

# 2018-09-18 09.31 MSS and CalHR Transition Communication Meeting

The broadcast is now starting. All attendees are in listen only mode.

Yes, I'm here, Ellie.

Thank you.

You can hear me, OK? Elizabeth?

Yes.

OK. Good morning, everybody. Thank you for joining us today for the Merit System Services and CalHR Transition Communication webinar. My name is Elizabeth Sandoval. I am with CPS HR Consulting. And before we get started, I'll be going through some helpful tips that should assist you with today's webinar.

On the right side of your screen, you should see the webinar dashboard. On the dashboard, you will see the questions panel used to submit questions or comments any time during the presentation. All attendees are automatically joined in mute mode and at the end of today's webinar, we will open up the webinar for questions. At that time, you can use the symbol that looks like a hand. We call that the raised hand feature. If you wish to have your phone unmuted so you can speak to the presenters. You will also notice an orange-colored arrow on the top left of your dashboard. This can be used to open or hide your dashboard at any time. With that, we'll go ahead and get started with today's webinar.

Actually one additional note before we move forward. We are also recording this webinar so any questions that you ask at the end of the webinar will be recorded.

Thank you, Ellie. Good morning everybody. This is Christina Batorski I'm the Recruitment Solutions Manager with CPS HR. And I wanted to go ahead and go through the agenda for this morning's webinar. We're going to take a few-- we're going to take a few minutes to go through introductions of CalHR staff and CPS staff, take some time to talk about why the change is occurring, discuss the transitions goals and the services that will be transitioning, the available communication channels that CalHR has developed, training plan for the CalHR staff, and then transition timeline and when each of the counties will be transitioning. And then we'll close the webinar with access to where the FAQs can be found and then questions from you all as the attendees.

So I'm going to turn it over. We're going to start with introductions. And I'm going to turn it over to Jackie Shephard at CalHR to introduce her staff.

I'm Jacqueline Shepherd the CalHR MSS Program Manager and with me, we'll be presenting, is two of my associates, my program consultants. I have Jennifer Maly and Monique Watts.

Good morning.

Thank you, Jackie. Again this is Chrissy Batorski Peacock, the manager over the program here at CPS HR Consulting. And on the line with me I have Lisa Connor who is our principal consultant, Elizabeth Sandoval who's our program coordinator, Charlene Harris, our senior consultant, and then our senior leader, Vicki Quintero Brashear.

And I believe that we're going to go ahead and start talking through the change and the transition. And I'm going to hand it back over to CalHR for the next couple of slides.

Thanks again, Chrissy. So basically, we just wanted to start by sharing why the change. And there's two main points to why the change. One of them or the first one is, it allows CalHR to be in compliance with Government Code 19130. And this, really what the Government Code 19130 is saying that we are not-- the state is not to contract out for services that can be performed by civil servant employees. And so we found a lot of the services that are being performed on behalf of the MSS program can be provided by state employees. So that is initially why the change.

And second, we're hoping to have some cost savings through just the direct utilization of state resources.

OK, Monique.

Good morning. This is Monique Watts with CalHR. So I just wanted to share some of the transition goals. There will be a seamless transition for all of our stakeholders, stakeholders meaning the counties, it's employees, the different divisions that we work with within the counties, and the applicants. There will be no shift of work functions to the counties. All of the current services will be maintained. There will be no interruption of services to either the counties or applicants. And this is because of CPS and CalHR working together in a partnership to make sure that this transition goes smoothly.

Questions from stakeholders, you the stakeholders and applicants, will continue to be responded by CPS and CalHR very quickly. And we are also encouraging open communication from you to us. We're always looking for ways to improve and become more efficient of service delivery. You'll see our email there, our MSS program email address. And we welcome suggestions from you on feedback, what's working, what's not working. But we really want to stress that this is a partnership that CPS and CalHR have together to make this as seamless as possible and with no interruption of services.

Transitioning services will be our ALMS counties, 33 are approved local merit systems. And our IMS counties, our Interagency Merit Systems. Again, we do not have any

anticipated change in services that are provided or will there be any additional work to the counties.

Thank you, Monique. This is Jennifer Maly. And we just wanted to emphasize the communication channels that we have available during this transition and after the transition is here. So the first thing is going to be our Merit Services Program page which is on the CalHR page and we have that linked for you here. We're going to be referencing these links throughout our presentation.

And that Merit Program page is really going to be kind of our catch-all. So that's where we're going to have all of our FAQs actively being updated. We're also going to be sending out periodic email blasts. We're going to have memos that come out. And one of the biggest things, aside from the email that we have, that Merits [MSSProgram@calhr.ca.gov](mailto:MSSProgram@calhr.ca.gov), we anticipate in the future that we're going to have a dedicated phone number for the Merit Services Program in the future. But at this time, that's not going to be available. But if you do need to talk to a live person from the Merit Services Program, you can contact the program manager, Jacqueline Shepherd and she can be reached currently at 916-323-0299. But we do anticipate that there will be a dedicated phone number in the future for the Merit Services Program.

And we also just want to emphasize that one of our biggest goals with this is maintaining customer service and part of that is going to be with the interaction that you have with CPS as well as program consultants in the Merit Services Program. And this webinar is also going to be uploaded onto the Merit Services page so you'll have that available as soon as this has been posted.

Thank you, Jennifer.

OK. Good morning everyone. This is Lisa Connor. I want to talk a little bit about the training plan that we have going on right now with CalHR staff. As mentioned in the memo that was sent out last month, and as Monique mentioned earlier in the training, CPS HR and CalHR are in close collaboration with one another to ensure that there is a smooth transition for all aspects of the Merit System Services program. This includes both the ALMS audit work as well as the day-to-day recruitment, selection, and classification work that is performed for the IMS counties.

As part of the transition plan, a rigorous training plan has been implemented and CPS HR, over the course of the next several months, will be providing CalHR staff with a series of classroom style and one-on-one trainings. Classroom training topics include the history of the Merit Systems program, ALMS audit which includes hands on shadowing of the audit process, information regarding the recruitment selection processes, classification studies, job analyses, proctor and panel chair training, the process for administering examinations which include written and oral exams, as well as county specific information such as county rules and practices.

In addition to CPS HR staff conducting the various trainings that I just mentioned, CAL HR staff will also be attending various HR Academy classes through CPS HR's training center. These trainings will begin next month and will include one training per month through March of 2019. Topics include the Fundamentals of HR, which is occurring in October, Job Analysis occurring in November, Recruitment and Selection in December, Classification and Compensation in February, Exam Development and Administration in January, and Employee Relations in March.

Also another important consideration is that CalHR staff is on-site with CPS HR staff through January of 2019, which really allows for one-on-one training, daily interaction, and on-the-job learning opportunities. So that's what we currently have in store in terms of the training plan. And I'm going to turn this back over to Chrissy now.

Thank you, Lisa. So we wanted to provide all the counties with an overview of what the transition timeline looks like. So for the Interagency Merit System counties, all of the counties will be transitioned in three distinct phases. The first stage occurring in April of 2019, the second in October of 2019, and the third in March of 2020. In the following slides, we'll be showing which counties are scheduled to transition to CalHR in each of these three phases. While our intent is to follow this schedule, CalHR and CPS HR may change the order of counties transitioning based on county needs and activities, as long as the number of actual counties remains the same for each point of transition.

It is important to know that many factors were considered when creating this timeline for counties to transition to CalHR, including county size, number of recruitments, and the distribution of work amongst the staff so ensuring an even workload.

So in phase 1, the following 12 counties will be transitioned to CalHR effective April 1, 2019. They're listed here but those counties include Alpine, Amador, Colusa, Del Norte, Imperial, Merced, Modoc, Mono, Monterey, San Benito, Sierra, and Tehama. Additional Merced, Mariposa Regional CSS will also be transitioned during the phase.

All of our mainland counties will continue to have services performed by CPS HR until the next transition date takes place. So effective April 1, these 12 will-- all services for recruitment and selection will be handled by the CalHR staff.

Phase 2 will occur October 1, 2019 with the same methodology. So the following six counties will be transitioned October 1st. Humboldt, Lake, Mariposa, Plumas, Sutter, and Tuolumne. And then additionally Central Sierra Regional Support, JPA, and North Coast Regional Child Support Services will be transitioned during this phase. And the remaining counties will still be serviced by the CPS HR but as of October 1, the first 12 plus these additional six will be serviced by CalHR.

And then finally the third phase, which will occur on March 1, 2020, the remaining seven counties will be transitioned. Calvareas, which is DSS only, El Dorado, Glenn, Inyo, Lassen, Madera, and Trinity. Additionally, Eastern Sierra Regional Child Support will be

transitioned during this phase. So By March 1, 2020, all IMS counties will be transitioned over to CalHR.

I'm going to go ahead and this back over to Jennifer at CalHR to talk a little bit about the FAQs. A little bit more.

Thank you, Chrissy. So we just want to emphasize again, CalHR has compiled a list of the Frequently Asked Questions which are going to be on our CalHR MSS Program page. That link is provided here below. And that's going to be updated very frequently, so the most current information you can be sure is going to be on that page. If there's something missing from the FAQ page and you want to ask additional questions, you can direct that to our Merit Services Program email and that is provided again below. It's [MSSProgram@calhr.ca.gov](mailto:MSSProgram@calhr.ca.gov). We do again anticipate to have a public phone number in the future but if you need to talk to a live person, you can direct those questions to our Merit Services Program manager, Jackie Shepherd.

This is Jackie Shepherd. So, I just want to take this time to thank the stakeholders for attending the webinar. But not only the stakeholders. I would like to thank CPS for allowing CalHR on site, using their resources and equipment, and for all the training that has been scheduled and being provided. They are truly working in collaboration to make sure that this is a seamless as possible transition. And thus far, we've been here on-site a little bit more than a week-- like a week and a day-- and the training has been excellent. So again, just want to publicly thank CPS for making this transition possible and seamless.

Thank you.

Thank you, Jackie. We appreciate that. And we look forward to continuing the collaboration through all of the phases of the transition. With that being said, and really this is the time for you as the county, county representatives to ask any questions that you might have about the transition.

And if you click on the raise hand feature, if you would like to be unmuted so that you can ask your question to the presenters, please click the icon now so I can start unmuting you one by one.

We did have one question come in. Will the PowerPoint be available after the presentation? Yes. We will have the PowerPoint available for all the attendees.

Karen? Yes. I had a question. We just recently switched over to NEOGOV with Merit System Services. Will that still be available with the transition to CalHR?

Yes. This is Jackie Shepherd with CalHR. CalHR is in the process of trying to attain NEOGOV themselves. So that is one of the other areas that we are attempting to be seamless. So we anticipate having NEOGOV available to us as well.

OK. And to piggyback on Jackie's answer, CPS HR has provided access to CalHR staff to the NEOGOV environment that we are working with the counties on. And they will have access to that until their NEOGOV system is up and running, which will hopefully happen in the near future.

And just want to add a little bit to that also. Once they do transition over to NEOGOV, you may receive another registration request from NEOGOV to register with their NEOGOV instance.

Cheryl?

OK the question that came in is, what will counties need to do to prepare for the transition? And this came in from Monterey County.

I can start answering that question, Jackie, and if you want to jump in if I missed anything. I think that as we indicated throughout this webinar, we are trying to make the transition as seamless as possible. Right now, we're in the phase where we're providing CalHR staff with classroom training. And we're going to be moving into one-on-one job shadowing and training in the near future. And as that piece of the training progresses, we'll be starting to pair up the CalHR staff with the consultants and techs that currently service the individual counties so they'll start working with the counties that they will eventually take over, the counties that we transition over to them. So you'll start seeing these individuals being included in meetings and emails and so on and so forth. So that you know when the time comes for the transition, you're all ready to be familiar with the candidate. And as CalHR indicated, there's no impact on services to the counties. All the services that CPS HR provide, CAL HR is going to continue to provide to the counties.

Summary of what Chrissy is saying. We don't think there's going to be a need for the county to get readily prepared. But because we do have the open door type of-- welcome your feedback, if there's something that you think we should be, you should make us aware of, please, use our email inbox or just pick up the phone and give us a call.

OK. The next question. After the transition, will CalHR be utilizing the county employees as proctor's for testing?

Again what CalHR is anticipate doing is using CPS' model. So where they used the county proctor, we anticipate attempting to do the same. Now there is something-- there will be more than likely some type application, some type of contract for the proctors to sign up with CalHR. And that has not been worked out at this time, but the overall anticipation that the model will be the same.

OK. The next question here. Do counties have the option to transition from an IMS to an ALMS county during this process?

Take that one?

So again, this is Jackie Shephard with the CalHR. And because we are learning every aspect of the work that CPS has been doing on behalf of the MSS program, we request that you continue as normal. So if you are going to transition or you are preparing to transition from an IMS to an ALMS, we request that you continue to move forward. That is something we would like to work with CPS on, making sure that we understand the process. So we request that you move forward with all of your actions and transitions that you have planned.

And just to tag on to Jackie's response, if you are an IMS county that is interested in transitioning to an ALMS county, we can provide the information of the steps that you need to take to do that. And both CalHR and CPS will work with you.

And Norma, I see that you have your hand raised? Did you have any questions-- any questions for the group?

(Pause)

And then there was a follow-up question, can you define those terms, please?

I'm assuming that's related to being able to transition to an ALMS county?

Yes, it came after that question. Oh. OK. Here we go. Here's another-- I just wanted an explanation of those acronyms as I am not readily familiar. So yes, this is part of the transition, sorry conversion from IMS to ALMS.

OK. Lisa, do you want to take that question or answer?

Sure. Yeah. And so I think the initial step is to really put your request in writing and have a conversation with your assigned consultants so we can kind of walk through the process. There's some great information on the CalHR website as well with regard to the process for transitioning from IMS to ALMS so you can certainly reach out to me directly and I can provide you with that information. There'll be questions that'll be asked of you to kind of walk through what your rules and processes are like with regard to your personnel system. So that would be part of the process as well. And then CPS HR and CalHR will work in collaboration to review those responses, ask follow-up questions, and take the appropriate next steps to determine whether or not you could successfully transition to Approved Local Merit system, which essentially means that you would operate your own personnel system and you wouldn't be receiving day-to-day support in social services and the child support services for recruitment, selection, classification responsibilities.

I don't know if Jackie, do you have anything else you want add there?

No. I think that I'm seeing the monitor say "great", "thank you" so I think that answered it.

OK we'll give it a few more minutes. If you have any questions, please feel free to type them into the questions in the control panel or click the raise hand feature we can unmute you. If something comes up after the webinar closes, please feel free to contact either the CalHR staff or CPS staff and we'll be happy to address any questions that you may have.

In the meantime, Jackie, do you think you can address a little bit more about how day-to-day business is going to be running between now and say the first transition that's happening in April? Sorry to put you on the spot.

So the day-to-day operations, basically we do have currently a total of six of us here on site at CPS. We have four analysts and a support person. We're going to just mimic, learn one-on-one, what the CPS staff that has been doing on behalf of the counties and just pick up those services and begin to kind of divvy them out, in a sense. Again, we will be learning all of the services that are provided, but we may not administer them the same way internally. We're learning what the services are and then at some point identify who is the best staff person with CalHR to kind of take the lead and run with that particular service.

So we're actually in the process of doing it again-- this is our first week. We've been on site about a week and the training has been a lot of classroom training. We're learning NEOGOV. We're learning all aspects of the services as they have been performed by CPS. And then there we're going to assign them. And they will begin to mimic them and using the CPS model until we get back to CalHR and internally, we will make sure it's still seamless but the processes will be more in line with how CalHR uses the processes internally.

So right now, I think it's fair to say that the CPS consultants are still the primary contact with the counties. And then at some point, all of you will be introduced, in tandem with those consultants, a co-relationship will exist. Everybody will be working on the same things. And then, come April 1, that relationship will be transitioned completely to CalHR.

That is the ideal. As well as, you will continually hear from us, CalHR, through our email blasts and things of that nature, our MSS program web page. So it should not be any shock as to what stage we're in and hopefully, you'll be keeping up with the transition through those communication channels.

OK. We had another question come in. Is our county HR being notified about these changes or should we be sharing with them?

This is Chrissy. I can answer that. All county human resources individuals, directors, and representatives received the memo we sent out about the transition and this

webinar so they are aware that this transition is happening. If they were not able to attend the webinar today, as we indicated, the webinar is available, will be available shortly on the MSS website. And then, obviously we can address the individual consultants for each of the counties and can definitely address any questions or concerns that HR personnel might have.

Karen Joseph, I see that you have your hand up, raised?

Yeah. Another question. Is there going to be some type of communication similar to what they did when Merit transferred to the NEOGOV system to current applicants or as far as transitioning, how to apply through-- won't be Merit Services anymore? It will be CalHR. Will their profile still be the same on NEOGOV if there's transferring of CalHR transition over to the NEOGOV as well and their applications? And then will the jobs be posted on CalHR's website?

So for the candidates, their accounts would be seamless, in terms of they would only apply through governmentjobs.com. They wouldn't see the difference. What we would have to notify them is that all our Merit System jobs would now be posted on the CalHR site, which is going to our CPS site. So they would have to be notified about that change. They would be notified about that change. But they wouldn't have to create a new profile or create a new application or anything. That would all be stored in their Government Jobs account.

Did that answer your question?

Yes. Thank you.

Norma, I see your hand raised again. Did you have any questions? Feel free to type it in if you do.

So looks like we've wrapped up with questions.

Yeah. No more questions are coming in again. If something comes up after webinar is done, then please feel free to contact your Merit System Services consultant or CalHR staff. And as Chrissy mentioned earlier, the recording will be available for everyone. Thank you for joining us today.

Thank you.

Thank you.