

ANNUAL REPORT

FISCAL YEAR 2013 – 2014
CIVIL SERVICE COMMISSION



COUNTY OF KERN
DEPARTMENT OF PERSONNEL

TABLE OF CONTENTS

HISTORICAL DATA OF THE PERSONNEL DEPARTMENT.....	Page 2
MISSION STATEMENT.....	Page 3
PERFORMANCE MEASURES.....	Page 4
CLASSIFICATION ACTIVITIES.....	Page 7
RECRUITMENT RELATED DATA, FISCAL YEAR 2013/14.....	Page 8
CIVIL SERVICE COMMISSION.....	Page 9
PERSONNEL DEPARTMENT.....	Page 9
CIVIL SERVICE RULES.....	Page 11
EMPLOYEE APPEALS.....	Page 12
EQUAL EMPLOYMENT OPPORTUNITY DIVISION STATISTICS.....	Page 12
HUMAN RELATIONS COMMISSION.....	Page 13
DISCRIMINATION COMPLAINTS.....	Page 13
TRAINING.....	Page 13

HISTORICAL DATA OF THE PERSONNEL DEPARTMENT

The Personnel Department was established by the Board of Supervisors as a part of the Administrative Office on July 1, 1945, under provisions set forth in Ordinance A-24. In May 1948, the duties of the County Administrative Officer and Personnel Director were separated.

Ordinance A-24 established the "Merit System" of personnel selection, headed by a Personnel Board of five (5) members. The Personnel Board formulated the various rules and regulations pertaining to County employees. The rules and regulations of the Personnel Board were written and adopted by the Personnel Board on January 7, 1946, and adopted by the County Board of Supervisors on January 14, 1946.

In June 1956, by vote of the electorate of Kern County, the Civil Service System was approved and made effective on July 9, 1956. The system was adopted under Sections 31100-31113 of the State of California Government Code, known as the County Civil Service Enabling Law. The vote of the electorate was formalized by County Ordinance A-126.

Under provisions of Ordinance A-126, the Civil Service Commission replaced the Personnel Board as previously established. The Commission's Rules and Regulations, which served to implement the Civil Service Law, were formally adopted on September 24, 1956.

The Kern County Personnel Department is the staff organization for the Civil Service Commission. The Department exists to assist the Commission and the Board of Supervisors in the administration of the Civil Service Ordinance and other responsibilities as assigned.

The Civil Service Commission appointed Ms. Ginny Krebs as the County Personnel Director, effective January 26, 2013. She also serves as the Secretary of the Civil Service Commission.

The office of the Personnel Department is located at:

Kern County Administrative Center
1115 Truxtun Avenue, First Floor
Bakersfield, CA 93301

The department is required to oversee such services as recruitment, test and measurement, preparation of eligible lists for prospective employees, administration of a compensation and classification system, maintenance of personnel and pay records, and, counseling County departments, employees and the general public regarding personnel procedures and regulations.

MISSION STATEMENT

The mission of the Kern County Personnel Department is to provide a full-range of personnel services to our customers in a timely and professional manner, and in accordance with accepted personnel management practices and applicable personnel laws, to ensure a diversified and productive work force.

VISION

Ensure equal access to employment by protecting the integrity of the Civil Service System and find personnel solutions to assist employees and help County Departments function more efficiently.

VALUES

- Customer Service Excellence
- Honesty
- Integrity
- Accountability
- Professional Development
- Diversity
- Innovation
- Clear Goals
- Measurable Results
- Effective Communication
- Constructive Feedback
- Teamwork
- Dedication
- Partnership
- Respect for the Individual
- Celebration

FUNCTIONAL AREAS

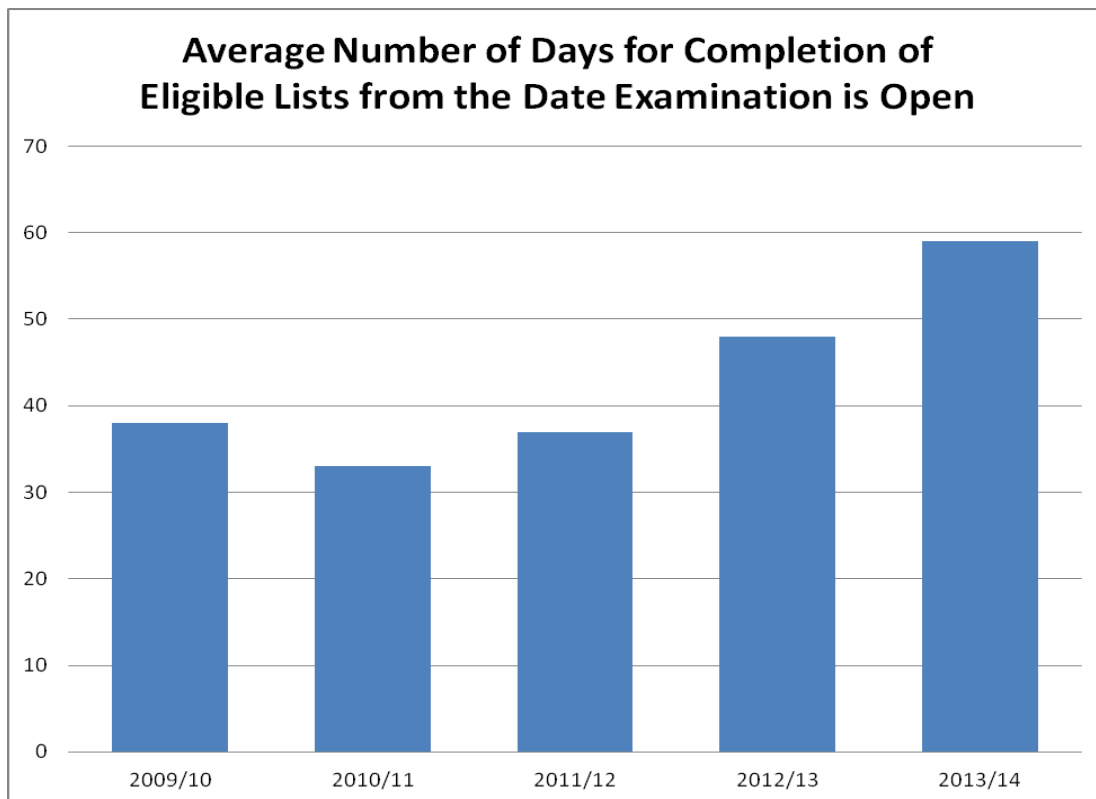
- Administration of Civil Service Commission directives
- Custodian of Civil Service Commission records
- Development and maintenance of the County's classification system
- Development and administration of competitive examinations
- Administration of equal employment opportunity
- Administration of payroll and certification
- Custodian of all County personnel records
- Assist County departments in achieving their personnel goals
- Assist County departments in the resolution of personnel issues
- Provide staff support and counsel to the Human Relations Commission
- Provide training to County staff as requested pertaining to various topics in human resources

PERFORMANCE MEASURES

1. *Average Number of Days for Completion of Eligible Lists from the Date Examination is Open.*

This measure captures the average number of days for completion of eligible lists, when an eligible list does not already exist, from date of the receipt of a requisition by the Personnel Department. Eligible lists contain the names of candidates meeting minimum criteria for hire. This indicator captures the amount of time required to develop an eligible list. The timeframe includes recruitment elements such as consultation with the department head about recruitment strategies, time for advertising, review of applications, administration of test components and calculation of final scores for each candidate. The average number of days for recruitments from FY 2009-10 through 2011-12 is 35 days and is being used as a comparison index.

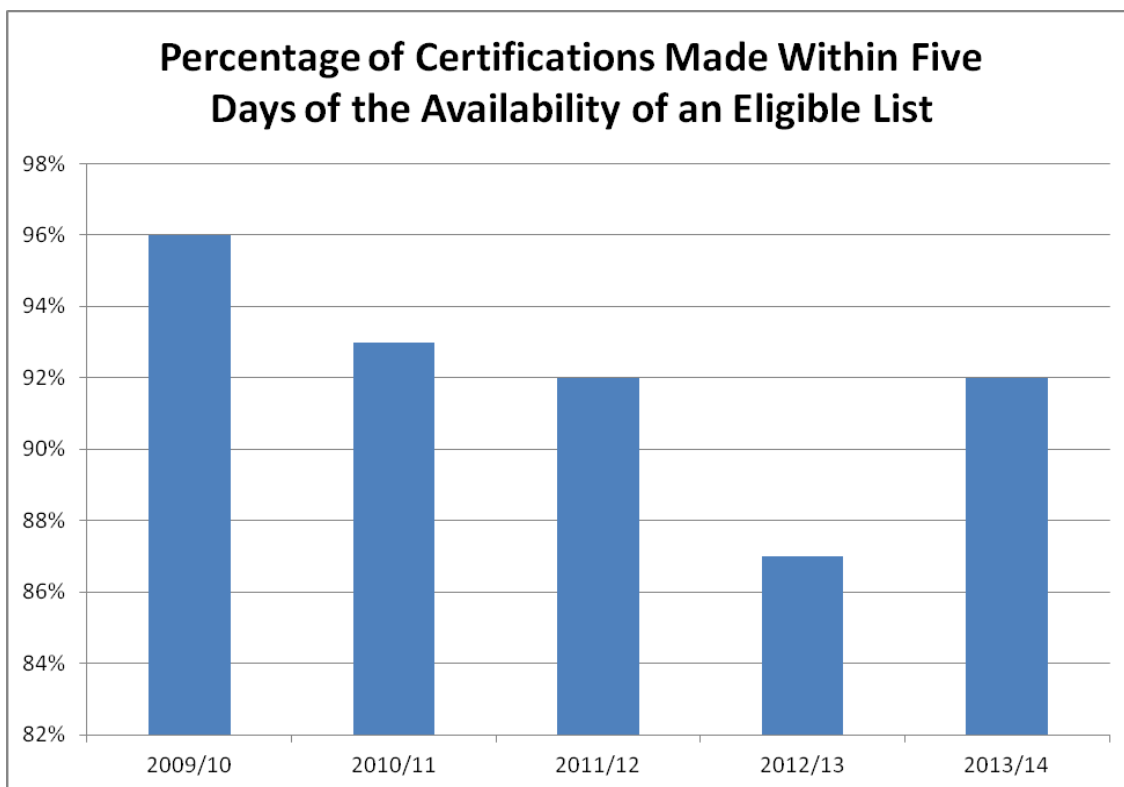
The Test and Measurement process is the most basic Personnel Department function. This indicator allows us to track our progress in this fundamental area, which determines the timeframe for identifying candidates to fill vacancies in County Departments.



2. *Percentage of Certifications Made within Five Days of the Availability of an Eligible list and Valid Requisition.*

This measure indicates the timeliness with which the Personnel Department provides names to departments for hiring consideration when an eligible list exists. It is the process of providing certified names from the eligible list to departments. Our goal is to have names to departments as soon as possible, but at least within five working days of an eligible list completion.

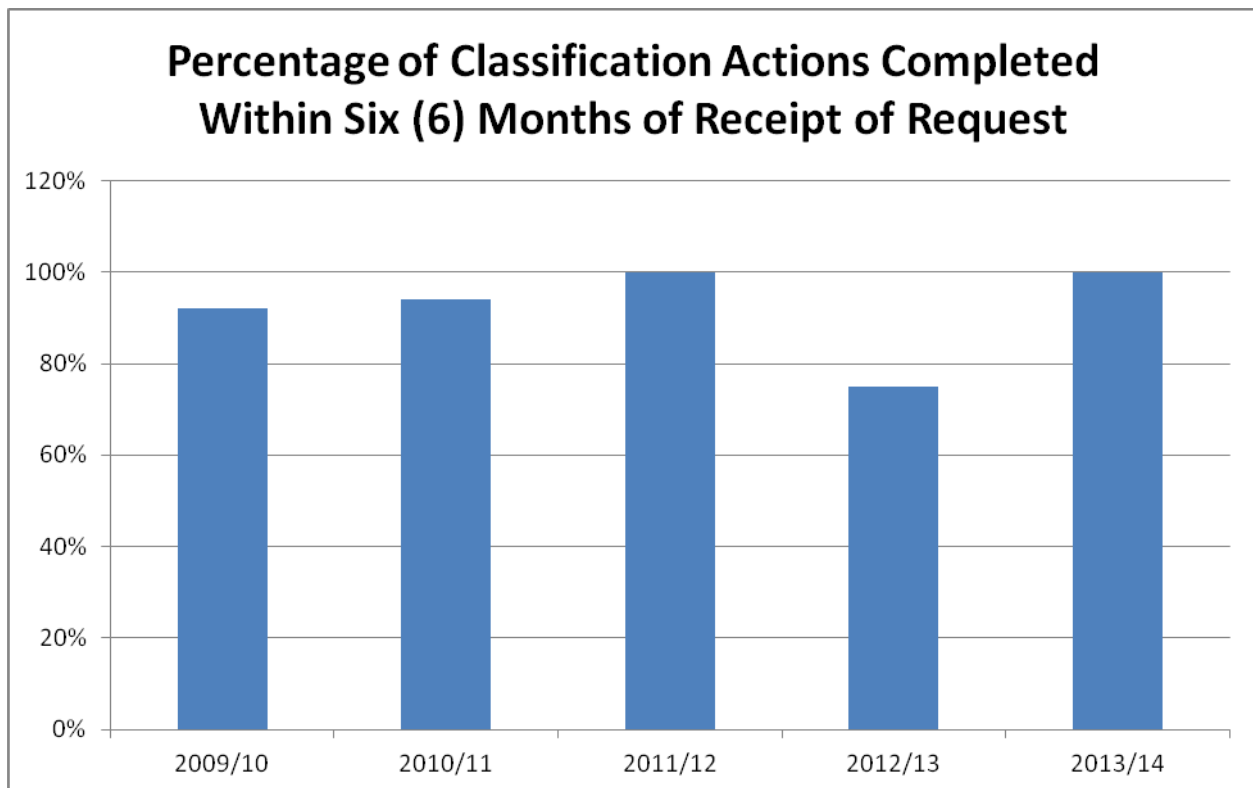
This indicator allows us to capture a very specific component of the recruitment process – the time it takes to certify names from an eligible list to the requisitioning department. It will help us refine the process.



3. *Percentage of classification actions completed within six months of receipt of request.*

This measure indicates the timeliness with which the Personnel Department addresses requests from departments to evaluate and change various components of the classification system. The requested actions include development of new classifications, revisions of existing classification specifications, and the review of individual positions to determine whether the incumbents are properly classified. Sometimes this comes with job specification revisions and/or title changes. Given the complexity of this process, six months is felt to be a reasonable goal.

Classification is a key component of personnel administration. This indicator will help us evaluate our processes in managing the County classification goal.



CLASSIFICATION ACTIVITIES

The County's classification plan is the foundation of an active personnel system. It provides the basis for recruitment and testing activities and a method of comparing and evaluating different jobs for basic compensation purposes.

Standard classification activity included a total of **138** items that were considered by the Commission during this fiscal year. The items were as follows:

- 5** – New Specifications
- 86** – Revised Specifications
- 13** – Deleted Specifications
- 34** – Reclassifications

POSITION RECLASSIFICATIONS

A position reclassification may be proposed if an employee is performing work that is outside that prescribed in the employee's job specification. The department head, the incumbent, or the Civil Service Commission may initiate a reclassification proposal. The Personnel Department conducts an analysis of the employee's current working assignment and makes recommendations.

There are four potential outcomes following the Personnel Department's analysis. The employee can be found to be performing duties at the level of a higher classification which can result in a recommendation for reclassification upward. The employee can be found to be performing duties consistent with his/her current classification, and therefore, no change in classification is recommended. A reclassification can occur in which there is only a title change. The employee can be reclassified downward to a Y Grade if the duties and responsibilities of the employee's position are changed and the position is reclassified to a lower salary range in which Step E provides a rate of compensation lower than the rate then earned by the employee. In this case, the employee retains the rate of compensation being paid immediately prior to the time of the change and reclassification, and the compensation rate is designated as Step Y.

Position reclassification activity included a total of **34** items that were considered by the Commission during this fiscal year. The items were as follows:

- 10** – Reclassified Upward
- 10** – No Change in Classification
- 14** – Title Change Only
- 0** – Reclassified Downward/Y-Grade

RECRUITMENT RELATED DATA, FISCAL YEAR 2013/14

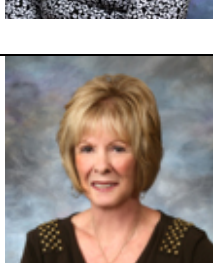
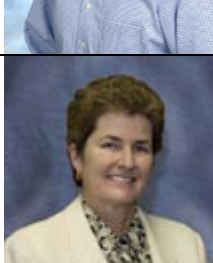
The Total Applications column represents the total number of applications received during this fiscal year for permanent positions. Total Certifications represents the Personnel Department providing an operating department with a list of eligible candidates at the department's request to fill a position. The Total Exams Announced is essentially the number of new recruitments open. The Notice of Employment (NOE) equates to action taken to put a new employee on payroll and can be thought of as the total number of new permanent employees hired during the fiscal year.

Fiscal Year	Total Applications	Total Certifications	Total Exams Announced	Total NOE
2008/09	17,356	816	161	1,888
2009/10	8,797	520	130	1,536
2010/11	16,486	732	201	1,512
2011/12	17,438	1,168	197	2,475
2012/13	27,177	1,237	274	2,824
2013/14	22,688	988	264	2,280

CIVIL SERVICE COMMISSION

The Civil Service Commission consists of five (5) members appointed by the Kern County Board of Supervisors. They operate a governing body in monitoring provisions of the Kern County Civil Service Ordinance, including Civil Service Rules and Regulations. Commissioners have responsibility for considering such personnel matters as classification, development and maintenance of examination procedures, employee appeals and applicant complaints.

Commission Members for 2013/2014:

	Romeo Agbalog President Supervisory District 1		Frederick Prince Vice President Supervisory District 5
	Jacquelyn Parli Supervisory District 2		Jeffrey Thorn* Supervisory District 3 <i>*Resigned 5/12/2014</i>
	Joy Rose Supervisory District 4		Ginny Krebs Secretary to the Commission

The Commission meets regularly on the second Monday of each month with other meetings scheduled as necessary. During this fiscal year, 12 regular and 20 special meetings were held to complete business directed to the Civil Service Commission.

PERSONNEL DEPARTMENT

Personnel Department employees are the administrative staff to the Civil Service Commission and are responsible for daily management of the Personnel Department and Commission activities. In addition to monitoring personnel transactions, the department certifies eligible lists of prospective employees to operating departments for the filling of existing job vacancies. The Personnel Department has responsibility for test and measurement, position classification studies, wage and salary surveys, and preparation of reports and materials for special hearings before the Commission. In addition, the department oversees the employment drug screening and medical examination process, administers the County Equal Employment Opportunity

program, and offers in-depth training sessions for county employees, including operating department payroll clerks as well as employee orientation workshops.

The following list describes the Personnel Department staff as of the last day of fiscal year 2013/2014:

<u>Name</u>	<u>Position</u>
Ginny Krebs	Director of Personnel
Michael Goulart	Equal Employment Opportunity Officer
Karen Kitchen	Civil Service Division Manager
Debbie Rodriguez	Senior Personnel Analyst
Keri Pharris	Senior Personnel Analyst
Linda O'Neil	Senior Personnel Analyst
Robb Seibly	Senior Personnel Analyst*
Jason Wiebe	Senior Personnel Analyst
Mary Stewart	Personnel Analyst II
Brenda Villanueva	Personnel Analyst I
Kelly Levig	Personnel Analyst I
Adelina Rodriguez	Personnel Assistant
Terry Derouchie	Personnel Assistant
Shalynn Taylor	Personnel Assistant—Extra Help
Rosy Cota	Personnel Assistant – Extra Help*
Christine Kennedy	Office Services Coordinator-Confidential
Patricia Edwards	Fiscal Support Specialist-Confidential
Judy Beggs	Fiscal Support Specialist-Confidential
Joshua Lynch	Fiscal Support Specialist-Confidential
Reva Pena	Fiscal Support Specialist-Confidential
Debbie Muth	Fiscal Support Specialist-Confidential
Krystal Lopez	Office Services Technician-Confidential
Deonka Rufus	Office Services Technician-Confidential
Adriana Komin	Office Services Technician-Confidential

*Staff of Human Services Department, with contractual agreement to serve Civil Service Commission and Personnel Department.

CIVIL SERVICE RULES

The Personnel Department is committed to evaluating the Civil Service Rules on a continual basis and aims to make revisions as needed to ensure the rules reflect the latest processes and technologies.

SCHEDULE OF AMENDMENTS FOR FISCAL YEAR 2013-2014

Rule	Regarding	Date Amended	Date Distrib.
1200.00	Leave of Absence	07/08/13	07/17/13
307.00, 403.00 & 406.00	Put into place ramifications of cheating	11/11/13	11/12/13
203.00	Amendment and Maintenance of the Classification Plan	12/09/13	12/12/13
602.00	Certification of Names	01/13/14	01/16/14
1205.00	Leaves of Absence for Non-Promotional Probationary Employees	01/13/14	01/16/14
301.00	Filing of Applications (Change due to implementation of NeoGov)	03/10/14	03/13/14
408.00	Notice of Results of Examination (Change due to implementation of NeoGov)	03/10/14	03/13/14
411.00	Appeal from Qualified Appraisal Board (Change due to implementation of NeoGov)	03/10/14	03/13/14
510.00	Removal of Names from Eligible Lists (Change due to implementation of NeoGov)	03/10/14	03/13/14
602.50	Failure to Response (Change due to implementation of NeoGov)	03/10/14	03/13/14
605.00	Notice of Certification (Change due to implementation of NeoGov)	03/10/14	03/13/14
1735.00 & 1830.00	Hearings	05/12/14	05/16/14
1202.00, 1203.00 & 1204.00	Discretionary Leaves of Absence	06/09/14	06/11/14

EMPLOYEE APPEALS

Civil Service Rule 1705.00 sets forth the procedures to be followed any time an appointing authority takes action to dismiss, suspend, or reduce in rank or compensation any regular, non-probationary officer or employee in the classified civil service. The officer or employee may, within ten (10) business days after presentation to him of the order, appeal through the Personnel Director to the Commission from the order (CSR 1730.00). Within 20 calendar days from the filing of the appeal, the Commission shall commence a hearing and either affirm, modify, or revoke the order. The appellant may appear personally, produce evidence, and have counsel and a public hearing (CSR 1735.10). Appeal Hearings are initially scheduled for 3-5 weeknights from 5:00 PM—8:00 PM.

There were a total of six (6) employee appeal hearings heard by the Commission in Fiscal Year 2013-14.

Department	Level of Discipline	Hearing Outcome
KMC	Step Reduction	Upheld
Parks	Dismissal	Upheld
Probation	Dismissal	Upheld
Probation	Dismissal	Overtured
Probation	Dismissal	Upheld
Sheriff	Dismissal	Upheld

EQUAL EMPLOYMENT OPPORTUNITY DIVISION STATISTICS 2013/14

At the end of fiscal year 2013/2014 full-time minority representation in the Kern County Civil Service was 48.65%. As in previous reporting periods, minority representation in the County workforce continued to increase and currently exceeds the minority community labor force of 44.68% (based upon 2010 Census figures for Kern County) by 3.97%. The minority group hiring rate during the 2013/2014 fiscal year was 48.1%.

Kern County has achieved its equal employment opportunity goals for the professional, paraprofessional, clerical, service, maintenance, and technical classifications. Efforts continue to achieve parity in the protective services, skilled craft, and office and clerical classifications. Minority representation in the administrative category was 48.4% at the end of the fiscal year.

The County's female employee representation was 55.8% of the Civil Service Workforce at the end of fiscal year 2013/2014. The female hiring rate was 56.6% for the same period. Female representation in official and administrative classifications was 50.4% at the end of the fiscal year. Parity representation for female employees exists in the protective service, paraprofessional and office and clerical classifications.

HUMAN RELATIONS COMMISSION

In addition to its regular duties, the Personnel Department continues to provide staffing to the Human Relations Commission.

Established by the Board of Supervisors in 1990, the purpose of the Kern County Human Relations Commission is to study, evaluate and recommend to the Board of Supervisors plans and programs to eliminate prejudice and discrimination. The Commission also serves to promote and safeguard the equal rights of and respect for all people within Kern County in the areas of employment, education and social and economic justice, and serves as the Kern County Equal Opportunity Program Advisory body. The Equal Employment Opportunity Officer serves as secretary to the Kern County Human Relations Commission.

DISCRIMINATION COMPLAINTS

During the reporting period, the Equal Employment Opportunity Officer investigated 25 complaints of discrimination. Of the 25 complaints investigated, 53 individual issues were addressed as follows: Age (10), Sex (3), Disability (6), Race (11), Medical Condition (2), National Origin (4), Religion (2), Retaliation (9), Gender (1), Marital Status (1), Political/Union Affiliation (2), Color (1), and Pregnancy (1).

The Equal Employment Opportunity Officer coordinated 10 regular meetings of the Kern County Human Relations Commission during the 2013/2014 fiscal year.

TRAINING

The Personnel Department conducted eight (8) training sessions for employees as part of the County's Leadership Development Program which consisted of the following: Appraising Performance and Employee Discipline (60 employees trained), Basic Supervision (48 employees trained), Personnel Administration Overview (57 employees trained), and Promote Yourself (56 employees trained). A total of 221 employees participated in these training sessions during this fiscal year.