



THE BRIDGE:

Connecting State Civil Service and You

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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



Spring is a special time of year – beautiful weather, kids getting out of school and National Public Service Recognition Week! This year, National Public Service Recognition week ran from May 5-11, with Gov. Jindal proclaiming Wednesday, May 8, 2013, as Employee Recognition Day in Louisiana. SCS would like to recognize all Louisiana state employees and thank them for their hard work and dedicated service.

This issue of *The Bridge* features details of the first ever SCS Human Resources Question and Answer Panel, and helpful information about upcoming performance evaluations and tips for a meaningful and purpose-driven performance evaluation. We also highlight the Louisiana SHRM Conference, which presented HR Professionals with new ideas and technologies that can help make state government more effective and efficient.

Please take a moment to think if you work with any state employees who may be deserving of the Charles E. Dunbar, Jr. Career Civil Service Award. This award is a great way to showcase dedicated employees who work diligently to provide essential services to Louisiana.

SCS congratulates Chairman Duplantier and Vice-Chairman McLure on their reappointments to the Commission, and looks forward to working with them and the other members of the Commission during the coming years.

LASERS: Procedures when Hiring Re-Employed Retirees

Hiring a LASERS retiree is much different than making a routine hire. When rejoining state service, rehired retirees must choose from one of several options. The details and consequences of each of the options are explained in the LASERS Membership Handbook Chapter [Re-employed Retirees](#). It is also important to note that retirees must notify all the systems (other state, municipal or parochial system) from which they are receiving benefits to avoid overpayment. For more information on re-employing retirees, please see [LASERS Liasion Memo Number12-21](#) or visit www.lasersonline.org.

Call for 2013 Charles E. Dunbar, Jr. Career Civil Service Award Nominations

By **Lindsay Ruiz de Chavez**
Public Information Officer

Entering the 55th year of its annual program, the Louisiana Civil Service League has announced the call for nominations for the 2013 Charles E. Dunbar, Jr. Career Service Award. Since inception of the program, more than 800 classified public employees have been awarded the Dunbar Career Service Award. Recognizing the tremendous contributions made to the state of Louisiana by classified employees, we encourage you to consider nominating one of your employees for this prestigious honor.

The Dunbar Award is the highest honor classified state employees can receive for their service to the citizens of Louisiana. The Civil Service League bestows the award on local, state and municipal civil service employees who distinguish themselves through unselfish service to the citizens of Louisiana. Nominees are judged on commitment to the classified service, contributions toward workplace improvement, personal initiative and volunteer community service.

Charles E. Dunbar, Jr. is credited with writing the 1940 and 1952 civil service basic laws and founding the Louisiana Civil Service League. Mr. Dunbar is

responsible for spearheading the effort to establish a classified workforce that would be governed through merit system principles.

The Civil Service League is a statewide non-profit educational organization founded in 1940 dedicated to the extension, preservation and improvement of Merit Systems of public employment in Louisiana.

Submission forms, Frequently Asked Questions and other information on nominating a fellow employee can be found at www.civilservice.louisiana.gov. Dunbar Award nominations will be accepted from the beginning of June until Friday, September 13, 2013.



Charles E. Dunbar, Jr.

State Civil Service holds first Human Resources Q&A Panel

By **Dana LeBherz**
CPTP Operations Manager

On April 15, 2013, SCS hosted its first-ever Human Resources Question & Answer Panel. The purpose of the panel was to provide HR professionals throughout the state a chance to ask the SCS executive team questions about timely HR topics or issues. Over 120 participants gathered at the Claiborne building in Baton Rouge to ask question of the panel, which included SCS Director Shannon S. Templet and Deputy Director Byron Decoteau, Jr. as well as the administrators from all divisions within the agency.

Some participants submitted their questions ahead of time through an online survey, while others filled out question cards upon arrival or simply stood and posed questions to the group. Questions covered a range of topics including: which pay mechanisms and policies required SCS approval versus which required only notification, changes in the SCS's divisions and what the changes meant for client agencies, an explanation of "business reorganizations," revised minimum

qualifications, PES forms and SCS training updates.

Response to the panel was very positive. Participants thought the concept of a live panel that allows a large audience to participate in and follow discussions about salient topics was helpful for their work. SCS plans to host the next HR Q&A Panel in October 2013. Notice of the meeting, as well as access to an online survey for question submissions, will be circulated in September.

The panel is part of the new HR Curriculum training program, called SCS Foundations for HR Professionals. Targeted toward new and/or entry-level HR professionals, the SCS Foundations for HR Professionals curriculum covers the basic and crucial knowledge HR professionals need to be successful in a civil service environment. The curriculum also consists of an online learning component, an instructor-led component and monthly webinars.

Gearing up for Performance Evaluations

By Mary Gloston
Project Administrator

Congratulations! Our first performance year in the newly implemented Performance Evaluation System is coming to a close. Let's review what should have occurred throughout the year to help supervisors produce a meaningful and purpose-driven performance evaluation.

Each employee should have received a PES Planning by Sept. 30, 2012, or within three months after hire date or change of position, setting out the expectations and goals to achieve. These goals and expectations should have been aligned with the mission of the agency so that the employee understands how his performance contributes to the success of the agency.

The PES Planning should have included a review by a second-level evaluator as well as a conversation between supervisor and employee. The purpose for the PES Planning is to ensure that each employee, right at the start of the performance year, knows what is expected of him in the performance of job duties, and that he has the tools and resources needed to get the job done. It's an opportunity to plan for professional development and setting goals for employee achievement. A good planning session provides for just that – planning of activities, determination as to how those activities will be conducted or completed, and the projected outcomes. Planning allows for conversation back and forth between supervisor and employee until an agreement is obtained on the expected performance. As with any type of communication, this should be a two-way street with all parties contributing to plan.

Some jobs easily provide for measuring of per-

formance because quantities may be counted, quality may be visible, or there is something tangible to show whether performance was as expected or not. Some performance is more difficult to measure such as jobs that require consulting, research or analysis. Supervisors have to react differently to each type of job; a supervisor of an accountant may measure the number of transactions successfully processing payments, whereas a supervisor of a consultant may only have the opportunity to rely on "good" or "bad" comments to determine if customer service was delivered as expected.

A good rule of thumb is for supervisors to establish a method for periodic performance reviews. A good time to stop – take a look – make any tweaks – and carry on, is at mid-year of the performance year. Mid-year is a good time to determine if the plan is on track or if tweaks are necessary in order to gain a successful outcome. Mid-year reviews allow for substandard performance to be identified, development of a new plan of action, and providing professional development to the employee so that end of the performance year brings success.

Next stop – end of the performance year on June 30, and time for evaluation of the 2012-13 year, and planning for the 2013-14 year. Hopefully, everyone is "geared-up" and ready to evaluate performance for the 2012-13 year!

Questions regarding the Performance Evaluation System may be directed to the Employee Relations Division at (225) 342-8274. Helpful information can also be found at www.civilservice.louisiana.gov.

Duplantier and McLure reappointed to the State Civil Service Commission

By Paul St. Dizier
Appeals Division Administrator

On Feb. 6, 2013, Gov. Bobby Jindal reappointed David L. Duplantier to the Commission after he was nominated by Rev. Kevin Wm. Wildes, president of Loyola University. Mr. Duplantier was first appointed to the Commission on Feb. 1, 2001, and has served as the Commission's chairman since Jan. 2011.

Gov. Jindal also reappointed John McLure to the Commission on Feb. 6, 2013, after his nomination by Dr. Joe Aguillard, president of Louisiana College. Mr. McLure, an Alexandria area attorney, has been a member of the Commission since his appointment on Feb. 1, 2001, and is presently serving his fourth one-

year term as the Commission's vice-chairman.

The State Civil Service Commission is a seven-member board created by the Louisiana Constitution to regulate and administer the state civil service system. Six members are appointed by the governor from lists of nominees submitted by the presidents of certain private Louisiana colleges and universities; the other member is a classified state employee elected by the state classified workforce. Each member serves an overlapping six-year term.

More information about the Civil Service Commission can be found [here](#).

Louisiana SHRM Conference Draws State HR Professionals

By Heather Hebron
Compensation Division Consultant

On April 8 – 10, 2013, human resource professionals from across the state met for the 2013 Louisiana SHRM Conference at the Baton Rouge River Center. The conference brought together HR ideas, theories and products serving the needs and interests of the HR profession through a collection of knowledgeable speakers and savvy vendors. The emcee, Whitney Breaux, set the mood for the conference as she greeted everyone with enthusiasm. She was excited to reveal the new Louisiana SHRM logo, shown below, as well as introduce the keynote speakers. The first keynote speaker, Dwane Lay, authored the book “Lean HR.” He lectured on how a true transformation of an organization must start with the fundamentals before it can reinvent itself and its culture. After Mr. Lay spoke, the room dispersed for the first set of concurrent sessions.

There were a total of twenty-four concurrent sessions where experts in a variety of fields taught philosophies, technical advances, and current HR procedures to develop or redevelop HR practices. The varied topics ranged from important HR essentials, like tips to avoid FLSA misclassifications, to strategies on how to redevelop an organization by understanding the big picture. An advantage of the sessions is that they were preapproved for HR Certification Institute recertification credit. The HR Certification Institute is a strategic partner of SHRM and provides internationally recognized professional HR certifications, such as the PHR and SPHR.

The central themes of many sessions were geared towards social media and how technology plays an enormous role in HR. The wealth of knowledge was abundant, and it was difficult to choose which concurrent session to attend. However, thanks to social media, attendees could stay connected and view other sessions through the Conference App or by following Twitter and Facebook. Due to recent trends of using social media to improve HR practices within organizations, Louisiana SHRM provided a venue called “Social Media Street” at the center of the conference where leading social media experts provided guidance on ways to use this resource to recruit and retain employees and build an organization’s brand.

The 2013 LASHRM Conference on Human Resources provided numerous learning and networking opportunities to enhance HR relations. In between



Sandy Michelet, President of GBR SHRM local chapter, presented a concurrent session themed after a rock concert. In her presentation, she emphasized how thinking like a musician can build a better team and a better organization.

sessions, attendees socialized and networked with other HR professionals, and visited the different vendor booths. Each vendor showcased information on products and services to improve the effectiveness of an organization’s HR program.

The conference concluded with keynote speaker, Bill Boorman. In his presentation, “The Cult of Work,” he discussed how companies can use culture indicators to improve employee morale and drive organizational performance. He emphasized that understanding your organization’s culture and communicating that information to job applicants can ensure that new hires are the right “fit,” which reduces turnover and improves productivity for the organization. The 2013 Louisiana SHRM conference finished as a huge success, as attendants departed with new ideas and new friendships.

