

APPENDIX 9



Memorandum

Date : July 14, 2009

To : Kathy Stigall, Director
California Prison Health Care Services

From : Katrina Hagen, Deputy Director *KAS*
Workforce Development Branch *KH*

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

During the month of June 2009, Workforce Development Branch (WDB) staff continues to focus on Licensed Vocational Nurses (LVN), 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.

- All issues on the Interagency Agreement (IA) between CPHCS and Southwestern Community College have been resolved. Final documentation and all contract exhibits were completed and sent to Southwestern Community College on June 10, 2009.

The IA will serve as a template for other clinical rotation programs at California Department of Corrections and Rehabilitation (CDCR) institutions. The Northern and Southern offices of WDB have begun their initial research into identifying other CDCR institutions within range of community colleges offering nursing programs in need of additional clinical sites.

Employer Sponsored Professional Training (ESPT)

Staff initiated efforts to seek non-profit foundations and workforce investment board support for ESPT. The main reasons for outside support are: 1) the local economic value of every civil service appointment is several times the cost of the training when measured against annual wages; and 2) expanding health care education should be a priority for all fund leaders as “baby boomer” retirements will both accelerate the need for more care while reducing the number of caregivers.

Education and Training Unit (ETU)

Health Care New Employee Orientation (HCNEO) was conducted on June 15, 2009. ETU staff coordinated with California State Prison, Sacramento staff to arrange prison tours for HCNEO attendees and CPHCS staff.

Recruitment Support and Outreach Unit (ROU)

During June 2009, the number of viewers to the website, page views and average time on the website increased compared to May 2009. The majority of visitors are from California and mostly from the Sacramento area, followed closely by New York City, New York. These increases may be attributed to the rising unemployment rates both nationally and in California.

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 completed testing of the new online examinations website, which is scheduled to launch on July 6, 2009.
- Staff developed forms to be used by the Plata Analysts to notify them when they post, close and extend vacancies on the State Personnel Board's VPOS website. The vacancy data will be used by staff to post or close vacancies on the Hodes iQ career site.

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 and is expected to resume in the next few months.

June Hires	
Classification	Hired
Physician and Surgeon	4

Northern and Southern Workforce Planning

- Staff received a subscription to the California Pharmacy Association's resume database. Staff are contacting Pharmacists who have posted their resumes on the website to encourage them to apply for CPHCS career opportunities. Additionally, Pharmacist job opportunities are being posted to the California Pharmacy Association's website.

Attachment

Hodes Report

June 2009

MARKETING

June 2009 was the final month of our marketing contract with The Bernard Hodes Group. The Hodes recruitment ads appeared in the May issue of the following publications:

Journals

- Advance for Nurses (Northern & Southern CA)
- California Family Physician
- New England Journal of Medicine
- MGMA Connexion (Medical Group Management Association Magazine)

Online Postings

- RecreationTherapy.com
- ATRA-Online.com
- AdvanceWeb.com (Advance for Nurses Website)
- JAMA.ama.assn.org

DIRECT MAILER

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

MICROSITE

During June 2009, there were over 6,600 visits to the website and over 63,185 "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.

It is interesting to note that there was an increased number of visits, page views and average time on the site compared to May. This occurred even with reduced advertisement. It may be attributed to the rising unemployment rates both nationally and in California..

The majority of visitors are from California and mostly concentrated in the Sacramento area (1,143 visitors), while New York City is in second place with 792 visitors.

Additionally, the majority of visitors (35% of all visits) are coming directly to the site by typing the URL directly into their web browsers, followed by referrals from Indeed.com (24% of all site visits). Interestingly, people are finding the site on search engines by searching on the keyword phrase "changing prison health care" (12%) while only 4% are searching "california prison health care services," this is an indication that our marketing campaign has successfully branded the department.



Memorandum

Date : July 20, 2009

To : Kathy Stigall
Director
Human Resources

From : Laura M. Aguilera
Deputy Director
Personnel Operations Branch

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

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

SELECTION SERVICES

HODES Exam System: Project team staff prepared materials to load 18 Health Care examinations on to the new online exam system in preparation for a soft launch in June. The system was tested and minor problems corrected. The go-live date is planned for July 6.

RCEA Examinations (State Personnel Board (SPB) Internet Based—Immediate Scoring Process): With the current RCEA examinations now being conducted on a continuous filing and testing basis for three of these classes, we are in the process of completing development for a fourth RCEA class. Data for the month of June is not available at this time due to the transition of the exams from the SPB system to California Prison Health Care Services (CPHCS). We are in the process of negotiating access to this information.

Receiver's Clinical Executive (Safety): This is the fourth RCEA class developed and approved by SPB and Department of Personnel Administration (DPA). This class includes all other licensed disciplines (rehabilitation, pharmacy, laboratory, radiology, optometry, podiatry, and dietary services). Staff has completed a compensation proposal which will be presented to DPA for approval. An examination for this multi-discipline classification is in development and will be ready once a pay letter is issued.

Medical Examinations (SPB Internet Based – Immediate Scoring Process) – Candidate Count:

During the month of June, a total of 8,417 candidates applied for the 15 continuous medical examinations that are web-based with immediate scoring. A total of 1,435 candidates were successful and placed on the list.

Selection Services Projects

- **CEA Return Rights Training:** Staff will be developing a training class. Anticipated completion date of the training module will be in August/September 2009.
- **Bulletin Templates:** Staff is developing a master bulletin template and inserts that will also be utilized on the HODES exam system. A template was developed with a new logo and will be used for all future bulletins. All the internet exam bulletins were revised in this new format and link to the CPHCS bulletin/exam system.

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.

Regionalizing the Certification Process

All regions are establishing regional Certification units, which will require online access and coordination with institution Personnel Analysts, the Regional Administrator, institution medical supervisors and HCMs. The transfer of the certification responsibilities from the institutions to the regional office have already begun. A tracking frame work for open certification lists has been developed by regional staff. Currently, the regional office is handling certification responsibilities for 8 out of the 11 southern institutions. The remaining 3 will be absorbed during the month of July.

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, HCMs, and Workforce Development. Site visits are conducted regularly to assist health care management staff with hiring issues.

Southern Region has begun auditing appointments/employment history of all classifications for all Southern Region institutions. Southern Region has also reconciled Physician On-Call for Month of May 2009 at eleven institutions and completed audit of overtime, shift, and holiday payments for Richard J. Donovan Correctional Facility (RJD) medical employees for the month of December 2008. Due to the number of discrepancies found, the audit will be expanded back to June 2008. In addition, the Southern Region is commencing an audit for all adverse actions received to ensure these have been keyed and paid correctly.

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. Southern Region was able to fill 14 of the 19 IT positions prior to the expiration of the certification lists. IT staff are delivering and setting up computers for field CPHCS Analysts. Nine of eleven Analysts in the Southern Region have received new computers and are on the network.

Field Liaisons (Plata Analysts)

Regionals conduct bi-monthly conference calls with Field Liaisons. Southern Region has developed and distributed new duty statements for Field Liaisons to reflect their new responsibilities.

Future Goals

- Review and analyze the organizational structure of Health Care Services at institutions to ensure appropriate reporting relationships and allocation of position as well as creating and maintaining accurate organizational charts.
- Provide training to institution medical staff in Timekeeping and Physician On-Call.
- Complete full transition of bringing in the certification workload from the institutions to the Regional Personnel Offices. Gain SPB Certification Access to order and print certification lists.
- Transition the Personnel Transactions workload from Avenal State Prison to the Regional Personnel Administration – Central office in July/August 2009.
- Anticipate bringing in the Personnel Transactions workload of our first southern institution (RJD) in late summer/early fall 2009 and our second institution (Ironwood State Prison in late fall/early winter 2009).
- Continue to assess available office space to accommodate expanded staffing in the Regional Offices.

PROGRAM SUPPORT UNIT

Training Initiatives

New Employee Orientation

In June, Human Resources Program Support (HRPS) resumed participation in New Employee Orientation. Thirty-six people were trained in June in Headquarters and Northern Region.

BIS

Starting May 4th, 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 June 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 (T-Log) 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. The HRPS team has conducted trainings for CPHCS employees as well as a follow-up spot training at California State Prison - Sacramento.

Additionally, seven employees from HRPS have attended User Acceptance Training (UAT) for the Time and Attendance module. UAT is currently on hold until further notice.

Personnel Specialist Academy

HRPS continues to update and identify new modules. These modules are currently being reviewed and revised to fit our needs as workload permits. Four modules have been finished and routed for approval:

- Control Agency Overview
- Payscale Familiarization
- Fundamentals of Personnel
- Miscellaneous Transactions

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

- Requested: 405
- Received: 115 (this data accounts for arrivals after 7/3)
- 28% compliance

Additional Projects

Staff coordinates requests for assistance and provides services for Human Resources, the Business Operations Coordinator, and for the HCIT Coordinator.

- Business Operations Coordinator Requests: 15
- HCIT Coordinator Requests: 11

TRANSACTIONS AND BENEFITS

Staff participated in User Acceptance Training for the Time Management portion of BIS. After a week, it was determined that the system was not ready for the testing scenarios. It is anticipated that testing will resume in July. Staff use the BIS system on a daily basis for validation of the OM and the Personnel Administration portions of the system.

Position Control Analysts were sent to MIRS training and are now able to assist with MIRS requests.

Staff has created a master State Controller's Office and SPB spreadsheet/log to keep track of prior and current users and their IDs. This information included the level of access for each user for all three regions and Headquarters.

The 2009 Health Fair has been scheduled for September 2, 2009; and we are in the process of securing vendors to participate in the event.