

State of California

MEMORANDUM

Date: May 3, 1991
Reference Code: 91-27

To: PERSONNEL MANAGEMENT LIAISONS

THIS MEMORANDUM SHOULD BE DISTRIBUTED TO:

Personnel Officers

From: Department of Personnel Administration
Classification and Compensation Division

Subject: Departmental Personnel Contact

The Personnel Services Branch (PSB) currently receives questions on personnel related subject areas by phone contact and correspondence from departmental personnel office staff. Many departmental personnel offices have maintained a single point of contact with PSB. This has proven to be an efficient and effective practice for department staff and has enabled PSB to better serve departments.

Consequently, effective June 1, 1991, a single departmental contact is to be established for each department. The designated departmental contact should be either the senior personnel assistant, or their designee. This is to ensure that PSB is receiving questions on only the most complex personnel issues that have been thoroughly researched at the departmental level. Departments with district personnel staff should direct all calls and correspondence through their headquarters.

In addition, when a department's request requires a written response from PSB, the request must also be submitted to PSB in writing. A response should be issued within two weeks, dependent on the complexity of the issue and the amount of research involved. All written correspondence must be sent through the designated departmental contact. We recognize that situations do arise that may require expeditious resolution best addressed via telephone consultation with PSB staff. As in the past, PSB will make every effort to respond to such requests in a timeline consistent with the department's needs.

Requests for Administrative Time Off which usually requires an immediate response will continue to be approved by phone with a follow-up in writing.

Attached for your use is a form to complete which designates the departmental personnel contact and their alternate. Please complete this form and return to the Personnel Services Branch by May 30, 1991.

Jerr L. Martin
Jerr L. Martin, Manager
Personnel Services Branch

Attachment

To: Department of Personnel Administration
Personnel Services Branch
Attn: Jerri Martin

DEPARTMENT:

DEPARTMENTAL CONTACT:

PHONE NUMBER:

ALTERNATE:

PHONE NUMBER: