



# THE BRIDGE:

## Connecting State Civil Service and You

February 2014  
Volume 5 Issue 1

### The SCS Mission:

To provide human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana.

### We Want Your Feedback!

This publication is intended to provide for increased communication between the Department of State Civil Service and all stakeholders within our system. E-mail your questions, comments, or suggestions to us, and we'll do our best to respond promptly. Your feedback may even be chosen for publication as part of this feature! Participants will remain anonymous if requested. Please note that not all feedback will be published and that only fact-based questions will receive a response.

[Click HERE to submit your feedback!](#)

### STAYING CONNECTED:

*From the Desk of Shannon S. Templet, SCS Director*



This issue of *The Bridge* is all about new and exciting happenings at State Civil Service and in the world of HR.

I am happy to announce the debut of the new SCS HR Handbook. I think this will be a great tool for both novice and experienced HR Professionals to understand and interpret the Civil Service Rules. Moreover, the Training/CPTP Division launched a new webpage to make it even easier to find courses and information relevant to your training needs. Also, the SCS Staffing Division is modifying a selection technique, SCORE, to help hiring managers make informed decisions about whom to interview and hire.

Congratulations to the 2013 Charles E. Dunbar Career Service Awards winners. Thank you for your outstanding service and exceptional commitment to Louisiana. We also wish to welcome our newest commissioner, Mr. Ronald Carrere Jr., to the State Civil Service Commission.

### LASERS: Do You Know Which Retirement Plan You Are In?

LASERS administers more than 20 different retirement plans, so if you are confused about which plan you are in, there are several different ways to find this information:

- Check your LASERS Annual Statement under the *Service Credit History* box.
- Access Member Self-Service on the LASERS website, [www.lasersonline.org](http://www.lasersonline.org), and click on *View Account Summary* or *View Account History* on the Welcome Member page. You may also click on *Annual Statement* in Self-Service for this information.

Knowing your plan is important because your retirement eligibility and other details vary depending on this information.

## New State Civil Service Commissioner: Ronald M. Carrere Jr.

By Lindsay Ruiz de Chavez  
Public Information Director

Gov. Bobby Jindal recently appointed Mr. Ronald M. Carrere Jr. to represent the 2nd Congressional District on the State Civil Service Commission.

Mr. Carrere is a native New Orleanian, and graduate of the University of New Orleans with degrees in Business Administration and Finance specializing in Real Estate Finance.

Carrere is currently employed by Liberty Bank & Trust Co., where he is a leader in both the Real Estate and Commercial Lending Divisions. Prior to entering the private sector, he spent seven years working for the City of New Orleans in both the Workforce Development and Economic Development departments.

Carrere currently serves on the Regional Planning Commission serving the New Orleans Metropolitan Region; Eastern New Orleans Neighborhood Advisory Commission; New Orleans Regional Leadership



*Ronald M. Carrere Jr.*

Institute Board (N.O.R.L.I.); New Orleans African American Museum Board; City Year New Orleans Advisory Board; Daughters of Charity Services of New Orleans Board; and the Urban League of Greater New Orleans Board.

Carrere was nominated by Dr. Norman Francis, president of Xavier University. He will serve out the six-year term vacated by Kenneth A. Polite Jr., who resigned to become United States Attorney of the Eastern District of Louisiana.

Welcome to the State Civil Service Commission, Mr. Carrere!

## Leveraging Strengths in the Workforce

By Janelle Haynsworth  
Compensation Division Supervisor

On February 26, 2014, [Ms. Shannon D'Gerolamo](#) of SuccessLabs provided a presentation titled, "Leading with your Strengths in 2014" at the monthly meeting for the Louisiana State Human Resources Professionals Association ([SHRMA](#)). Ms. D'Gerolamo emphasized that the focus of the presentation was learning how to leverage strengths in the workplace in order to bring greater value to the organization. During the meeting, she helped attendees identify their top strengths as well as opportunities for growth in creating a personal development plan to identify ways to move to the next level of leadership.

According to Ms. D'Gerolamo, competency-based personal development plans are a way to be intentional about developing yourself. They include specific actions based on leveraging and growing skills that help the mission of your organization. She showed that if your competency strength may be customer focus, a way to leverage this might be to bring a list of ideas to monthly staff meetings that will enhance the experience of clients and then partner with your office manager to implement the solutions discussed by the staff. Additionally, she showed that

a way to grow your strategic ability skills might be to work with key stakeholders so that you could be exposed to strategic planning for all projects in order to gain more strategic insight for your own projects. She explained that this may help to strengthen your skills and build confidence in this area. Alternatively, you could partner with someone that has the skills you want to grow and likewise, share your strengths with that person to help them grow.

As Ms. D'Gerolamo explained, identifying your strengths and weaknesses is only part of the development process. By taking specific actions based on the skills that you have identified, you can positively impact your career as well as the mission of your agency. These actions will serve to increase your leadership potential through providing value to the organization.

## CPTP Debuts its New Training Website Homepage

By John DiCarlo  
Training/CPTP Program Manager – Business Development

CPTP is pleased to announce that it has launched its new training website homepage on February 10, 2014. The new [CPTP website homepage](#) has a fresh exciting look and has been designed to make the process of navigating through course and program information very user-friendly.

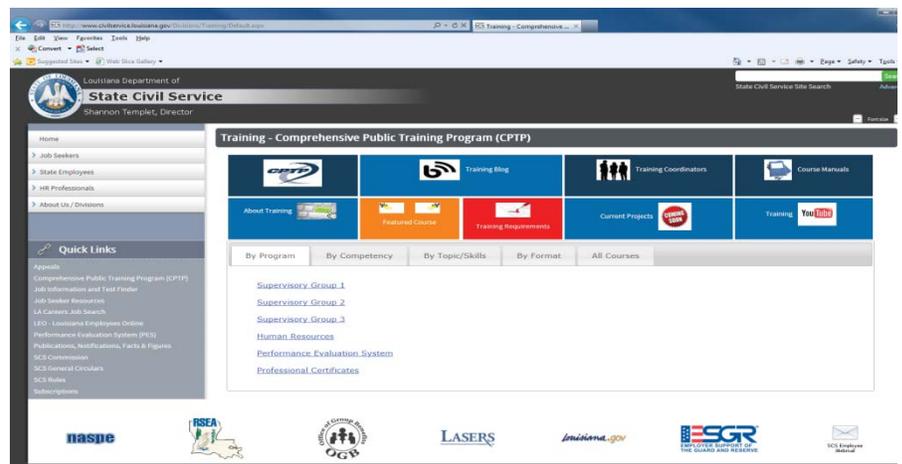
The new CPTP website homepage allows users to peruse through the catalog of courses with ease and efficiency. Users will be able to navigate through the course catalog through individual tabs which list the courses by program, by competency, by topic/skills, and by format. There is also a tab that lists all courses in the catalog. Additionally, the new CPTP website contains boxes that allow users to click and access other important CPTP information.

Another exciting feature of the new CPTP website allows users to enroll in courses by clicking a link located directly beneath each course description. Initially, this feature is being piloted and available only for the “Supervisory Group 1” courses and eventually, will be made available for all courses. Once a user clicks the link to enroll, it will

bring them directly to a sign-on page in which they will simply enter their own LEO User I.D. and Password. Once the user enters that information, it will take them directly to the LEO enrollment screen for that particular course.

The new CPTP website homepage can be accessed by clicking the “Comprehensive Public Training Program (CPTP)” link located on the Civil Service website homepage.

If you have any questions regarding the new CPTP website, please contact Dana LeBherz, Training Division Administrator, at [dana.lebherz@la.gov](mailto:dana.lebherz@la.gov).



## 2013 Charles E. Dunbar Jr. Career Civil Service Award Winners

By Lindsay Ruiz de Chavez  
Public Information Director

The 55th Annual [Charles E. Dunbar Jr. Career Civil Service Awards](#) were presented in January. The award is named for the founder of the league and co-author of Louisiana’s original Civil Service law.

The 2013 honorees were:

- Robert Bardy of New Orleans, commander, New Orleans Police Department
- Diane Batts of Maurepas, Medicaid deputy director, Department of Health and Hospitals
- Jan Byland of Baker, child welfare executive manager, Department of Children and Family Services
- Hugh Eley of Baton Rouge, assistant secretary, Department of Health and Hospitals (OAS)
- Beth Folse of Thibodaux, rehabilitation counselor master of LA Rehabilitation Services and the Louisiana Workforce Commission
- Nancy Hawkins of Baton Rouge, archaeologist

manager, Department of Culture, Recreation and Tourism

- James Philip Jones of Baton Rouge, deputy assistant secretary for intermodal transportation, Department of Transportation and Development
- Alycia O’Bear of Baton Rouge, deputy general counsel, Division of Administrative Law
- Tina Oubre of Eunice, administrative assistant in the Office of Student Affairs at LSU at Eunice
- Richard Savoie of Baton Rouge, chief engineer, Department of Transportation and Development
- Robert Tanner of Angie, corrections warden, Rayburn Correctional Center
- Robert Wheat of New Orleans, deputy assistant secretary, Department of Culture, Recreation and Tourism’s Office of State Museum.

## SCS Debuts new HR Handbook

By Lindsay Ruiz de Chavez  
Public Information Director

State Civil Service is excited to announce the new [SCS HR Handbook](#) is now available for use. The HR Handbook serves as a companion to the Civil Service Rules, directives and procedures issued by State Civil Service. Its purpose is to present supporting information all in one place. All new directives will be incorporated into this Handbook.

Each chapter of the SCS Rules has a corresponding chapter in the HR Handbook. All chapters contain the following three sections: Overview, HR Impact and Rule-by-Rule Review. Sections for Procedures, Job Aids and Resources, and Forms reside both inside chapters as well as independently outside of each chapter where applicable.

HR Handbook updates and revisions will be disseminated via the SCS HR Notification email list and the General Circular list serv. All updates will contain a revision date.

The new HR Handbook can be found in two places:

1. On the HR Professionals drop down menu on the left side of the SCS website, and
2. Under 'Documents Related to the CS Rules' on the Civil Service Rules main page.

If you have questions, please contact your Employee Relations consultant. If you encounter any technical problems with the new HR handbook, please email [SCSInfo@la.gov](mailto:SCSInfo@la.gov) or call (225)342-8274.

## The Staffing Division modifies a selection technique

By Aeli Poydras  
HR Consultant Supervisor

As part of State Civil Service's continuing mission to aid state hiring managers with making more informed decisions about whom to interview and hire, the Staffing Division is modifying its **Score Candidates On Relevant Experience (SCORE)** procedures, where state hiring managers can be provided with a ranked list of applicants. SCORE procedures have been in use for three years but the idea is being expanded to incorporate Generic SCORE procedures. That is, SCORE procedures that can be developed for multiple positions of a JOB TITLE and used across multiple agencies.

Previously SCORE procedures were developed for a particular job title and limited to use only in a single specific agency, or a limited number of positions. However, the Generic SCORE procedure enlarges on this idea to allow use across multiple agencies for those job titles that have a very similar scope of duties through many agencies. An example is the recent Generic SCORE procedure developed for the state job titles Accountant 1, Accountant 2 and Accountant 3.

These titles were chosen for the first generic SCORE, since these accounting titles have similar profiles in duties across many agencies and their minimum qualifications can create a large applicant pool, where more pre-interview information on applicants can be a bonus.

The generic Accountant SCORE procedures were developed after surveying hiring managers at numerous state agencies that understand the tasks and responsibilities in the positions for entry state

accounting titles. These managers were questioned on the importance and frequency of duties that Accountants perform in their individual location. Staffing consultants tabulated this data and then created questions to ask applicants appropriate to each level of accountant series. These questions can be added to any Accountant 1, 2 or 3 position that is posted in the LA Careers system, with the system autoscoreing the question responses according to set point values. Hiring managers can then receive rankings of candidates based on the generic SCORE, along with their normal list of qualified candidates. The generic scores will in no way restrict the hiring manager or require hiring within a certain score range. The scores simply provide the hiring manager with additional information to consider with other factors in order to select the best applicant.

At present, the Staffing Division is piloting use of this generic accountant SCORE procedure with a few state agencies as part of an internal pilot project. The Staffing Division hopes to expand the use of this generic accountant SCORE procedure to all agencies very soon. The division also hopes to create more generic score procedures in the coming year, to provide more state hiring managers with easy to use pre-interview data on applicants, so that they can have more details with which to make informed interview and hiring decisions.

For more information on Generic SCORE procedures or SCORE procedures in general, please contact the Staffing Division.