

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 negotiations 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 budgetary allocation of the Department of Personnel Services (DPS):

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

In order to establish uniform procedures for the operation of the NeoGov Insight System and to define the different user roles established for the NeoGov System, the NeoGov Insight Policy was issued to all Departments/Agencies on August 10, 2011. The policy describes and establishes procedures for the paperless application process that started on September 1, 2011.

On November 21, 2011, the County's Policy on Internal Departmental Competitive Recruitment was issued to all County Departments/Agencies. The Policy informed appointing authorities of the process relating to the recruitment, examination and placement of individuals to fill vacant civil service positions through the internal departmental competitive process.

The County's Return to Work Program, Policy and Procedures were issued on January 6, 2012. Informational meetings for Department Heads, Deputies, and department personnel officer functionaries were held on February 10, 2012. The Return to Work Program assists employees who are injured at work to safely return to work as soon as it is medically appropriate by providing opportunities to perform their regular job with modifications or, when available, to perform alternate temporary work that meets the injured worker's physical capabilities.

Heartsaver First Aid & CPR AED training was held on February 6th, 9th, 13th, and 15th of 2012 at the Civil Defense – Emergency Operations Center (EOC). This training was conducted by the COK's Fire Department personnel and was attended by 64 employees. Departments with personnel who may not have access to emergency care within 4 minutes or less were especially encouraged to have personnel trained.

On February 16, 2012, the Guidelines for Preparing Organization Charts and Functional Statements were revised and reissued to all Departments/Agencies. The guidelines outlined the responsibilities and procedures for preparing the Organization Charts and Functional Statements upon which personnel requests and personnel actions, including classifications, are to be evaluated and acted on.

On March 20, 2012, Departmental Personnel Officer (DPO) types from the various County Departments/Agencies attended a training session on processing Form I-9 Employment Eligibility Verification sponsored by the Research Corporation of University of Hawai'i (RCUH) Human Resources. The training covered: Proper Completion of Form I-9,

Acceptable Documents, and Avoiding Common Errors on Form I-9.

Drug and Alcohol Testing (DAT) training sessions for BU-1 Non-CDL DAT employees who did not have opportunity to attend formal training, and Reasonable Suspicion Test Training for Supervisors and Designated Employer Representatives (DER) were held on March 20th and 21st of 2012 at the EOC. The training was conducted by the State’s Department of Human Resources Development (DHRD) Safety Officer. The “Reasonable Suspicion Training” was specific to the United Public Workers Supplemental Agreement (UPW SA) or the Hawai’i Government Employees Association Memorandum of Agreement (HGEA MOA) and fulfills the training requirements specific on that specific agreement and is valid for 4 years and 5 years respectively.

The Human Resources Taskforce completed its study and the report on its findings and recommendations was submitted on May 22, 2012. The study recommended restructuring into functional sections: namely, Administrative Services and Benefits, Classification & Pay and Labor Relations, Recruitment and Examination, and Employee Development and Health Services. An additional eight (8) personnel was added to the Department. The Department is making every effort to accomplish its transition to provide for the Human Resources services as recommended by the Taskforce.

c. Program Activities

1. Civil Service Commission

	<u>Term of Appointment</u>
Roy Morita, Chair.....	1/10/10 - 12/31/12
Catherine Adams.....	1/01/12 - 12/31/14
Lani Aranio.....	1/01/11 - 12/31/13
Ryan de la Pena.....	1/01/10 - 12/31/12
John Low.....	1/01/11 - 12/31/13
Gilbert Maerina.....	1/01/11 - 12/31/13
Vacant	

Regular meetings held.....	11
Special meetings held.....	1
Appeal hearings.....	5

(Note: Office of Boards and Commissions assumed responsibility of the Civil Service Commission in October 2011)

2. Recruitment, Examination and Certification

Recruitment	2010-2011	2011-2012
Total classes recruited	123	133
Total applications received	4,894	5,387
Total number of applications accepted	2,686	2,974
Total number of applications rejected	2,208	2,413
Number and Kinds of Examinations Held		
Open Competitive	88	92
Promotional	50	115
Non-Competitive	29	7
Registration	12	12
Number of Eligible Placed on List		
Open-Competitive	64	639
Promotional	33	150
Registration	1,667	1,587
Re-Employment	3	1
Certifications		
Number of requests from Departments	171	159
Job opportunities filled by Certification	78	117
Total number of eligibles certified	2,222	2,685

Examination Assistance

Examination proctoring services were requested by the following jurisdiction in FY 11-12:

County of Maui.....5
County of Hawai'i..... 0
State of Hawai'i.....0

In fiscal year 2011/2012, DPS received 5,387 job applications. 5,272 or 98% were received on line in comparison to 115 or 2% paper applications received. As of September 1, 2011, we discontinued accepting paper applications.

For the fiscal year staff conducted seven (7) administrative reviews with applicants regarding their applications for various recruitments, and attended one (1) appeals hearing with the Civil Service Commission. In response our regarding announcement resources, when asked, "How did you find out about this recruitment?" 5,013 applicants responded as

follows:

Announcement Resource	Number of Applicants	Percent
County of Kaua'i website	2,641	53%
Word of Mouth (County employees)	454	9%
Other	472	9%
State Recruiting Office or Workforce Development	433	9%
Garden Island Newspaper	445	9%
Other search engines (MSN, Google, etc.)	425	8%
Department of Personnel Services	118	2%
Other State/County newspapers Job Fair	13	0%
Job Fair	12	0%
Total Responded	5,013	100%

In collaboration with the Mayor's office, County Attorney's office and Risk Management, The County's Return to Work Program, Policy and Procedure was finalized in January 2012, with informational meetings conducted on February 10, 2012.

In March, 2012, DPS and Departmental Personnel staff had the opportunity to participate in Form I-9 Employment Eligibility Verification Training. Robert Ichikawa and Shohei Nishimoto of Kobayashi Sugita & Goda, LLP provided the training.

Training topics covered:

- Proper Completion of Form I-9
- Acceptable Documents
- Avoiding Common Errors on Form I-9

On October 13, 2011, DPS staff participated in the 2011 Kaua'i Job Fair. The job fair, sponsored by the State of Hawai'i Workwise Office, was held in the County of Kaua'i Pi'ikoi Building breezeway. Thirty-eight (38) companies from Kaua'i participated in this half-day event.

3. Classification and Pay Administration

Classification Activities	2010-2011	2011-2012
Initial Allocation	15	25
Reallocation	59	62
Reallocation of Vacant Position	87	70
Temporary Reallocation	4	14

End of Temporary Reallocation	13	14
Redescription Review	157	80
No Change	1	0
Withdrawn	0	18
Class Retitled	0	1
Backlog of Classification Requests	26	50
Total Classification Requests	357	320
Total Classification Appeals	2	0
Total Number of Classes Established	9	27
Total Number of Classes Retitled	0	0
Total Number of Classes Abolished	1	0
Total Number of Classes Amended	2	7
Total Number of Classes Reactivated	1	2

Pay Activities:

This Department received and reviewed proposed pricing of 39 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.

4. Labor Relations

During the fiscal year 2012, the Employer groups and the United Public Workers (UPW) held contract talks and reached tentative agreement. The County of Kaua'i and the UPW initiated a Supplemental Agreement which provided zero (0) first year and zero (0) second year pay increase, fifty/fifty EUTF and zero (0) directive leave without pay.

The County continued its ongoing talks with State of Hawai'i Organization of Police Officers (SHOPO), Hawai'i Fire Fighters Association (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 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, about 130 state and county employees participated in this popular workshop held at the Kauai War 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 285 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

IV. Budget

Expense Description	FY 2010	FY 2011	FY 2012
Personnel (FTE)	9.0	9.0	9.0
Salaries and Wages	\$830,952	\$789,493	\$917,021
Operations	\$63,164	\$63,164	\$74,260
Equipment	\$19,450	\$20,970	\$22,396
Program Total	\$913,566	\$873,627	\$1,013,677

(Note: FY 2011 program total includes 2 days furlough a month)

DEPARTMENT OF PERSONNEL SERVICES

STAFF AS OF JUNE 30, 2012

Director of Personnel Service.....Malcolm C. Fernandez
 Personnel Services Manager.....Thomas Takatsuki
 Private Secretary.....Pualani R. Borales
 Personnel Management Specialist V.....Joyce Schuierer
 Personnel Management Specialist IV.....Erin Takekuma

Personnel Management Specialist IV Kathy Tanita
 Personnel Clerk II Telissa Agbulos

Inter-Departmental Transfer

<u>Name</u>	<u>Position</u>	<u>Date</u>
Brittany Kauai	Personnel Clerk I	1/31/12
<i>(Note: Transferred to Police Department)</i>		

<u>Name</u>	<u>Position</u>	<u>Date</u>
Verna Bacarro	Civil Service Secretary	9/30/11
Karen Matsumoto	Personnel Program Analyst	12/30/11

NUMBER OF COUNTY EMPLOYEES AS OF JUNE 30, 2012

Department	Permanent	Temporary	Exempt	Contract	Total
Civil Defense	3		1	1	5
County Attorney	5		9	1	15
County Clerk	9		21	5	35
Economic Development	1		8		9
Elderly	11	5	2		18
Finance	75	1	5	3	84
Fire	185	9	2	1	197
Housing			2	27	29
Liquor	6		1		7
Mayors			14	8	22
Parks & Recreation	118	4	4	5	131
Personnel Services	6		2	1	9
Planning	21	3	2		26
Police	183	9	2	1	195
Prosecuting Attorney	13	5	13	3	34
Public Works	281	8	3	2	294
Transportation	1		88	3	92
Water	68		4	5	77
Total	986	44	183	66	1,279

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