



THE BRIDGE: Connecting Civil Service and You

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The DSCS 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.

Seeking Answers?

Have a question about Civil Service? Let us know! 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 to us, and we'll do our best to respond promptly. Some questions will be chosen for publication as part of this feature! Participants will remain anonymous if requested. Please note that not all questions will be published and that only fact-based questions will receive a response.

[Ask your question](#)

STAYING CONNECTED

From the Desk of Shannon S. Templet, DSCS Director



The month of May is a very busy and challenging time for many classified employees. Fiscal staffs are preparing for annual close-outs, agency managers and policy planners are tuned in to the legislative session, and emergency personnel are dealing with serious flood conditions. With so much activity going on, it is critical that state employees communicate to ensure that services are continually provided to Louisiana citizens.

Inside this issue of *the Bridge*, we have an assortment of informative articles that we hope will help readers stay connected by featuring content such as merit system principles in hiring, an introduction to the newly elected employee-member of the State Civil Service Commission, ways to motivate employees, and the supervisory group training deadline. We also want to thank state employees for their hard work, dedication, and perseverance during this budgetary crisis for the state.

Jindal Proclaims May 1-7 as Public Service Recognition Week

DSCS would like to thank state employees for their dedicated service to Louisiana citizens. With your help, critical services are carried out each day for the benefit of our people. We commend our valuable state employees for their work in keeping citizens safe, designing educational programs, protecting our natural resources, providing medical care to the indigent, helping abused children, maintaining our roads and bridges, and so much more! See Governor Jindal's proclamation by clicking [HERE](#).

The Bridge is always seeking to feature outstanding workers in our Employee Spotlight feature. If you would like to nominate an individual, click [HERE](#) to e-mail the name, job title, and contact information for the nominator and the nominee, as well as a brief narrative detailing the nominee's excellence, dedication, and accomplishments.

The Bridge is produced quarterly by a committee of [Civil Service staff members](#).

Agency Responsibilities for Merit Hiring

By Max Reichert
Staffing Assistant Administrator

Over the past decade, Civil Service has decentralized much of the hiring and promotion process in order to give agencies more autonomy and flexibility. Under the decentralized system, agency human resources offices and hiring managers have increased responsibility for ensuring that hiring and promotions are based on merit and competition.

Article X of the Louisiana Constitution of 1974 stipulates that appointments and promotions in the classified service shall be made “under a general system based on merit, efficiency, fitness, and length of service, as ascertained by examination which, so far as practical, shall be competitive.” This goal, as set by the state constitution, is to search for and hire the best qualified applicants. Agencies must keep this requirement in mind when exercising their delegated authority.

Civil Service rules require all job vacancies to be publically announced unless one of the exceptions identified by Rule 22.3(b) applies. This ensures access to a broad applicant pool, which is essential in making the hiring and promotion process competitive. In the ideal scenario, those applicants who meet the minimum qualifications and who have passed any required tests should be placed on the certificate of eligibles, and this list should be referred to the hiring manager. If there are too many applicants on the referral list, agencies may choose to filter the applicants by establishing job related criteria. The hiring manager will then select from the referral list a group of persons to interview who appear to be the best qualified as determined by a review of their

job experience and education, civil service test scores, and other job-related information. After the interview, the best candidate from among those interviewed will be selected. In practice, vacancies are not always filled in this way.

Sometimes when a vacancy occurs, agency hiring managers, co-workers, or human resources staff

may know someone they think is an ideal candidate through informal networking. Although networking is a widely accepted form of recruiting in the private sector, the constitutional requirements of merit and competition envision a consideration of multiple applicants and a comparison of their qualifications in order to provide the best service for Louisiana citizens. Networking in the public sector is acceptable, but

hiring managers should always consider all applicants in order to select the best candidates from the applicant pool for job interviews. Though not mandatory, it is a good practice to interview at least three applicants for any vacancy. However, you should not feel obligated to re-interview people you have interviewed in the past for essentially the same position.

Following these guidelines, agencies can fulfill their role in the merit hiring process and ensure that the persons hired and promoted comprise a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana.



Sherell McCray, HR Specialist at DOE, reviews a referral list

Steps for Merit Hiring

- Publically announce job vacancy
- Evaluate applications on job-related criteria and create a referral list
- Conduct interviews, preferably with at least three applicants
- Make an offer to the best applicant

State Civil Service Commission Welcomes New Employee-Member

By Aeli Poydras
Staffing Consultant

The State Civil Service Commission recently welcomed its new classified employee-member, Curtis “Pete” Fremin Jr., at the commission meeting held on May 4, 2011. Commissioner Fremin replaced Warden Nathan “Burl” Cain in this capacity. Warden Cain had previously served as the classified employee-member of the Commission for over 20 years. Commissioner Fremin’s term begins on May 1, 2011, and shall last for six years.

Article X of the Louisiana Constitution of 1974 provides for the State Civil Service Commission. Six commissioners are appointed by the governor from nominations made by the presidents of six private Louisiana colleges, while one classified employee-member is elected by the classified workforce. Commissioner Fremin won the most recent election for the classified employee-member of the Commission.

Commissioner Fremin has been employed with the state of Louisiana for over 25 years, with more

than 24 years with the Office of Probation and Parole. He is presently the District Administrator for the West Baton Rouge District of the Office of Probation and Parole. This district office is responsible for approximately 2,240 probation and parole cases. It also supervises and monitors four work release facilities with a combined capacity of 600 inmates.



Commissioner Fremin at his first commission meeting

Commissioner Fremin has previously served as the past president of the Louisiana Probation & Parole Officers Association, past president of the Pointe Coupee Parish Port Commission, and now serves as the Louisiana representative to the Southern States Correctional Association.

Communication: Key to Motivation

By Janelle Haynsworth
Compensation Consultant

Privatization, budget crises, economic hardship, and layoffs. These are a few of the buzz words heard by state workers this year. Although some employees have been impacted personally by these words, we have all felt the pain of merit suspensions as well as the fear of cuts to benefits. Nevertheless, thousands of dedicated state workers come to serve the public each day. So how do agencies keep employees motivated and engaged while dealing with the harsh realities of tough fiscal times? The answer may be in the way that we communicate.

Effective communication is one of the best and least expensive methods to obtain organizational success because it assists managers in understanding

what motivates employees. According to international business coach Vadim Kotelnikov, “If you understand what motivates people, you have at your command the most powerful tool to get them to achieve extraordinary results.” One way that agencies can utilize this concept is by involving employees in the design of rewards and recognition programs. Compensation experts agree that employee input into rewards programs increases employee engagement, which improves job satisfaction and organizational performance. Dow Scott, Ph.D., professor of HR and industrial relations at Loyola University Chicago states that, “Through our research we have learned that organizations that involve employees in the design, implementation and

assessment of reward programs are associated with reward strategies that effectively foster high levels of employee engagement.”

Interestingly, some of the most effective motivators are non-monetary in nature. Some examples include flexible work schedules, career development, and an emphasis on work/life balance. In addition, survey data suggests that employees place value on their working relationships with direct supervisors and the quality of leadership from management.

Tough fiscal times necessitate that agency administrators come to the table with human resources

professionals to evaluate rewards programs in order to consider cost effective methods to recruit and retain employees. By identifying employee needs and utilizing employee input in the design of rewards programs, both employees and agencies will benefit. Now more than ever, communication is an essential component of a successful organization.

Did you know...

Civil Service Rule 6.16.1 provides state agencies with the flexibility to establish Rewards and Recognition programs. More information can be found in [Chapter 6](#) of the HR Handbook at www.civilservice.la.gov.

Training Deadline for Supervisors Approaches

By John DiCarlo
Training Consultant

Back in January 8, 2008, the State Civil Service Commission revised the statewide Mandatory Training Policy for classified supervisors and managers. Those new policy changes were effected on July 1, 2008. Any supervisors who had not completed all of their required courses by July 1, 2008, were subject to the provisions of the new policy. Further information on this can be found in [General Circular 1721](#).

Significant changes took place with the implementation of this new policy, which include a name change from the “Mandatory Supervisory Training Program” to the “Minimum Supervisory Training Program.” Other changes include the addition of both “Traditional” and “Non-Traditional” versions of some courses to accommodate different audience compositions based on career fields. Additional classes were also added to the requirements, as well as course

options to choose from. More information on the required courses for each supervisory group can be found on the DSCS Website.

All state employees who were in “Supervisory Group 1” job titles on July 1, 2008, have a deadline of June 30, 2011, to complete all of their required courses if they are still serving in “Supervisory Group 1” job titles. The Civil Service Rules allow agencies to take adverse action against employees who do not complete their required training. Civil Service Rule 22.10 states, “Employees who fail to meet the required training within the specified period of time may be disciplined or removed in accordance with Chapter 12 of the Civil Service Rules.” Classified supervisors in “Supervisory Group 1” should confirm with their agency’s CPTP coordinator that all training requirements have been met prior to the June 30th deadline.

Quick Tips

INTERESTED IN CIVIL SERVICE APPEALS DECISIONS?

Subscribe to DSCS’s Electronic Notification List and you will receive monthly reports by email regarding new appeals decisions, as well as updates on the status of the decisions. Simply go to http://www.louisiana.gov/Services/Email_Notifications_CS_Decisions and enter your email address to subscribe!