

## **CIVIL SERVICE COMMISSION/PERSONNEL**

### **I. MISSION STATEMENT**

To provide quality service to the public, our employees and to all County Department/Agencies which will enhance the achievement of their goals.

### **II. DEPARTMENT GOALS**

1. Establish eligible lists on a timely basis.
2. Classify positions on a timely basis.
3. Develop a highly qualified and effective staff and enhance their personal growth.
4. Develop and maintain an effective Civil Service Commission.
5. Effectively handle labor relations responsibilities - contract negotiation and contract administration.
6. Timely and accurately audit personnel transactions for compliance with personnel laws, rules and regulations.

### **III. PROGRAM DESCRIPTION**

The major functions of this program are to audit personnel transactions for compliance to laws, rules and regulation; to classify positions; to recruit for qualified applicants; and to handle labor relations matters in a timely, efficient, economic and judicious manner; and to advise departments on Civil Service laws, rules and regulations. The Civil Service Commission hears appeals from the actions of the Director of Personnel Services and other appointing authorities and advises the Mayor and the Director of problems concerning personnel administration. This program endeavors to provide the members of the commission with opportunities to keep abreast with the latest developments in public personnel administration throughout the United States.

#### **a. Program Objectives**

Within the budgetary allocation of the Department of Personnel Services:

1. Administer and oversee the personnel management program in the County with an effective staff and commission.
2. Support Departments by providing certification of eligibles on a timely basis.
3. Support Departments with appropriate and timely classification of positions.
4. Support Departments in labor relations by effectively handling contract negotiations, contract administration and grievances.

b. Program Highlights

The MOAs for HGEA and UPW effective July 1, 2009 through June 30, 2011 allowed for furloughs from zero (0) up to twenty-four (24) days with corresponding pay adjustments for each furlough day for the second year of the contract (July 1, 2010 – June 30, 2011). Affected employees were furloughed accordingly for 2 days per month starting in July, 2010. Water safety officers, police radio dispatchers, and public safety workers were not furloughed during this period and provided regular services at reduced wages. The bus drivers and solid waste refuse collectors were exempt from furloughs and waivers (reduced wages). Employees covered under the Fire (HFFA) and Police (SHOPO) contracts were not subject to furloughs and reduced wages. While 24 furlough days were scheduled for the fiscal year, the administration officially ended furloughs in December, 2010.

In October, this Department issued information and guidelines on compliance with Act 179 which related to the employment of Employees' Retirement System (ERS) retirants. The information and guidelines included questions and answers regarding the law, examples, as well as a certification and information form to ensure compliance with the new law.

This Department assisted the County Attorney's Office with the revision and reissuance of the County's Policy Against Discrimination and Harassment which was completed in October and issued shortly thereafter. Training for department/agency Heads started in December with all employees completed in the following months.

In January, this Department circulated a draft Return to Work Program (RTWP) for review and comments to all department/agency heads. The program's purpose

is to ensure proper care and efficiency of our employees return to work following work related injury or illness. The final draft is presently being reviewed.

Prior to expiration of the contract for Substance Abuse Professional (SAP) services, contractor Dr. Gerald J. McKenna, notified the Department of their wish not to renew the contract. The contract would normally be extended for up to 3 years upon mutual agreement. This necessitated solicitation for a replacement which resulted in the award of the SAP contract to WorkLife Hawai'i. In May, SAP Orientation Training was conducted by WorkLife personnel for the Departments/Agencies Designated Employer's Representatives (DER).

With personal services contracts ending coincident with the fiscal year, a revised contract form was issued for utilization for all PSCs. The revised form clarified terminations, renewals and duration issues.

c. Program Activities

1. Civil Service Commission

Term of Appointment

Ryan de la Pena, Chair.....	3/20/07 - 12/31/12
Catherine Adams.....	2/17/09 - 12/31/11
Lani Aranio.....	7/22/08 - 12/31/10
John Low.....	3/15/11 - 12/31/13
Gilbert Maerina.....	8/21/07 - 12/31/10
Roy Morita.....	2/16/10 - 12/31/13

Regular meetings held.....	12
Appeal hearings.....	2

2. Recruitment, Examination and Certification

<u>Recruitment</u>	<u>2009-10</u>	<u>2010-11</u>
Total classes recruited	124	123
Total applications received	2,865	4,894
Total number of applications accepted	1,925	2,686
Total number of applications rejected	940	2,208

Number and Kinds of Examinations Held

Open-Competitive	60	88
Promotional	28	50
Non-Competitive	22	29
Registration	6	12

Number of Eligible Placed on List

Open-Competitive	407	64
Promotional	62	33
Registration	924	1,667
Re-Employment	2	3

Certification

Number of requests from departments	131	171
Job opportunities filled by Certification	63	78
Total number of eligibles certified	398	2,222

Examination Assistance

Examination proctoring services were requested by the following jurisdiction in FY 10-11:

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In fiscal year 2010/2011, the Department of Personnel Services (DPS) received 4,894 job applications. 3,834 or 78% were received on line in comparison to 1,060 or 22% paper applications received. We continue to work towards our goal to have our recruitment system be completely paperless, target date of September 1, 2011.

Responding to our question, “How did you find out about this recruitment?” 3,575 applicants responded as follows:

Announcement Resource	Number of Applicants	Percent
County of Kaua'i website	1600	45%
Word of Mouth (County employees)	525	15%
Other	493	14%
State Recruiting Office or Workforce Development	348	10%
Other search engines (MSN, Google, etc.)	332	9%
Garden Island Newspaper	222	6%
Department of Personnel Services	39	1%
Job Fair	8	0%
Other State/County newspapers	8	0%
Total Responded	3575	100%

On November 17, 2010, Department of Personnel Staff (DPS) participated in the Job and Resource Fair sponsored by the Kaua'i Community Alliance, a consortium of non-profit agencies and local and state government. It was a combination of a job fair and small resource fair to assist those in the community searching for a job and/or needing assistance, and was held at the Pi`ikoi Conference Center. The DPS staff also participated in the Kaua'i Community College/WDD WorkWise Kaua'i Job Fair on April 21, 2011. Held at the Kaua'i Community College One Stop Center, it offered a great location with high visibility to all students and other jobseeker traffic for the various participating employers.

### 3. Classification and Pay Administration

#### Classification Activities

	<b>2009-10</b>	<b>2010-11</b>
Initial Allocation	41	15
Reallocation	75	59
Reallocation of Vacant Position	62	87
Temporary Reallocation	18	4
End of Temporary Reallocation	16	13
Redescription Review	62	157
No Change	1	1
Withdrawn	8	0
Class Retitled	2	0
Backlog of Classification Requests	8	26
Total Classification Requests	293	357
Total Classification Appeals	0	2
Total Number of Classes Established	14	9
Total Number of Classes Retitled	0	0
Total Number of Classes Abolished	2	1
Total Number of Classes Amended	8	2
Total Number of Classes Reactivated	0	1

#### Pay Activities:

This Department received and reviewed proposed pricing of 63 classes for establishment by the State of Hawai'i, its Department of Education, Hawai'i

Health Systems Corporation (HHSC), The Judiciary, City and County of Honolulu and the counties of Hawai'i and Maui. The purpose of the review is to identify equal classes of work in compliance with the Hawai'i Revised Statutes (HRS) §76-1. The provisions of HRS §76-13.5 require classification systems to be constructed with the objective of achieving equal pay for equal work.

This Department introduced a new position description form, available in electronic form, for use by departments and agencies. The position description is the official document describing the duties and responsibilities of authorized positions. The form complies with requirements of Act 253, SLH 2000, the Public Employment Reform Law, that the nature, content and use of position descriptions be known and understood by employees, supervisors and management, and attempts to prepare for changes that are anticipated due to advancements toward electronic workflow. Training was provided to departmental personnel representatives in November 2010.

#### 4. Labor Relations

In the fiscal year, 7/1/10 to 6/30/11, the County of Kaua'i implemented its furlough plan for the Hawai'i Government Employees Association (HGEA), Bargaining Units 2, 3, 4 and 13 and the United Public Workers (UPW) Bargaining Unit 1. The County of Kaua'i entered into a Supplemental Agreement (SA) with the HGEA of two (2) furlough days per month. Certain positions were exempt from the furlough plan. After six (6) months of furlough, the County administration ended the two (2) day furlough effective the close of business 12/31/10.

During the fiscal year 2011, the Employer groups and the HGEA held contract talks and reached tentative agreements. The County of Kaua'i and the HGEA initiated a Supplemental Agreement which provided zero (0) first year and zero (0) second year pay increase, fifty/fifty EUTF contributions and favored nation status.

Ongoing talks continue with SHOPO, HFFA and the UPW.

This Department continues to provide assistance and guidance to the various County Departments/Agencies in contract administration activities. Specifically, technical advice with regard to the intent and interpretation of various contract provisions and Civil Service rules and regulations, grievance handling, meeting with departmental officials to discuss problem areas and making meaningful recommendations as to the appropriate course of action for speedy resolution of disputes.

A variety of grievances were filed by the Unions. The most common grievance dealt with the areas of discipline, transfers, promotions, terminations, and differences in the interpretation of contractual provisions. Many other grievances were settled informally by this department after meeting with the unions and departments concerned.

This Department continues to participate in the quarterly contract administration workshops which are contractually mandated for Unit 12 (SHOPO) and Unit 11 (HFFA). The intent of these workshops was to resolve issues as they arise and not wait for bargaining sessions.

#### 5. Training and Employee Development

The County's training funds are situated in the Finance Department in collaboration with the Office of the Mayor to coordinate training activities for our employees. As such, this Department's responsibilities in this area have been performed by the Mayor's Office. However, we continue to assist as necessary.

The Department of Personnel Services coordinates with the State Department of Human Resources Development in providing County employees with the opportunity to participate in their training classes for career development and skills enhancement.

#### **Pre-Retirement Workshop**

The Department of Personnel Services annually sponsors the Pre-Retirement Workshop for state and county government employees. The purpose for this pre-retirement workshop is to assist government employees in providing the necessary skills and coping tools in their transition to a fulfilling retirement life.

In November, over 150 state and county employees participated in this popular workshop held at the Kauai Memorial Convention Hall. Topics presented to the employees by professionals and from government and business sectors were health fund, retirement benefits, social security benefits, financial planning, wills and estates, deferred compensation, and services for the seniors.

#### **Employee Awards Recognition**

The Employee of the Year Award is an annual recognition for county employees who contributed materially to county government by virtue of superior work performance, work efficiency, community service, and special acts beyond the

scope of their duties, thereby sustaining pride in work performance and fostering excellence in public service. Service Awards were given to employees who retired and to employees who have completed 15, 20, 25, and 30 years of dedicated government service.

The Employee Recognition ceremony was held at the Kaua'i War Memorial Convention Hall which was attended by about 250 employees and their guests. Dinner and entertainment were provided at a minimal cost to the employees and their guests.

6. Personnel Transactions

Total Number of Personnel Transactions Audited.....	2,462
New Hires.....	44
Separations.....	66
In-Service Transactions:	
Promotions.....	64
Demotions.....	3
Transfers.....	122
Pay Increase.....	457
Reallocations.....	32
Suspensions.....	24
Other.....	1,650

DEPARTMENT OF PERSONNEL SERVICES

STAFF AS OF JUNE 30, 2011

Director of Personnel Services . . . . . Malcolm C. Fernandez  
Personnel Services Manager . . . . . Thomas Takatsuki  
Personnel Program Analyst. . . . . Karen Matsumoto  
Personnel Management Specialist V. . . . . Joyce Schuierer  
Personnel Management Specialist IV . . . . . Erin Doo  
Personnel Management Specialist IV . . . . . Kathy Tanita  
Personnel Clerk II . . . . . Telissa Agbulos  
Personnel Clerk I . . . . . Brittany Kauai  
Civil Service Secretary. . . . . Verna Bacarro

**NUMBER OF EMPLOYEES AS OF JUNE 30, 2011**

<u>Department</u>	<u>Permanent</u>	<u>Temporary</u>	<u>Exempt</u>	<u>Contract</u>	<u>Total</u>
Civil Defense	3		1	1	5
County Attorney	5		9		14
County Clerk	10		18		28
Economic Dev.	1	1	7		9
Finance	68	6	3	1	78
Fire	191	8	2		201
Liquor	7		1		8
Mayor			19		19
Elderly Affairs	7	7		1	15
Housing			1	27	28
Transportation			87		87
Parks & Recreation	119	2	3	1	125
Personnel Services	8		1		9
Planning	20		2	2	24
Police	185		1	2	188
Prosecuting Attorney	13	6	7	7	33
Public Works	277	3	3	4	287
Water	80		3		83
<b>TOTAL</b>	<b>994</b>	<b>33</b>	<b>168</b>	<b>46</b>	<b>1241</b>

Note: Permanent - Probationary and permanent employees  
Temporary - Provisional and limited term employees  
Exempt - Elected and appointed employees  
(excluding commissions, boards and  
council members)  
Contract - Employees under personal services contract