the Library they will send audiobooks and other materials directly to you at work anywhere in the state through messenger or regular mail.

Other materials at the State Library include a general book collection with non-fiction, biographies and Kentucky books; an audio-visual collection with children’s stories, classic films, documentaries, management and staff training, health and safety, and computer instruction videos; and a variety of newspapers and magazines. The State Library can also provide access to a variety of databases and online sources.

The State Library is dedicated to serving the information needs of state government employees. Hours are 8 a.m. to 5 p.m. Monday through Thursday, and 8 a.m. to 4:30 p.m. on Friday.

You can contact the Library by phone at 502-564-8300, ext. 342, or by e-mail through the AskLib service on the Internet at http://www.kdla.net/libserv/refmail.htm.

So think of the State Library for your summer vacation “reading” and all your other work related information needs.
The Governor’s Minority Management Trainee Program is becoming a model for states to duplicate. Created in 1995 by an executive order as a professional development tool, and as a means to recruit more minority managers, members of the program are seeking nationwide attention.

Several members of the program led a session at the annual Southern Transportation Civil Rights Conference in Memphis, Tennessee, July 14 - 19. The trainees discussed the success of the program and how states can design their own.

The purpose of the program is to develop highly trained, experienced and well-qualified minority candidates for leadership positions in Kentucky state government. Participants attend classes offered by the Governmental Services Center, and are required to complete the two-year Certificate of Management Fundamentals portion of Kentucky’s Certified Public Manager (KCPM) program.

Participants are also encouraged to continue in the KCPM program to earn Certified Public Manager designation.

Trainees work with the Personnel Cabinet to develop portfolios showcasing their leadership and management skills and talents. These documents are circulated to agency officials to use when hiring or promoting.

**The program’s goals are:**

To be a nationally recognized program that serves as the premier model for promoting diversity of management through a progressive leadership growth and development program;

To achieve full support and participation by all eligible agencies resulting in strong minority representation in all levels of management throughout state government; and

To inspire trainees to value and honor the privilege of participating in the program.

A 13-member task force appointed by the governor administers the program.

For more information on the GMMTP, contact Norris Beckley at (502) 564-3601, or visit the group’s Web site at www.diversity.state.ky.us.
On May 3, 2001, we reached another milestone in the development of the Kentucky Certified Public Manager program with the signing of an agreement between GSC and the School of Public Administration at Kentucky State University that will offer an opportunity for graduate credit for state employees who complete the Certified Public Manager program.

Working with Dr. Gashaw Lake, Interim Dean of the School of Public Administration and his staff, we reached an agreement that will allow CPM graduates who are accepted in the Master of Public Administration program at KSU to receive up to 6 hours of credit in the graduate course Public Administration 798. The award of credit will be based on the application projects completed by the student as part of the CPM program.

This agreement is a very positive step and expands on the previous agreement to award nine hours of undergraduate academic credit to CPM graduates who enroll in the undergraduate program in Public Administration. One of the very positive aspects of this agreement is that these new credits will be available without payment of tuition since KSU has agreed to provide a tuition waiver for the graduate credits.

To take advantage of this graduate credit agreement, a person who has completed the Certified Public Manager program must be accepted as a student in the Master of Public Administration program at KSU, be approved for enrollment in Public Administration 798: Professional Project, and submit all application projects done during the CMF and CPM programs. The projects will be evaluated by the Public Administration faculty and up to six hours of credit may be awarded.

If you are interested in taking advantage of this opportunity, please contact GSC or the KSU School of Public Administration. Information is also available at the GSC web site at http://gsc.state.ky.us/.

This new development regarding graduate academic credit is the latest step in our continuing process to add value to the KCPM program. During the past year we have implemented the most comprehensive curriculum revision and improvement since the program was started in 1985.

Employees who successfully complete the CPM program are eligible for the Educational Achievement Award that provides a five-percent increase in base pay as a tangible financial reward to the employee which will continue as part of their pay throughout their career.

Employees who receive the Certificate of Management Fundamentals are eligible to receive credit for one year of supervisory experience, and CPM graduates are eligible to receive credit for two years of professional administrative or management experience toward the requirements for many positions they might apply for in state government.
GSC Program News

KSCPM Sets Annual Seminar
The Kentucky Society of Certified Public Managers has scheduled its annual seminar at the Capital Plaza Holiday Inn for Sept. 13. The theme of this year’s seminar is “It’s All About Leadership.” Speakers will include Kevin Flanery, Secretary of the Finance and Administration Cabinet; Dr. John Bizzack, Commissioner, Department of Criminal Justice Training; Mike King, Director of Training for the Department of Corrections; and Winston Bennett, Men’s Basketball Coach at Kentucky State University.

The registration fee for the seminar is $75, which includes materials, lunch, and breaks. Participants will receive five hours of professional development training credit. For information regarding registration contact J. R. Brown at 859-6591 or email at jbrown@docjt.state.ky.us. Registration must be made by Sept. 5.

Maddox Recognized for Outstanding CPM Project
Fannie Louise Maddox, from Western State Hospital, was chosen by the Kentucky Society of Certified Public Managers as the 2001 Askew Award recipient for the outstanding project prepared to meet CPM certification requirements. She was awarded a medallion at the annual American Academy of Certified Public Managers Symposium at Scottsdale, Arizona in June. Her project involved developing training for departmental staff to improve competency in assessing age-specific issues that could enhance the quality of patient care.

Finley Appointed Baldrige Examiner
David Finley, who joined the GSC staff in March, was recently appointed by the Director of the National Institute of Standards and Technology to the 2001 Board of Examiners for the Malcolm Baldrige National Quality Award. As an Examiner, Finley is responsible for reviewing and evaluating applications submitted for the award. The Board is composed of about 400 leading experts selected from industry, professional and trade organizations, education and health care organizations and government. Finley has served as an examiner for two years.

Marcum and Reece Honored for 20th Anniversary: Only Two Original Employees of GSC
Sharon Marcum and Mary Jean Reece received certificates of appreciation in recognition of their 20 years of outstanding service. Marcum and Reece are the only two of the original employees of GSC who have been with the Center since it was created in 1981. Originally called the Department of Career Training, the name was changed to Governmental Services Center in 1984 and was later established by statute.

Totten Elected to AACPM Leadership Post
Larry Totten has been elected to the Board of Directors of the American Academy of Certified Public Managers and has been chosen president-elect beginning in January 2002. He will become president of the Academy in January 2003. Larry is a former president of the Kentucky Society of Certified Public Managers.
GSC Revises Two Workshops

**Fundamentals of Budgeting**
A budget is more than a row of numbers. It is a tool for establishing priorities of action, determining program content, and exercising control of operations. The Fundamentals of Budgeting workshop focuses on budgeting from a government-wide and agency level viewpoint, operating as a cost center and using the information for decision making. You will increase your understanding of the budgeting process at agency and cost-center levels. This workshop is open to all management personnel, from executive-level to first-line supervisors. It can also be beneficial to the non-supervisor who aspires to become a manager or work with budgets.

GSC has recently added the following to the workshop:
- A budgeting exercise reflecting realistic budget restraints and parameters.
- Exercises to illustrate state government application from a lay person’s point of view.
- A case-study agency budget exercise to give exposure to personnel costs and program cuts.
- An overview of Kentucky’s budget cycle illustrating the extended time frame involving the budgeting process.

This is one of the required workshops in the Certified Public Manager program.

**Project Management**
Project Management provides the opportunity for participants to experience the mechanics for effectively managing projects from initiation, through planning, execution, close-out, and evaluation. Beginning with understanding the triple constraints of quality, resources, and time, participants identify individual roles and responsibilities affecting the project, build a business case affecting key stakeholders, and develop a communication plan for keeping all parties informed.

Once the business case is developed, participants learn how to complete a work breakdown structure and proceed to applying Gantt charts and developing network diagrams with critical paths of progress. Participants will also learn techniques for assessing the level of risks involved, and a tool for projecting realistic dates for project completion.

Execution of the project and its evaluation are also discussed, including factors of monitoring, control, change management, close out, and the transfer of ownership.

In response to participant feedback, GSC has made the following revisions to this workshop:
- Project management formulas that are user-friendly.
- A Project management model that is user-friendly.

Mavis McCowan, Cabinet for Families and Children, said, “I was fascinated by the Project Management workshop. I never knew the building blocks for implementing a new project from conceptualization to implementation. Those details that are often overlooked can be the success or demise of any project.”

Project Management is also a required workshop in the Certified Public Manager curriculum.
Governmental Services Center 2001 Quarterly Workshop Schedule

Training conducted in Frankfort is held in the Academic Services Building (ASB) on the campus of Kentucky State University. Training room numbers for KSU and workshops conducted at state parks, universities and other facilities are noted under location. All cars without approved parking permits, as well as those illegally parked, are subject to be towed. Workshops begin at 8:30 a.m. unless otherwise noted.

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Contact your agency liaison to register for these workshops. You will receive a letter from GSC to confirm your class enrollment. Cancellation of a workshop by a participant must be processed through GSC.
Federal Rebates Not Taxable

In response to numerous inquiries, the Kentucky Revenue Cabinet has announced that federal individual income tax rebate checks, which are to be mailed to Kentucky residents under the Federal Economic Growth and Tax Reconciliation Act of 2001, are not taxable for Kentucky state income tax purposes.

This is because Federal income tax is not deductible on the state income tax return.

According to the IRS, 1.2 million checks are expected to be mailed to Kentucky residents beginning in July.

E-Tax Filing Up

The Kentucky Revenue Cabinet reports that the use of electronic filing methods for 2000 individual income tax returns increased by nearly 20 percent over the 1999 filing season.

Electronic returns fall into one of three categories: TeleFile (telephone filing), Online (Internet filing), or Electronic (typically tax preparers). This year to date, 495,090 returns have been filed electronically compared to 416,947 returns in 1999. The number of taxpayers filing online in 2000 increased to 45,698 compared to 29,534 filed in 1999.

Electronic filing is on the cutting edge of income tax processing. It is fast, convenient, and easy. Most returns received in the electronic format are processed in about two weeks, which is considerably quicker than mailing your return. KRC is gratified at the 20 percent increase over the 1999 filing season and urges taxpayers to continue using this modern filing method. Electronic filing is more efficient and drastically reduces the number of errors in processing. It is a win-win situation for the Cabinet and the taxpayers.

KRC will continue to accept 2000 individual income tax returns filed electronically and via the Internet through Oct. 15, 2001. Those wishing to use telephone filing, TeleFile, will have until Aug. 15, 2001, to file returns.

Adoption Benefit

The Adoption Benefit Program was enacted by Executive Order, which was signed by Gov. Paul Patton on Nov. 1, 1998, and is available to all employees of the Executive Branch of state government. Eligible employees may be reimbursed for up to $3,000 in adoption-related expenses, or up to $5,000 when adopting a child with special needs.

For more information, see the Personnel Cabinet’s Web site at http://kygovnet.state.ky.us/personnel/emphb/adoption.htm, or call the Personnel Cabinet’s Division of Employee Benefits at 502-564-6846.

Bilingual Skills Emphasized

Because of Kentucky’s growing Hispanic population, the Departments for Training and ReEmployment (DTR) and Vocational Rehabilitation (DVR) have taken steps to reach their Hispanic customers.

DTR has hired William Robinson and Tracey Doyle, both of whom speak Spanish. They work with members of the department’s Rapid Response Team, which provides information and services to the state’s dislocated workers.

All DVR forms have been translated into Spanish versions, and two DVR employees left on May 29 to go to Mexico for an immersion program.

Shannon Moler, with the Winchester office, and Donna Osburn, with the Lexington office, can speak Spanish, but the immersion program is designed to increase language skills as well as to help participants learn about and understand the Hispanic culture.

The two visited hospitals, treatment centers and rehabilitation facilities during June.

Their trip and involvement in the program are federally funded by a Rehabilitation Services Administration grant. This is a five-year grant, which means more DVR employees will be selected during the next four years to participate in the immersion program.

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Kentucky State Police Annual Awards; First Female Trooper of the Year Named

By Lt. Kevin Payne, Kentucky State Police, Public Affairs

The Kentucky State Police held their annual awards ceremony at the Hyatt Regency in Lexington on May 16. The ceremony is conducted to recognize State Troopers, citizens and other law enforcement officers who have distinguished themselves during the previous year. In all, 13 Kentucky State Troopers, including Trooper of the Year, were honored. Five citizens and two law enforcement officers from other jurisdictions were also honored at the ceremony.

Detective Kathryn D. Felice was recognized as the 2000 Kentucky State Police Trooper of the Year. A detective working with the Drug Enforcement/ Special Investigations Unit, she was responsible for more than $2 million in drug seizures in 2000. Additionally, in excess of $500,000 in currency was confiscated in drug investigations lead by Felice. She is the first woman to be the Trooper of the Year.

Troopers Michael Kersey, Michael Taylor and Donald “Nick” Westbrook were awarded the Citation for Bravery. Kersey and Taylor received their award for their actions at a standoff and shoot-out with a deranged man and Westbrook for capturing a fleeing bank robber.

Trooper’s Medals, which are given to troopers who perform a lifesaving act, were given to Troopers Barry Eaton, James Heller, Carey Kitts, Brian Stafford and Kenny Yarber. Eaton saved a heart attack victim while off-duty. Heller, who was also off-duty, came to the aid and restored the breathing of an auto accident victim. Kitts ran into a burning home and rescued two victims while both Stafford and Yarber stopped suicidal subjects from harming themselves in separate incidents.

The Citation for Meritorious Service was awarded to Detectives Philip Ballard and Dan Smoot. Ballard received (Continued on page 21.)
Memorial Ceremony for Fallen Officers

More than 500 people turned out at the Department of Criminal Justice Training in Richmond, Kentucky for the 2001 Kentucky Fallen Officers Memorial Service. The ceremony at the site of the Kentucky Law Enforcement Memorial was held May 18, in conjunction with National Police Week.

Were it not for a twist of fate, retired Lexington police officer Ed Lingenfelter knows his name would be among the 301 fallen peace officers’ names on the memorial.

“It would be between Michael R. Carrithers of Louisville and Eric S. Stafford of Edmonson County,” Lingenfelter told the crowd in Richmond.

A gunman ambushed Lingenfelter in downtown Lexington in June of 1996. After being shot twice and critically wounded, the officer realized his attacker’s weapon jammed, giving him a chance to react and get to safety.

“I noticed it was jammed as he put his gun to my head and tried to pull the trigger several times. He wanted to execute me for no other reason than I was a cop,” Lingenfelter said.

As a result of his experience, Lingenfelter now sees the job from a perspective few people will ever know…a perspective every fallen Kentucky officer would relate, if only they could.

“We are loyal to the oath we take and the Constitution we defend,” Lingenfelter said.

“We perform our occupation with selfless service, neither expecting nor demanding anything in return.”

The four names added to the memorial over the past year are KVE Officer Jason Cammack, Floyd County Deputy Sheriff Wesley S. Fannin, Morehead Police Officer J. Leslie Ward and Danville Police Officer John T. Crum.

The Kentucky Law Enforcement Memorial Foundation has been very busy since the initial dedication of the memorial. It has expanded the focus to include a financial endowment program for Kentucky peace officers.

This will provide emergency financial relief for Kentucky officers.

KSP Awards

(Continued from page 20.)

his award for helping to break up a multi-state burglary ring and Smoot for his work on the Oxycontin trafficking problem in Perry County.

Sergeant Dwayne Depp received the Citation for Meritorious Service with Valor for successfully negotiating the surrender of an armed fugitive and the unharmed release of his hostage.

The Commissioner’s Commendation was given to Lt. David VanMeter, retired, for his 33 years of service to the State Police.

Other awards presented went to Officer Jeremy Garmon of the Edmonton Police Department, who received the Commissioner’s Award for assisting Trooper Eaton with a heart attack victim, and Officer Todd Little of the Campbellsville Police Department, who assisted with the successful surrender of a barricaded subject.

Citizens who were awarded included Sergeant Dwight Thompson, U.S. Army at Fort Knox, who came to the aid of an officer involved in a fight with a drunk driver. He received the Honorary Kentucky State Police Trooper Award. Mr. Roger Kidd and Mr. Tom Crosse were awarded the Citation for Meritorious Achievement for rescuing a victim from a burning car in Rowan County. Mr. Albert McFarland of Madisonville came to the aid of troopers and other law enforcement officers who were trying to subdue a mentally deranged man, and received the Citation for Meritorious Achievement. Mr. Ed Tiller and Mr. Bill Cornett witnessed a horrific crash on the Daniel Boone Parkway and gave aid to the victims. They were also awarded the Citation for Meritorious Achievement.
Women in limousines, cars, and by the busload arrived at the Governor’s Mansion in May to participate in First Lady Judi Patton’s “Celebration of Hope.”

In continuing with the Derby spirit and in honor of Mother’s Day, Mrs. Patton hosted a reception for Kentucky breast cancer survivors. Survivors statewide united in Frankfort at the 4th annual event. Planning the first event back in 1998, Mrs. Patton organized the reception prior to Mother’s Day as a reminder that women who have breast cancer affect all of us.

“They are our spouses, mothers, daughters, sisters, grandmothers and friends,” she said.

The first Celebration of Hope began with approximately 200 survivors attending. This year, the event hosted over one thousand breast cancer survivors, mostly women, however some men survivors also attended.

“I felt this was an opportunity for me to give back to the community,” said Mrs. Patton. “Everyone knows someone who has been affected by this disease, and today I wanted to give these wonderful people a day of celebration over the triumphs they have made.”

During the celebration, Mrs. Patton and the Kentucky Breast Cancer Coalition unveiled the state’s first cancer quilt. Public Service Announcements were sent out statewide asking survivors, relatives and friends of people who have battled breast cancer to send pictures or stories of their experiences. Mrs. Patton plans to hang the quilt in the Governor’s Mansion throughout the remainder of the Patton tenure in office.

The First Lady serves as the chair of the Governor’s Task Force on Breast Cancer and the Honorary Chair for the Kentucky Breast Cancer Coalition. She has actively worked with the legislature to create the Office of Women’s Physical and Mental Health and legislation that requires insurance companies to cover breast reconstruction and equalization following mastectomies, as well as stem cell treatment.

More than 2,700 women in Kentucky are diagnosed with breast cancer each year, and more than 600 die of the disease each year.

Mrs. Patton maintains the state’s only breast cancer survivor database. Anyone wanting to add names of survivors should contact Kay Harrod at (502) 564-2611.
First Lady Receives National Award

During an awards ceremony coordinated by the national Office for Victims of Crime (OVC), First Lady Judi Patton received the National Crime Victim’s Special Leadership Award presented by U.S. Attorney General John Ashcroft.

Each year the Office for Victims of Crime coordinates the federal commemoration of National Crime Victims’ Rights Week. Over 10,000 forms were mailed soliciting nominations for the highest victim advocacy award. This year the OVC honored two individuals with the Special Leadership Awards; First Lady Judi Patton was amongst the two selected candidates.

Also, five recipients received the Crime Victim Service Award. All recipients were chosen based on their innovation, commitment, selfless efforts, and for their notable work to improve victims’ rights and services on behalf of crime victims.

“I was overwhelmed by the honor of this award. I am grateful to the women and children of Kentucky who inspire my work, and will be accepting the award on their behalf,” said Mrs. Patton.

“It is such a fulfilling experience to see the nation learn what Kentucky has known for five years about the gift this First Lady gives to those she cares about. Today she has made me a proud Governor and a proud husband,” Gov. Patton said in response to his wife’s award.

More than 200 crime victims, victim advocates, national criminal justice and victim advocacy organizations, Department of Justice employees, various Federal agencies, and award recipient family members and colleagues attended the ceremony.

Mrs. Patton received two national awards in 1996 for her work to improve victims’ rights and services. She was recognized by the National Association for Missing and Exploited Children and the U.S. Department of Health and Human Services.

New Human Rights Posters Available


The Gallery was introduced in 1970 to recognize the achievements of African Americans who were neglected in traditional histories of the state and to introduce African American history into Kentucky classrooms. Educators, libraries and individuals use the free, colorful, and biographical style posters as teaching tools.

The new 2001 posters honor the following black Kentuckians for their outstanding contributions:

Dr. Frank O. Moxley (1908-), Bowling Green, an early pioneer in Kentucky education.

Ed Hamilton (1947-), Louisville, considered to be one of the most outstanding sculptors in America.

Jane Roberta Summers (1895 – 1992), Covington, a trailblazer who waged campaigns against social injustice, racism, homelessness and hunger.

Jimmy Ellis (1940-), Louisville, a member of the World Boxing Hall of Fame.

Effie Waller Smith (1879 – 1960), Pike County, author of the poetry books “Songs of the Months,” “Rhymes from the Cumberland,” and “Rosemary and Pansies.”

With the introduction of the Jane Summer’s poster, the Commission introduced matching Gallery of Great Black Kentuckians bookmarks. The free posters and bookmarks may be ordered through KCHR.

For more information, call KCHR at 502-595-4024 or 800-292-5566, e-mail to kchr.mail@mail.state.ky.us, or visit the Web site at www.state.ky.us/agencies2/kchr. Suggestions for new characters in the series are welcome.
At GOT, Customers Come First

CRM. It’s all you hear these days over at GOT. CRM or Customer Relationship Management is widely used in the private sector, but it’s a relatively new business discipline for state government. CRM is more than improved customer service - it’s a major process improvement effort that spans all organizations within GOT.

In fact, GOT has a whole team focused just on improving service to its customers.

The CRM initiative’s major goal is to provide first-rate, personalized, effective, and efficient customer service. To do this, the CRM team has created and recommends adoption of a CRM Framework which outlines various components of the CRM initiatives. Within this framework, the team is identifying and implementing major action items designed to improve GOT’s quality of service and its service delivery process.

Some of the deliverables developed by the team include:

- Knowledge Management program and technology
- CRM operating principles
- Customer Service Directory
- Service level management Policies/Procedures
- Customer satisfaction measurement process
- CRM orientation/training programs for all GOT employees

For more information about CRM just visit: http://www.state.ky.us/got/opcr/relationship/custrelmethod/

KyDirect For Employees Web Site Is A Hit

http://kyemployee.state.ky.us/

The numbers are in! Commonwealth of Kentucky employees are flocking to the KyDirect for Employees Web site, launched in April, as their “one-stop-shop” for resources, news and information.

One of the best features you’ll find there is the up to date list of news and announcements. You no longer have to rely on searching agency Web sites or keeping track of email announcements. AT KyDirect for Employees, it’s all in one place making it easier to keep you informed. Developed by GOT, in cooperation with the Personnel Cabinet, “KyDirect for Employees” is a great new resource. But you can make it even better! Suggest a site or link for us to add. Suggested sites do not have to be from within state government, but should be interesting and beneficial to state employees. Suggestions for other state government news and announcements are also welcomed. Please send any input to: kyemployee@mail.state.ky.us
Renaissance Kentucky, a downtown revitalization program launched by Gov. Paul Patton in 1997, has increased to 72 participating communities across the Commonwealth this year. The first round of applicants in 1998 included 41 communities, and an additional 32 received Renaissance designation in 2000.

Renaissance is a model partnership and collaboration administered by an alliance composed of Kentucky Housing Corporation as the lead agency, Kentucky Heritage Council, Department for Local Government, Kentucky League of Cities, Kentucky Transportation Cabinet, Federal National Mortgage Association and Federal Home Loan Bank of Cincinnati.

Renaissance communities receive priority for funding by state-administered programs.

“The concept of Renaissance Kentucky is working because of the successful partnerships being formed among local, state and federal government agencies to return our downtowns to vibrant, healthy centers of activity,” said Gov. Paul Patton.

Since the program’s inception, over $33 million in state and federal funds have been invested in Renaissance communities, and an additional $19 million is anticipated during the upcoming fiscal year.

In 1999, Renaissance Kentucky was selected as one of ten semifinalists from ninety entries in the Council of State Governments Innovations Awards Program. That same year, it also received the Blue Ribbon Best Practices Award from the U.S. Department of Housing and Urban Development, and Gov. Patton received the Wilson Wyatt Award from the Kentucky League of Cities for his creation and implementation of the program.

Communities are divided into levels – gold, silver or bronze – according to criteria met at the time of initial application.

Gold: Danville, Frankfort, Harrodsburg, Hopkinsville, Owensboro, Paducah, Pikeville, Shelbyville and Somerset.


Bronze and silver communities receive periodic opportunities for advancement.

For more information, e-mail or call Penny Young at Kentucky Housing Corporation, 564-7630, extension 305.

Volunteer readers are needed for the Department for the Blind’s Lexington Volunteer Recording Unit to tape textbooks for college students.

Last year, 25 volunteers donated 1,971 hours to record 101 books for students.

For more information about the program, contact coordinator Jo Stewart at (859) 257-6602.
The Executive Branch Ethics Commission, an independent agency of the Commonwealth, administers and enforces the provisions of the Executive Branch Code of Ethics found in KRS Chapter 11A. It also promotes the ethical conduct of elected officials, officers and other employees in the executive branch of state government.

The Commission was created by statute in 1992.

Located in Room 258 of the Capitol Annex, the Commission fulfills its mission through:
- Administration of a program of ethics training and education for state employees;
- Guidance to state employees concerning their ethical conduct;
- Enforcement of the provisions of the code of ethics;
- Regulation of executive agency lobbyists; and
- Recommendations to the General Assembly for improvements to the code of ethics.

Commission members
The Commission is composed of five members appointed by the Governor to serve four-year terms. Currently on the Commission are: Bertie Salyer, chair, Salyersville; Cynthia Stone, vice-chair, Joe Helm and Jack Segell, all of Louisville, and Joan Small of Inez.

Commission staff
The Commission also employs a full-time staff, who may be contacted by anyone seeking information or advice relating to the code of ethics or wishing to file a complaint. Staff members are Executive Director Jill LeMaster, General Counsel Boyce A. “Andy” Crocker, Investigator Tom Bishop, and two administrative assistants, Jo Ledford and Jenny May.

Mission and activities
The Commission believes that its principal mission is to improve honesty and integrity in state government through the prevention rather than the punishment of ethics violations. The education and training of employees in the area of ethics is critical to that goal. In an effort to educate and train state employees and lobbyists on the ethics laws to which they are subject, the Commission offers ethics classes on a regular basis through Governmental Services Center, the training branch for state government.

In addition, the Commission provides ethics classes to individual state agencies upon request. If you desire to have staff from the Commission provide an in-house training session for your agency, please contact the staff of the Commission by e-mail or at 502-564-7954.

The Commission considers and responds to all inquiries from persons requesting information or advice on any aspect of the code of ethics. Such inquiries may be made in person, by mail, telephone, or e-mail.

Commission staff resolve the majority of these requests after reviewing statutes and advisory opinions. In some instances, staff may recommend that advice be sought from the Commission through a written advisory opinion.

Advisory opinions issued by the Commission are based on the code of ethics, agency regulations, past Commission decisions, and other applicable law. Because the Commission is the regulatory body authorized to interpret the code of ethics, the advisory opinions issued by the Commission are enforceable.

Summaries of the Commission’s opinions can be found on the Commission’s Web site at www.state.ky.us/agencies/ethics.ETHICS.HTM, which provides information on Everybody wins when the rules of the ethics game are followed.
advisory opinions, lobbying, training, post-employment laws, financial disclosure, ethics officers, and the *Guide to the Executive Branch Code of Ethics.*

**Agency ethics officers**
To give the Commission additional assurance that state employees are knowledgeable of the provisions of the code of ethics, each executive branch agency has an appointed “ethics officer” who represents each respective agency. Over 100 ethics officers have been trained on their role as ethics officers. The ethics officers receive all advisory opinions issued by the Commission and are responsible for dissemination of such information to their staffs.

Employees should contact their ethics officer when they wish to obtain approval for outside employment or “moonlighting” in addition to their state employment. A list of agency ethics officers is on the Commission’s Web site.

**Publications**
As part of the Commission’s educational emphasis, several publications explaining the code of ethics have been produced and updated. To obtain any of these publications, contact the Commission staff.

**Publications include:**
- *Acceptance of Gifts Brochure*  
  Revision dates: 7-2000
- *Executive Agency Lobbying Handbook*  
  Revision dates: 11-2000
- *Guide to the Executive Branch Code of Ethics*  
  Revision dates: 7-2000
- *Leaving State Government Brochure*  
  Revision dates: 7-2000
- *Advisory Opinions*  
  Revision dates: 2-2001

**Financial disclosure**
Another principal responsibility of the Commission is to administer the financial disclosure requirement provided in the statute. State elected officials and appointed officers in the Executive Branch are statutorily required to file a statement of financial disclosure with the Commission no later than April 15 of each calendar year. Failure to file a disclosure statement in a timely manner is punishable by withholding of salary until the statement is filed. The amount withheld is recoverable upon filing.

The Commission staff audit the financial disclosure statements, and any possible conflicts of interest or other improprieties are brought to the attention of the Commission.

Investigations of possible violations of KRS Chapter 11A initiated by the Commission are conducted by staff, referred to another state agency, or are conducted jointly with another state agency. Commission records and proceedings relating to an investigation are confidential until the Commission makes a final determination, unless the alleged violator confirms the existence of the investigation.

Administrative proceedings, held by the Commission when probable cause of a violation is found during an investigation, are conducted to determine if clear and convincing proof of a violation of KRS Chapter 11A exists. If the Commission determines that such proof does exist, it may impose civil penalties, require the violator to cease and desist the actions, publicly reprimand the violator, and recommend to the violator’s appointing authority that he be removed from his position. Certain violations also must be referred to the Attorney General for criminal prosecution. Final action by the Commission may be appealed to Circuit Court.

The Executive Branch Ethics Commission was created to promote public confidence in the integrity of state government. The citizens of the Commonwealth have a right to expect honesty from state employees and to have confidence in their government. As public servants, our goal should be to provide the public with high ethical standards of public service.

If we desire the citizens of the Commonwealth to view public servants as worthy of their trust, we must each exercise good judgement, common sense, and ethical behavior.
State employees who still haven’t taken their traditional summer vacations may be overlooking an obvious destination—one of Kentucky’s 17 resort parks.

No way, you think. State parks are always booked solid. Well, think again. Even during the peak season, Kentucky parks often have some vacancies, a Department of Parks official said today. A family that wants to vacation this summer at a Kentucky state park probably can find a room or cottage, with a little flexibility about which park and when to visit.

It is something of a hot-button issue with the traveling public that Kentucky parks are too popular, said Bob Bender, deputy commissioner. But, in fact, it is a misconception that all parks are booked solid throughout the summer. In today’s competitive travel environment, and with more than 830 guestrooms and 350 cottages in 17 resort lodges scattered throughout the state, some parks do have vacancies, especially during the weekdays.

To help potential visitors find out about available rooms and cottages at Kentucky parks, the department has developed a “hot button” of its own. It’s a button icon on the Kentucky Parks home page that reveals exactly how many rooms and cottages are vacant at any park for up to four weeks in advance. The address is http://www.kystateparks.com.

For those who don’t use the Internet, there’s the old-fashioned phone call, to a toll-free number, 1-800-255-PARK. A live operator answers the line and will connect a caller with any of the 17 resort parks to find out about vacancies.

The department believes this will prove to have been an excellent travel season, Bender said. The recent increase in gas prices may ultimately help influence potential visitors from major markets such as Ohio, Illinois, Indiana to forego longer trips, thus making Kentucky an appealing, accessible destination.

New Campground at Paintsville Lake

State and local officials dedicated a new $2.2 million campground and park office building at Paintsville Lake State Park on June 15.

The campground includes 32 developed sites and 10 primitive sites, along with recreational facilities, two picnic shelters and a bathhouse. The developed sites are the first in the state park system to have individual sewer hookups.
Dr. Jim Ramsey, Kentucky’s budget director, summed it up at an early June meeting of strategic planning core teams:

“This is an important project to state government. What we’re working on transcends elections and politics. What this [strategic planning] process is all about is in terms of service delivery and how we serve our customers. We’ve come a long way and we’ve still got things to do. It’s key to keep our focus and think long term.”

Cabinets have been hard at work developing four-year strategic plans to comply with legislation included in the appropriations bill by the General Assembly. Months of work have occurred primarily by three principals in each cabinet. The process owner or director of the process; the internal consultant who manages logistics and provides necessary resources; and an external consultant from an independent source who is schooled in facilitation, strategic planning development and serves as a guide to the state workers involved, all make it happen.

Ramsey kicked off the networking meeting, several of which have taken place intermittently through the initial strategic planning phase for the three groups. He introduced Ron Crouch, the director of the Kentucky State Data Center at the Urban Studies Institute at U of L, as the keynote speaker for the meeting. The untiring Crouch gave the group many examples of how the public’s perception of social and government issues fails to match the reality. “How do we make decisions on what we know if what we know ain’t so,” he asked the teams. “Are we getting the correct information?”

For example, Crouch said, according to general perception public school enrollment is down and private schooling is up in the U. S. and Kentucky when statistics show that just the opposite has occurred over the past 35 years. While acknowledging that school violence is a terrible tragedy, he said that 2,000 children were killed by their parents or caregivers in 1998, 15,000 teen deaths were the result of car accidents and 14 killed in school shootings.

“The rhetoric is not where the reality is. Are we spending too much time on the $1 issues rather than focusing on the $100 issues? Should we be improving driver’s education rather than installing metal detectors in our schools?”

Crouch said statistics show that automation of jobs like coal mining, has a more direct impact on job loss than a slow down in the economy. He appealed to the teams to look at the big picture behind their planning and to make informed decisions.

“Between 2010 and 2030, the greatest growth in population will be in the 65 and older age bracket. We’ve got to redefine old,” he said, and consider how retirement systems will have to be altered to accommodate an aging population.

“Our biggest challenges are not teenage pregnancy, welfare or racism,” he said. “Our biggest challenge is we won’t have the growth to support the boomers as they retire. We must retool the older population.”

After Crouch led the group through numerous statistics that illustrate his findings, the three strategic planning functions split up into groups to discuss the completion of initial drafts for their respective cabinets. They reviewed lessons that have come from the process thus far and what will occur between June and November when plans are finalized.

While the external consultants who assisted individual cabinets with building their strategic plans will no longer be directly involved, their feedback from the process will be invaluable for the ongoing implementation and refinement in the future.

The process owners and internal consultants agreed that continued discussions are critical and that all teams would benefit from reviewing each others’ plans when the are completed.

The arduous process that began at the beginning of the year is reaping results.
State Fair Returns
Aug. 16 - 26

By Jeanie Dittmeier, Fair and Exposition Center

The Kentucky State Fair is back! The 2001 State Fair returns to the Kentucky Fair and Exposition Center Aug. 16 - 26. It will feature some old favorites, such as Pride of the Counties, Health Horizons (formerly known as Health Fair), and Kidz Biz, along with many new surprises.

The 2001 Fair promises to be a cornucopia of delights. It will be eleven days of fun-filled activities, exhibits, food, crafts, animals, contests, music, games and rides celebrating Kentucky and its people. There will also be free and paid concerts.

Advance gate admission tickets and Kentucky State Fair Thrillway ride tickets will again be available at all participating Kroger stores, July 1- Aug. 15, with a Kroger Plus Card. Prices are as follows:

Kentucky State Fair Gate Admission

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Parking: $3.00 (at gate only)

Kentucky State Fair Thrillway Ride Tickets - 30 tickets for $14.00 (Height or size restrictions may apply to some attractions.)

For more information about the 2001 Kentucky State Fair, visit online at www.kystatefair.org.

Black Bears Make a Come-Back

By Dave Baker, Fish and Wildlife

Black bears are coming back to Kentucky - both in the wild and at the Dr. James C. Salato Wildlife Education Center.

Two rambunctious cubs will become the star attractions at a new bear exhibit slated for opening in the fall. The six-month-old black bears will roam a spacious quarter-acre area now under construction at the Salato Wildlife Education Center on the grounds of the Game Farm on U.S. 60 in Frankfort.

The new bear exhibit area will feature a naturalized setting of boulders, a stream, a wading pool and trees for the animals to climb. Visitors can watch the bears from accessible elevated and ground level viewing areas. The new exhibit will cost approximately $60,000. The Kentucky Fish and Wildlife Foundation is underwriting the project.

Bears take five years to fully mature, so visitors can watch the bears grow up. Male black bears average between 130 to 300 pounds, and may live for 15 to 20 years. Both cubs at the Salato Center are male.

Other viewable wildlife at the Salato Center includes a bobcat, elk, deer, wild turkey, bison and bald eagles. Admission to the center is free.

The new bear exhibit also will commemorate the return of black bears to the state. A number of female bears with cubs are now showing up in eastern Kentucky, an indication of permanent residency. Fish and Wildlife Department biologists are now attempting to determine the state’s bear population.
State Employees Urged to Check for Unclaimed Property

By Lysie Gaddis, State Treasurer’s Office

Need fast cash and lost your audition tape for the next Survivor show? State Treasurer Jonathan Miller could have the answer.

Yes, he is the State Treasurer, but he can’t make money grow on trees. Money IS growing, however, in the State Treasury’s vault beneath the Capitol grounds where most of Kentucky’s abandoned property sits.

In accordance with KRS Chapter 393, the State Treasurer is custodian of Kentucky’s Unclaimed Property. How much money is in the Unclaimed Property fund? Almost forty-five million dollars – and some of it could be yours!

The $45 million sitting in the Unclaimed Property fund typically involves assets left behind in dormant bank accounts, safety deposit boxes, or through unclaimed payroll and vendor checks. The assets are turned over to the Treasury Department, which is obligated to seek the rightful owners.

Treasurer Miller encourages all state employees to call the State Treasurer’s office toll free at 1-800-465-4722 or search the database on the Treasury Web site at www.kytreasury.com to determine whether they are owed property.

With the Treasury’s new processing policy, they will return your money within fifteen days of your claim and all proper paperwork being filed!

Don’t forget to look for an Unclaimed Property “calling card” with your payroll checks next month reminding state employees to look for their unclaimed property.

Who knows – you could have unclaimed property in the Treasury’s vault that could help pay for your summer vacation!

Cabinet Comments

Families and Children
Under House Bill 62, passed by the 2001 Kentucky General Assembly and effective June 21, eligible foster and adopted children will not be charged tuition or mandatory instruction fees at Kentucky’s public colleges and universities, including schools in the Kentucky Community and Technical College System. For more information, call your local Cabinet for Families and Children staff or 1-800-232-5437.

Fish and Wildlife
The Kentucky Department of Fish and Wildlife Resources has announced several personnel moves since May.

Wildlife Division Director Roy Grimes received a promotion to deputy commissioner. Deputy Commissioner Tom Young remains in charge of administration and policy while Grimes oversees program development for the agency’s divisions.

In May, Ellen Benzing replaced Jennifer Fields as staff attorney. Benzing, a graduate of Tulane University and Chase Law School, formerly worked on the staff of the Administrative Regulations Review Subcommittee at the Legislative Research Commission.

Local Government
In an effort to improve communications and provide more efficient service to its constituents, the Department for Local Government has redesigned its Web site, www.kylocalgov.com. The site will allow local leaders to contact staff, read the latest departmental news releases, review grant information, download forms, and find other agencies.

The department is dedicated to updating the site on a regular basis, said Commissioner Jody Lassiter.
believe they were opposed because they were not fully informed about what I was proposing. Nonetheless, it was not adopted by the General Assembly.

Still wanting to address the problem that existed, I did, by Executive Order effective on July 1, 2000, resolve some of these issues. The Order established a new wage schedule with a uniform 10% difference between the entry level wage in each grade. The entry level wage for each grade was increased by 5% plus the Cost of Living Index. The midpoint wage of each grade was increased by the Cost of Living Index. The grade of all job classifications that were 5, 4, or 3 grades below where they ideally should be were raised to be 2 grades lower than the job’s target grade.

By Executive Order effective July 1, this year, I raised the entry level wage of each grade by 6.67% and the midpoint wage of each grade by 1.67%. I also directed that the grade of all job classes that were 2 grades lower than the target grade would be raised by one grade. I further ordered that additional changes be made to the salary schedule in future years, based on the Cost of Living increase provided to the governor and other elected officials, to maintain competitive wage potential for our employees.

This will still leave almost 13,000 employees in job classes below their target grade. I intend to correct this inequity by July 1, 2002, if at all possible. These actions will not bring total equity to the state compensation system. They will, however, improve the situation.

But it should not be up to the governor alone to protect the interests of state workers. They should have the right to form an organization to represent them if they wish to do so. The decision to form an employee organization is up to the employees. The decision to permit such an action and to recognize such an organization to communicate the employee’s position on employment issues is up to me. That is why I issued the Order creating the Employee Advisory Council.

I want to stress that it is not for me to say that state workers want or need to be represented by an employee organization. I am saying that if the majority of employees of any of the nine employee units established in the Executive Order want an organization to represent them, then I will recognize that organization and discuss with it in good faith what I will do and what I will recommend to the General Assembly that they do regarding state employee issues.

If you would like more information on anything I talk about in this article, please contact the Labor Cabinet at 1-800-704-3573.

Again, I say to all of you, I appreciate what you do for the people of Kentucky and what you have done for me and my administration.

NOTE: See page 2 for more information from Personnel Cabinet Secretary Carol Palmore.

You may also visit Gov. Patton’s Web Site at http://gov.state.ky.us.