

CALIFORNIA



STATE PERSONNEL BOARD

2019 Strategic Plan Goals and Accomplishments



2019-2024 Strategic Plan

Vision: A responsive and professional civil service workforce that provides premier service to the people of California

Mission: To create a civil service system that empowers California to become an employer of choice.

Core Values:

- Integrity** *We exist to oversee a merit-based employment system and fair disciplinary practices.*
- Innovation** *We pursue opportunities to improve our business processes.*
- Service** *We strive to recognize and be responsive to our stakeholders' needs.*
- Communication** *We seek to provide clear and consistent guidance to departments.*
- Human Resources** *We value our employees and endeavor to recruit, engage, develop, reward, and retain them.*

Goal A – Preserve the Integrity of the Merit System

Outcome: Hiring is fair and impartial. Discipline is fair.

Key Performance Indicator: Stakeholder feedback. Appeal and compliance review statistics.

Goal B – Create a Nimble and Evolving Civil Service System

Outcome: A streamlined civil service system.

Key Performance Indicator: Efficient and effective utilization of resources.

Goal C – Build a Dynamic and Responsive Organization

Outcome: A high-performing, risk-intelligent, and innovative organization.

Key Performance Indicator: Reputation.



2019 Accomplishments

Goal A: Preserve the Integrity of the Merit System

Impartially and expeditiously resolve appeals from disciplinary actions; merit-related examination and appointment matters; personal services contract challenges; requests to file charges against state employees; and whistleblower retaliation and disability discrimination complaints

- The Board addressed 202 evidentiary appeals, 323 non-evidentiary appeals, and 21 hearing and non-hearing items.
- The Appeals Division published its Annual Report to the Legislature regarding Whistleblower Retaliation Complaints.
- The Appeals Division opened 1527 evidentiary files.
- The Appeals Division closed 1427 evidentiary files.
- The Appeals Division received and reviewed 2768 merit appeals. Of these appeals, 466 were accepted and opened for processing. For the nearly 2302 unopened merit appeals, the appellant was notified of the defects contained in the appeal and permitted to file an amended appeal.
- The Appeals Division closed 569 merit appeals.

Ensure the integrity of the merit system through regular compliance reviews and implementation of corrective action to remedy noncompliance

- The Compliance Review Division published its Annual Report to the Legislature regarding Compliance Review and Special Investigation Activities.
- The Compliance Review Division completed 42 Compliance Reviews.



2019 Accomplishments

Promptly and thoroughly investigate suspected merit system violations and implement corrective action

- Completed a Special Investigation of the Department of Industrial Relations regarding improper hiring.
- The Compliance Review Division closed 52 complaints.
- The Compliance Review Division opened 65 complaints.

Implement effective approaches to address areas of noncompliance and egregious areas of abuse

- Thirty departments with repeat violations were instructed to submit corrective action plans by January 31, 2020. Failure to follow through with corrective action plans may result in departments being required to appear before the Board to discuss barriers to full compliance and explore possible solutions.

Goal B: Create a Nimble and Evolving Civil Service System

Enhance effectiveness of the civil service system through staff and stakeholder engagement

- The Appeals Division provided a weeklong Trial Advocacy training for twelve non-attorneys.
- The Appeals Division provided a two-hour overview of the Evidentiary Hearing process to private members of the State Bar in the Sacramento Region.
- The Appeals Division made a presentation to over 250 Human Resource professional at the Performance Management/Progressive Discipline Forum on various topics related to discipline in the State Civil Service.
- The Legal Office provided Skelly Officer training to Human Resource Managers, Personnel Analysts, and Personnel Attorneys new to State Service.



2019 Accomplishments

Innovate the hiring process by amending laws and simplifying rules to implement efficiencies

- Developed regulations to address applications, transfers, and special assignments.
- Reorganized the Policy and Compliance Review Division into two separate divisions and expanded their respective functions to include a Special Investigations Unit and a Board Item Unit.
- Partnered with CalHR and department stakeholders to develop an online HR manual which will include all HR policies and procedures.

Redesign the classification system to reduce and broaden classes to align with private sector jobs

- Abolished 24 vacant classifications
- Abolished six Department of Justice's Criminal Identification and Criminal Intelligence Specialist classifications
- Abolished eligibility lists for:

Department of Developmental Services: Psychiatric Technician
Department of Fair Employment and Housing: Graduate Legal Assistant
Department of Food and Agriculture: Pest Prevention Assistant I
Department of Food and Agriculture: Plant Quarantine Inspector
Department of Food and Agriculture: Plant Quarantine Supervisor I and II
Department of Food and Agriculture: Livestock Inspector
Department of Food and Agriculture: Veterinarian Specialist
Department of Insurance: Insurance Rate Analyst
Department of Justice: Deputy Attorney General
Department of Justice: Investigative Auditor I and II
Department of Motor Vehicles: Motor Vehicle Representative



2019 Accomplishments

Legislative Counsel Bureau: seven department specific Information Technology classifications

State Compensation Insurance Fund: Workers' Compensation Insurance Technician

- Established new classifications for:

CalPERS Chief Health Director
Department of Justice Crime Analyst Series
Custodian series (service-wide)

- Consolidated and reallocated nine professional cleaning classifications in the new service-wide Custodian series
- Revised the Chief Operating Officer classification

Goal C: Build a Dynamic and Responsive Organization

Engage and empower staff through communication, training, and recognition

- Provided career development training for all levels of staff including: Sacramento State's Leadership Program for Government Managers and Executives, basic supervision, analytical training skills, the regulatory process, and Microsoft Office products.
- The Disability Advisory Committee hosted five educational events on topics ranging from stopping the stigma of mental disabilities to a series of supervisory/manager-focused training classes on engaging with employees with disabilities.
- Conducted New Employee Orientations (biannually) to employees within six months of appointment to provide an overview of our organization and introduce them to key staff from CalHR that provide SPB support.
- Sponsorship of and attendance by several employees to the Association of California State Employees with Disabilities annual conference/symposium.



2019 Accomplishments

- Consolidated information regarding Payroll Warrants, Salary Advances, Payroll Deductions, and Direct Deposits into a single policy to ensure a consistent understanding of those subjects.

Operational excellence through optimized processes, products, and services

- Provided ergonomic consultations to every new SPB employee within one month of appointment to increase workplace comfort and reduce potential incidents of work-related injury.
- Completed updated physical security measures for SPB's computer network servers.

Optimize the use of resources through budget monitoring, leveraging IT solutions, and performance and risk management

- The Governor approved SPB's 2019-20 Budget Change Proposal to realign the Compliance Review Unit funding from reimbursable to General and Central Service funding.
- Prepared and submitted a 2020-21 Budget Change Proposal for additional administrative and facility support.
- Initiated Voice-over-IP transition. Replaces old phone system with a network solution that provides internal IT control and deployment of new phones, phone numbers, voicemail, and other communications benefits.
- Upgraded department wide operating systems on all computers.
- Upgraded streaming capabilities of Board Meetings broadcasts to high-definition (HD).
- Developed inter-agency agreements with non-SPB building tenants for pro-rata reimbursement of security costs.