



**WHO TO CALL OR E-MAIL IN
THE HUMAN RESOURCES OFFICE**

PHONE: 302- 739-9901 FAX: 302-739-7571

All HR staff interprets, explain, and apply applicable state and federal laws, merit rules, regulations, policies and procedures *within their area of expertise*. All HR staff may provide recommendations, guidance and direction to management, employees or applicants for the purpose of understanding, meeting organizational and operational goals and objectives and identifying/resolving problems/needs.

**Mary Parker, Human Resources Manager I
Planning and Policy Development**

302-739-9050

Mary.B.Parker@state.de.us

Mary is responsible for departmental HR-related planning, policy development and maintenance, organizational development as well as overseeing management of the respective sections defined below. She is available to provide technical guidance and direction to managers on human resource issues and strategies. Any unique or highly complex situations would be appropriate to discuss with her. Mary participates as a member of the Senior Staff Policy and Strategic Development Team and also participates on several HR-related State committees.

**Jenny Garey, Trainer/Educator II
Training and Development**

302-739-9905

Jenny.Garey@state.de.us

Jenny manages the department's training program, working closely with the Senior Management Team and employees regarding training coordination. She handles the various issues pertaining to training and promotes new cultural initiatives. Jenny is a member of the Statewide Training Advisory Network of Delaware (STAND).

Hope Moody, Operations Support Specialist

302-739-9043

Hope.Moody@state.de.us

Hope is the administrative support for the Human Resources Manager, Affirmative Action Officer/Recruiter, and the Workforce Planning Group. And she is the supervisor of the Seasonal Assistance. In addition, she assists the ERB section in clerical support and data management with Workers' Compensation Claims and Employment Verification.

Vacant, Seasonal Assistance
[302-739-9052](tel:302-739-9052)

This is the first person you see when you enter HRO. This person answers phones, greets visitors, opens and distributes mail, and maintains all the fulltime and seasonal personnel files. And provides clerical assistance to the following sections: Training and Development, ERB and ACCESS.

Susan Lee, Human Resources Specialist III
Applicant, Classification, Compensation and Employee Services Section
(ACCESS)
[302-739-9048](tel:302-739-9048)
Susan.Lee@state.de.us

Susan manages this section and works with hiring managers and division HR liaisons to recruit, promote, reclassify and hire full-time employees. She may serve on selection interview panels. She processes temporary promotions, dual incumbencies, voluntary demotions, advanced hire requests and prepares salary analyses and a variety of associated reports. She reviews and approves job postings, interview questions, and interview panels. Susan makes employment offers for all merit new hires and prepares the hiring letter and Personnel Action Form. She evaluates and processes Critical Reclassifications and Position Establishments. Susan reviews Career Advancement Program (CAP) packages and all career ladder promotion packages, recommending approval or denial to Directors. She also serves as the Department Coordinator for the Commercial Driver's License (CDL) Drug and Alcohol Testing Program. Susan also serves on the statewide Job Evaluation Committee.

Bonnie Korstange, Senior Human Resources Technician
Applicant, Classification, Compensation and Employee Services Section
(ACCESS)
[302-739-9047](tel:302-739-9047)
Bonnie.Korstange@state.de.us

Bonnie provides information, procedures and guidance on the application process to applicants and employees. She evaluates applications and prepares response letters to applicants. Bonnie prepares postings and newspaper advertisements and prepares issues and maintains referral lists and registers. Bonnie coordinates and oversees Subject Matter Expert (SME) reviews. She coordinates CDL random drug and breath alcohol testing. She handles billing for newspaper advertisements and billing for the CDL Drug and Alcohol Testing Program.

**Joe Whaley, Human Resources Specialist III
Employee Relations and Benefits Section (ERB)**

302-739-9051

Joseph.Whaley@state.de.us

Joe manages this section and advises in all insurance and Workers' Compensation, employee performance and accountability, labor relations, AA/EEO issues as well as the disciplinary and grievance processes. More complex questions in these areas can be discussed with Joe. He is also responsible for reviewing employee performance reviews/plans Department-wide.

Staff expertise in the ERB section are in matters relating to all insurance and benefits (additions, changes, explanations of coverage) individually or through New Hire On-boarding/orientation, and all leave issues (sick, annual, Family Medical Leave Act, Donated Leave, military leave, leave without pay, compassionate leave, compensatory time).

**Melanie Caffo, Human Resources Specialist I
(Employee Relations and Benefits Section)**

All Employees

302-739-9049

Melanie.Caffo@state.de.us

Melanie serves as an ERB supervisor who assists employees and supervisors regarding leave issues such as sick, vacation, military leave, floating holidays, donated leave, short term disability, FMLA and Workers' Compensation. She manages the administration of Department personal Healthcare Insurance Programs to include Medical, Dental, Prescription, Eye care, and Blood Bank Insurance, and the Workers' Compensation, Short term Disability, Donated Leave and FMLA programs. She provides information, procedures and guidance to supervisors and liaisons on all related issues pertaining to benefits and eligibility, alternate schedules and oversees the ERB technician on new hire orientations and pension processing. Melanie also is responsible for the PHRST Change Management Program. She currently serves as the Department's PHRST Coordinator.

**Karen Hoffman, Human Resources Technician
(Employee Relations and Benefits Section)**

302-739-9044

Karen.Hoffman@state.de.us

Karen serves as an ERB liaison for employees assisting them regarding leave issues such as sick, vacation, floating holiday and holiday leave. She provides information, procedures and guidance on all related issues pertaining to benefits and eligibility as well as conducting new hire orientations and processing pensions. Karen also assists employees with direct deposits, W-4's and address changes. She is responsible for the Department Service Awards Program. Karen maintains all service dates for employees. She determines who quarterly is eligible for the various five year incremental awards and then coordinates the ordering, selection, and delivery of each award.