

# APPENDIX 8



# Memorandum

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Date : June 9, 2009

To : Kathy Stigall, Director  
Human Resources

From : Katrina Hagen, Deputy Director  
Workforce Development Branch

Subject : **WORKFORCE DEVELOPMENT BRANCH MONTHLY REPORT – MAY 2009**

During the month of May 2009, Workforce Development Branch (WDB) staff continues to focus on Licensed Vocational Nurses (LVN), Executive Leader, Psychiatric Technician, and Physician recruitment and hiring with particular focus on our hard-to-fill locations.

## Workforce Development Initiatives

Staff focused efforts on LVN clinical rotations at Richard J. Donovan Correctional Facility.

- Interagency Agreement (IA) between California Prison Health Care Services (CPHCS) and Southwestern Community College District was submitted to the legal department and returned for minor revisions. The revisions will be integrated into the Scope of Work and the contract will be submitted to Southwestern Community College for approval by their Board of Governors.

The IA will serve as a template for other clinical rotation programs at California Department of Corrections and Rehabilitation (CDCR) institutions, which will assist local community colleges and adult education programs with the opportunity to expand their enrollment in health care fields.

## Employer Sponsored Professional Training (ESPT)

Staff continue to develop an understanding of how we might implement ESPT as an integral part of the WDB. ESPT would focus on key health care classifications where instruction programs range from 12 months to 18 months and offer existing and future new employees who have an interest and aptitude to improve their skill sets and income opportunities. The financing justification centers around the possibility of reducing overall recruitment and registry costs.

## Education and Training Unit (ETU)

Health Care New Employee Orientation (HCNEO) was resumed on May 18, 2009 for CPHCS Sacramento headquarters staff. The May 18-20, 2009 session evaluation results rated the HCNEO session as high overall. Due to travel restrictions, all staff in the field continue to receive new employee orientation via the local in-service training in lieu of HCNEO.

ETU staff continue to collaborate with the CDCR, Office of Training and Professional Development to research economic alternatives to classroom training. A list of all CPHCS managers and supervisors is being compiled from the field to determine staff that need to attend Basic Supervision and New Employee Training, as well as those who completed the training, to ensure management staff is receiving the necessary training required to successfully perform managerial duties.

### **Recruitment Support and Outreach Unit (ROU)**

Staff worked with NurseWeek publications to film a recruitment video at San Quentin State Prison, which was shown on Women’s Entertainment Network on May 8, 2009. The video has been posted on YouTube and copies of the video will be distributed to candidates at recruitment events.

### **Outreach Unit**

The ROU continue to staff the toll-free Medical Recruitment Jobline at (1-877-793-4473) and Medical Recruitment e-mail at MedCareers@cdcr.ca.gov. Special projects for the unit include:

- Online Exams Testing – Staff is participating in the testing of the new online examinations web site, which is scheduled to launch on July 1, 2009.
- Workforce Succession Development Project – Staff is conducting an analysis on the overall potential succession and problems we may encounter within the CPHCS workforce. The focus initially is on registered nurses.

### **Centralized Hiring Unit**

Progress continues with the Centralized Hiring Project for physicians, mid-level practitioners and pharmacists. The Executive Leader hiring has been put on hold temporarily.

#### May Hires

Classification	Hired
Physician and Surgeon	5
Chief Physician and Surgeon	1
Pharmacist I	5

### **Northern and Southern Workforce Planning**

- On-Boarding – On-Boarding is to assist the new CPHCS employee to be comfortable in their new position. Assisting a new employee in the beginning of their new role makes a difference in their feeling welcome and their effectiveness on the job. To help develop this system, staff is developing an “on-boarding” checklist to be utilized for new CPHCS hires. An on-boarding procedure will assist the new employees to learn their positions quickly and reduce turnover.
- Staff contacted State offices that sent layoff notices to their clinical employees. The departments were welcome and appreciative for the information on CPHCS career opportunities and will forward the career opportunities to the impacted employees.

Attachment

# Hodes Report May 2009

## MARKETING

The Hodes recruitment ads appeared in the May issue of the following publications:

### Journals

- American Therapeutic Recreation Association (ATRA) Newsletter
- Healthcare Executive
- Advance for Nurses (Northern & Southern CA)
- Journal of American Medical Association (JAMA)
- Unique Opportunities
- New England Journal of Medicine
- MGMA Connexion (Medical Group Management Association Magazine)

### Online Postings

- RecreationTherapy.com
- ATRA-Online.com
- Careerpharm.org – job posting and E-Newsletter advertising
- AdvanceWeb.com (Advance for Nurses Website)
- JAMA.ama.assn.org

## REACTIVE NEWSPAPER ADS

Reactive ads for specific Supervising Registered Nurse II and Clinical Laboratory Technologist vacancies were placed in several local newspapers..

## DIRECT MAILER

A mailer continues to be mailed to California Licensed Vocational Nurses.

## NURSE VIDEO

Copies of the nurse recruitment DVD were received. The recruitment video aired on the Women's Entertainment Network during National Nurse Week. The video consists of brief interviews with a Psychiatric Technician and other California Prison Health Care Services and California Department of Corrections and Rehabilitation staff. Copies of the video will be distributed to candidates and for inclusion on our web site. The videos are currently posted on YouTube.com.

## **MICROSITE**

During May 2009, there were over 5,700 visits to the web site and over 45,000 “views” of the microsite pages. “Views” are the number of times that people utilized the links on the site to go to the various pages or links available on the new expanded site.



# Memorandum

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Date : June 9, 2009

To : Kathy Stigall, Director  
Human Resources

From : Laura M. Aguilera, Deputy Director  
Personnel Operations Branch

Subject : **PERSONNEL OPERATIONS BRANCH MONTHLY REPORT – MAY 2009**

During the month of May 2009, Personnel Operations Branch completed the following:

## SELECTION SERVICES

### Receiver's Career Executive Assignment (RCEA)

RCEA examinations (State Personnel Board (SPB) Web-Based, Immediate Scoring Process) are now being conducted on a continuous filing and testing basis for the following three classifications:

The **Receiver's Nurse Executive** examination went live on September 18, 2008. Since the examination went live, a total of 417 individuals have gone online and participated in the examination, 213 candidates completed the examination and were added to the eligibility list and are currently available for hire.

The **Receiver's Medical Executive** examination went live on December 10, 2008. Since the examination went live, a total of 177 individuals have gone online to participate in the examination, 81 candidates completed the examination and were added to the eligibility list and are available for hire.

The **Receiver's CEO Health Care** examination went live on December 23, 2008. Since the examination went live, a total of 483 individuals have gone online to participate in the examination, 295 candidates completed the examination and were added to the eligibility list and are available for hire.

The **Receiver's Clinical Executive (Safety)** is the fourth RCEA classification developed and has been approved by SPB and the Department of Personnel Administration (DPA). This classification includes all other licensed disciplines (rehabilitation, pharmacy, laboratory, radiology, optometry, podiatry, and dietary services). Staff have completed a compensation study for this classification and proposed a salary plan. Once approved internally, staff will seek DPA approval for the proposed salaries. The pay plan will be similar to the other RCEAs and will require the same approval process as the other RCEAs. In addition, the civil service examination for this multi-discipline classification is in development and will be ready once a pay letter is issued.

### Medical Examinations

Medical Examinations (SPB Web-Based, Immediate Scoring Process) – Candidate Count: Nineteen continuous medical examinations are web-based with immediate scoring. For the month of May 2009, a total of 8,417

candidates applied with 1,435 placed on a list. Since July 1, 2008, 34,871 candidates applied with 13,133 placed on a list (attached is the breakdown by classification).

Medical Examinations (Manual Process) – Candidate Count: For the 43 medical examinations requiring staff to manually process, staff processed a total of 160 candidates and placed 104 candidates on lists during May 2009. Since July 1, 2008, staff has processed 4,630 candidates and placed 1,843 eligibles on a list. In the coming months, staff plans to convert many of these manually processed examinations to the web-based format.

#### HODES iQ Online Examination System

Selection Services and the HODES iQ Company are developing an online examination system. With this system, job seekers will be able to search for CPHCS vacancies, take examinations, and create an application in a seamless online interface. In May, staff alpha tested the various Minimum Qualifications pattern combinations. Beta testing will follow in June, and the system will go live soon after. This system will first be used to manage the 19 web-based examinations currently administered by the SPB, with the goal of eventually creating online versions of the 43 examinations that are now processed manually. The HODES Examination system will save millions of dollars in examination development and administration costs as well as staff time. It will also provide faster and more comprehensive service to potential candidates seeking a job at CPHCS.

### **REGIONAL UPDATE**

#### Central Fill Pharmacy

The Northern, Central, and Southern Regional Personnel Administrators (RPA) continue to work with the Maxor implementation plans to coordinate and manage staffing implications resulting from the central fill pharmacy scheduled to be implemented next year. As vacancies occur, a determination is made on the current and future staffing needs of the institution. The Regional Personnel Administrators discuss placement options and hiring needs with Maxor and the Health Care Manager (HCM) or Chief Medical Officer at each institution. Solutions have included extending limited terms, rolling to Permanent Intermittent positions, transfers to other institutions, or employee separation at term's expiration.

#### Position Audits and Reconciliation

In collaboration with the Fiscal Management Section, RPAs are working to reconcile position authority with the recently released May Revise. This work includes placing 918 blanket staff into budgeted positions as these become vacant. A monthly vacancy report is distributed to Regional Administrators, Regional Medical Executives, Health Care managers and Workforce Development. Site visits are conducted regularly to assist health care management staff with hiring issues.

#### Technology Staff and Equipment

Central and Southern Regions are providing assistance to the Information Technology (IT) Division with the filling of their vacant IT positions. IT staff are delivering and setting up computers for field CPHCS Analysts. Five of eleven analysts in the Southern Region have received new computers and are on the network.

#### Regionalizing the Certification Process

All regions are establishing regional Certification units (list of eligibles for vacant positions), which will require online access to the SPB examination and cert systems and coordination with Institution Personnel Officers, the

Regional Administrators, institution medical supervisors, and HCMs. Certs for Office Technician are currently processed regionally.

#### Overtime Audits

In the Southern Region, staff will complete an audit of overtime payments at Richard J. Donovan Correctional Facility to ensure compliance with overtime, shift scheduling, and holiday pay. This audit will expand to include other institutions in the future.

### **PROGRAM SUPPORT UNIT**

#### Training Initiatives

In order to assist CPHCS leadership to fully meet the Receiver's objectives, the CPHCS Human Resources (HR) has identified a need to develop technical expertise and "grow our own" HR generalists and specialists. As a result, the Program Support Unit (PSU) has launched a number of Training Initiatives designed to provide guidance, training, and support of HR staff at Headquarters and in the Institutions.

The PSU is developing a Personnel Specialist Academy to develop and train personnel specialists in each region. Staff is in the process of customizing 15 training modules that detail personnel issues specific to our organization. This academy will deliver classes regionally, addressing the need to develop personnel experts without the expense and disruption of long-distance travel. In May, two additional modules were completed: Control Agency Overview, and Pay Scale Familiarization.

In response to other requests for personnel-related training, staff has developed two additional training classes:

- Family Medical Leave Act (FMLA)
- I-9 Employment Eligibility Verification

The first I-9 training of Headquarters Personnel Specialists will take place in early June.

In May, staff presented a Benefits module for 50 new employees at the New Employee Orientation.

#### BIS

The PSU has been extensively involved with the CDCR-BIS teams as it applies to HR operations and systems. On May 4, CPHCS piloted the Personnel Administration (PA) and Organizational Management (OM) modules and provided on-going on-site support. OM module trainings were conducted in the field in May 2009 and included staff from the Northern, Central, and Southern Regions. Trainers worked with the BIS Project Team to problem solve the Transaction Log Report discrepancies, role identification, and help ticket issues. The trainings and problem solving started an important dialogue on the standardization of personnel business processes as it relates to BIS OM.

#### Conflict of Interest

The Political Reform Act requires all covered state and local government officials and employees to file Statements of Economic Interests (SEI). Officials who are required to complete their statements may be required to disclose investment and positions in business entities, interests in real property, and sources of income and gifts. The Act is designed to prevent conflicts of interest and requires that officials disqualify themselves from participating in decisions that may affect their personal economic interests. The annual filing period for 2008 has concluded. A total of 268 CPHCS employees were noticed as required to file a SEI

Form 700. As of May 31, 2009, we have received 229 completed SEI forms. Two notifications were sent to the remaining employees reminding them of their filing requirements. The final notice was sent on May 6, 2009. Additionally, a notification was sent to all COI filers on May 13, 2009, informing them of the requirement to take Ethics training at least every two years and provide information on the availability of on-line training.

Below is the break down of the completed SEI forms and Ethics training certificates received for May 2009.

- Assuming Office: 4
- Leaving Office: 4
- Annual: 7
- Certificates for Ethics Training Received: 119

#### Probationary Report/Annual Evaluation Tracking

Northern Region institutions and CPHCS Headquarters are part of a pilot program to receive reminder lists of employees with upcoming probationary period reports and annual evaluations. Pilot institutions receive these lists and return completed reports to be tracked. The goal of this program is to ensure regular and timely evaluation of employees, particularly during the probationary period.

Although compliance has increased since the PSU began tracking in February 2009, timeliness is an issue. In April 2009, 190 reports were received as opposed to 92 in May 2009. Typically, however, many reports are received after the due date. It is not unusual to receive 50 or more late reports.

Below is the break down of the number of reports requested in May versus the number of reports received.

- Requested: 230
- Received On Time: 92
- 40% compliance

The June report will include late reports for May.

#### HR Newsletter and Intranet

The PSU produces the monthly "HR Connections" insert to the Receiver's "Turnaround Lifeline" Newsletter. Recent topics have included: furlough FAQs, benefit deadline reminders, holiday schedules, and other HR issues. This unit also maintains the HR intranet website.

#### TRANSACTIONS AND BENEFITS

On May 4, the BIS system went live. Staff has been utilizing the BIS system on a daily basis for validation of the OM and the PA portions of the system. Time Management will be the next User Acceptance Training to be provided in June.

Staff continue to enhance the various training programs and events of the unit, which include:

- Timekeeper training
- Worker's Compensation training
- Benefits training
- The 2009 Health Fair

The Transaction and Benefits team has hired a Personnel Supervisor II, Personnel Specialist, Position Control Analyst, and Office Technician.

In May, staff brought the Saving Plus Program (SPP) from DPA to present a 401K workshop at our 501 J street location. In the past, these workshops were only held at 1515 S Street. Additionally, we are in the process of coordinating with the SPP staff to provide a workshop to San Quentin staff.

**PERFORMANCE MANAGEMENT UNIT PILOT**

The Performance Management Unit (PMU) was established to assist medical managers and supervisors in applying the State's progressive discipline process and to provide the training and consultation necessary to carry out performance management goals and objectives. In June, HR completed an annual report of the unit's pilot year. This report provides both quantitative and qualitative evidence of the success of the PMU. HR Operations will no longer report on the PMU, however, as this unit is now under the management of the Legal Division.

If you have any questions on the above information, please contact me at (916) 445-1693.

**CANDIDATE COUNTS FOR INTERNET EXAMS  
FOR THE MONTH OF MAY 2009**

#	INTERNET BASED - ACTIVE CONTINUOUS EXAMS  15 Medical and 3 RCEA Classes	TOTAL NUMBER OF CANDIDATES THAT APPLIED FOR THE MONTH OF MAY 2009	TOTAL NUMBER OF CANDIDATES PLACED ON LIST FOR THE MONTH OF MAY 2009	TOTAL NUMBER OF CANDIDATES THAT APPLIED FOR THE PERIOD OF JULY 1, 2008 - MAY 31, 2009	TOTAL NUMBER OF CANDIDATES PLACED ON LIST FOR THE PERIOD OF JULY 1, 2008 - MAY 31, 2009
1	Certified Nursing Assistant	396	159	1,422	955
2	Health Record Technician I	1,248	242	9,305	1,425
3	Health Record Technician II (Specialist)	109	42	863	213
4	Health Record Technician II (Supervisor)	44	25	391	141
5	Licensed Vocational Nurse (Safety)	2,431	223	7,156	2,773
6	Medical Transcriber	1,613	59	4,195	510
7	Nurse Practitioner, CF	18	18	200	193
8	Pharmacy Technician	1,907	146	5,152	1,431
9	Physician & Surgeon (IM/FP), CF	29	28	305	302
10	Physician Assistant, CF	22	16	220	193
11	Psychiatric Technician (Safety)	178	77	979	457
12	Registered Nurse, CF	340	320	3,820	3,687
13	Senior Medical Transcriber	15	13	110	104
14	Supervising Registered Nurse II, CF	51	51	559	555
15	Supervising Registered Nurse III, CF	16	16	194	194
<b>TOTAL:</b>		<b>8,417</b>	<b>1,435</b>	<b>34,871</b>	<b>13,133</b>
<b>RCEA's</b>					
16	Chief Executive Officer, Health Care (Safety)	67	21	*483	*295
17	Receiver's Medical Executive (Safety)	25	6	*177	*81
18	Receiver's Nurse Executive (Safety)	29	8	*417	*213
<b>TOTAL:</b>		<b>121</b>	<b>35</b>	<b>1,077</b>	<b>589</b>

\*Chief Executive Officer, Health Care (Safety) candidate counts commenced on 12/23/08.

\*Receiver's Medical Executive (Safety) candidate counts commenced on 12/10/08.

\*Receiver's Nurse Executive (Safety) candidate counts commenced on 9/18/08.