Merit System
Services Program

Material Request Form (MRF)
Local Agency Personnel System Review

Pursuant to § 17012. Approved Local Merit Systems for Program Employees -- Total or Partial Approval, upon request by a Local Agency, the Department shall review the Local Agency's Personnel System, may require additional information as it deems necessary, and shall make a determination as to the adequacy of the Personnel System and advise the Local Agency of the Department's decision. In determining whether a Local Agency's Personnel System is consistent with the Federal Requirements, the Department shall review elements of the Personnel System that relate to the Federal Requirements including, but not limited to:

I. Procedures and rules for employee recruitment, selection, and advancement.
II. Compensation policies and procedures.
III. Training policies and practices.
IV. Performance evaluation standards and procedures, including procedures for correcting and disciplining employees for poor performance.
V. Overall fairness of the Personnel System, including policies regarding equal employment opportunity and nondiscrimination.
VI. Rules regarding conflicts of interest including rules protecting employees from coercion for partisan political purposes and prohibiting employees from using their authority to interfere with actions of others relating to elections.

During the review, the Merit System Services (MSS) Program will review the Local Agency's entire personnel system including, but not limited to policies, procedures, personnel practices, and narrative responses to the listed questions. If, after review of the information provided in response to this MRF, the MSS program determines additional review is needed, the Local Agency will be notified.

General Instructions

Unless otherwise indicated, all requested documents must be current and updated. Please provide copies of the documents set forth under Parts I through VI. All requested documents should be organized in the order listed. If a requested document does not exist, please include a brief written explanation setting forth the reasons why. Responses to the questions listed should be submitted as a narrative response.

I.
Recruitment, Selection, and Advancement

Recruitment, selection, and advancement of employees is on the basis of their relative ability, knowledge, and skills, including open consideration of qualified applicants for initial appointment.

Please provide the following documents in the order listed below:

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☐ Recruitment, Selection, and Advancement policies and procedures

☐ Listing of all employees hired or promoted into positions under MSS authority in the preceding twelve months

☐ Narrative response to the following questions:

A. Recruitment

1. Describe your recruitment process, including how job openings are made known to applicants and for how long job recruitment notices are posted.
2. What is your process for bilingual recruitments?

B. Examination and Selection

1. Are your staff trained on employee selection procedures?
2. When developing examinations for selection, how do you ensure job related, valid and objective exams?
3. List the types of examinations you use. Identify the type(s) you use most frequently.
4. How do you develop examination questions or topics for classifications? What role do subject matter experts play in exam development?
5. How do you apply the merit principle in scoring your exams?
6. How do you rank competitors in an examination? If your rules allow unranked lists, please describe how they are created.
7. Please reference your rules (if applicable) which outline the processes for both applicant and candidate selection and exam appeals.

C. Advancement

1. How do you ensure merit-based processes for promoting employees?

D. Appointments

1. How are individuals selected for appointment?
2. What is your process for verifying selected candidates meet all eligibility requirements?
3. What specific positions are at-will within the Health and Human Services Agency and Child Support Services?
4. How do you determine which positions are at-will? Is it based on the level of duties or other factors?
5. How are your non-status employees (e.g., temporary, seasonal, extra-help) appointed?

II.
Compensation

Employees are provided equitable and adequate compensation.

Please provide the following documents in the order listed below:

☐ Classification Plan

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☐ Listing of positions and classifications under MSS authority including:
- Classification title
- Number of positions filled and vacant; indicate if position is bilingual
  - For filled positions, list employee name, start date, and salary
- Salary Range
- Memorandum of Understanding (MOU) designation

☐ Copies of applicable MOUs for positions under MSS authority

☐ Compensation rules, policies, and procedures

☐ Compensation reports within the preceding 12 months

☐ Narrative response to the following questions:

1. How often are classification studies conducted to ensure appropriate utilization of classifications?
2. How are Minimum Qualification standards set and evaluated?
3. Describe how you set salaries for employees. For example, do you utilize salary surveys or salary comparisons?
4. Does the county have a philosophy on setting pay? (Example: Is it based on negotiations or "x%" of the median of comparators, etc.).
5. How are salary adjustments (i.e., increases and decreases) determined and applied?
6. What are the salary negotiation or grievance procedures?
7. Within the Health and Human Services Agency and Child Support Services Department, is there equity and parity for the classifications in the departments compared to similar positions in the rest of the county? If no, what are you doing to resolve the issue(s)?

III.
Training

Employees are trained, as needed, to assure high quality performance.

Please provide the following documents in the order listed below:

☐ Employee training policies and procedures

☐ Training records for employees in positions under MSS authority

☐ Narrative responses to the following questions:

1. Do all employees receive Sexual Harassment Prevention training? If no, why not?
2. What training does the county offer to assure high quality performance for employees, supervisors, and managers?
3. Are hiring managers trained on equal employment opportunity (EEO) and merit-based recruitment practices? If no, why not?
4. What is your process for providing employees with opportunities to increase their job-related knowledge?
5. Please provide a list of county training courses offered during the prior calendar year (supervision, management, or policy related – not

program specific training), including mandated training, such as Government Code 12950.1. Please include the attendance records for the last GC 12950.1 training.

IV.
Performance Management

Employees are retained on the basis of the adequacy of their performance, inadequate performance is addressed, and employees whose inadequate performance cannot be corrected are separated.

Please provide the following documents in the order listed below:

- ☐ Performance management policy, process, and procedures
- ☐ Employee grievance policy, process, and procedures
- ☐ Listing of all employees in positions under MSS authority who were subject to disciplinary action in the preceding twelve months
- ☐ Narrative responses to the following questions:
    1. Are all employees provided with clear job descriptions and expectations within the first 30 days of employment?
    2. What is the review process and how do you ensure fair treatment during the performance review process?
    3. How are performance reviews measured, documented, and reviewed with employees?
    4. Are employees given an opportunity to correct performance issues before disciplinary action is taken?
    5. What resources are available to employees to address performance issues?
    6. What steps are taken prior to pursuing disciplinary action?
    7. Are employees advised of their rights pertaining to employee performance and disciplinary action?

V.
Fair Treatment

Applicants and employees are assured fair treatment in all aspects of personnel administration without regard to political affiliation, race, color, national origin, sex, religious creed, age, or disability and with proper regard for their privacy and constitutional rights as citizens. This "fair treatment" principle includes compliance with the federal equal employment opportunity and nondiscrimination laws.

Please provide the following documents in the order listed below:

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- ☐ EEO policy and procedures
- ☐ EEO grievance procedures
- ☐ Listing of all EEO complaints and investigations in the preceding twelve months
- ☐ Narrative response to the following questions:
    1. What steps do you take to evaluate and address adverse impact in the selection process?
    2. Have all hiring managers and interview panel members been trained in nondiscriminatory practices?
    3. What Reasonable Accommodation options or resources are available for candidates and employees?
    4. Are all employees informed of procedures for seeking resolution of work-related problems, including harassment and discrimination complaints?
    5. Do you have a nepotism policy? If yes, what steps are taken to ensure compliance?
    6. Are wage differentials based on merit?
    7. Are policies, procedures, and practices applied consistently to all employees?
    8. Do you have a Whistleblower policy? Please provide a copy.
    9. Are there procedures or policies available to employees to complain about wrongful conduct in the workplace to include, but not limited to, Whistleblower protections? Please provide links or copies of the procedures.
    10. How are employees and supervisors trained on their rights and responsibilities relating to fair treatment? How is this information disseminated to employees (e.g. New Employee Orientation, Employee Handbook, policy specific training, bulletin boards, etc.)?

VI.
Conflict of Interest

Employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for purposes of interfering with or affecting the result of an election or a nomination for office.

Please provide the following documents in the order listed below:

- ☐ Policy and procedures pertaining to political rights and prohibitions, including political activities at work, running for office, and/or other political activities
- ☐ Narrative response to the following questions:
    1. Where are these policies posted or how is this information disseminated to employees?
    2. What is your reporting system for violations of the policy?
    3. What is your investigation process for any complaints?

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NOTES/COMMENTS: