



Post Office Box 94111
Baton Rouge, LA 70804-9111

www.civilservice.la.gov

SHANNON S. TEMPLET, DIRECTOR

Phone: 225-342-8274

Fax: 225-342-8058

TDD: 800-846-5277

Toll Free: 866-783-5462

Human Resources Directors Meeting Tuesday, September 3, 2013 MINUTES

LOUISIANA STATE EMPLOYEES RETIREMENT SYSTEM

Presentation by Cindy Rougeou, Executive Director

Director Rougeou discussed the importance of LASERS Form 10-2 (Re-employment of Retiree) <http://www.lasersonline.org/uploads/1002ReemploymentofRetiree.pdf>

This form must be completed and returned to LASERS within 45 days of re-employment. Rougeou indicated that a large number of administrative error requests are resulting from the failure to complete this form. If a re-hired retiree does not complete this form and select a re-employment option, the law requires that the re-hired retiree be defaulted into OPTION 3 which requires the suspension of benefits during the period of re-employment. In this case the employee will owe retirement benefits back to LASERS because his benefits were not suspended during his period of re-employment. In order to protect re-hired retirees from this circumstance, LASERS is reaching out to the Human Resources Community to ensure that employees who are returning to work after retirement are aware of the need to select a re-employment option by use of this form.

Rougeou also discussed Liaison Memorandum 08-12 relative to Termination Date. Termination date is the last day of employment, which is not the same as the Retirement Date. The Retirement Date is the day after. Misunderstandings of these dates can lead to employees retiring outside of state service. Please refer the memorandum for more information: http://www.lasersonline.org/uploads/Liaison_memo_0812_Termination_Date.pdf

Lastly, Rougeou addressed issues regarding leave without pay. If an employee is on leave without pay for eight (8) or more consecutive hours, this should be reported to LASERS via ISIS or Employer Self Service. If an employee is on leave without pay for one (1) day, then HR should enter the end and begin date as the same date. She indicated that changes to the Certification Form will be made to clarify this information, in addition to an upcoming Liaison Memorandum.

LOUISIANA PUBLIC EMPLOYEES DEFERRED COMPENSATION PLAN

Presentation by Chris Burton, Great-West Retirement Services

Ms. Burton presented the Top Ten Reasons to participate in the Deferred Compensation Plan. Ms. Burton can be contacted at chris.burton@gwrs.com or by phone at 225-663-5507.

(Please see attached PowerPoint) Attachment No. 1

STATE CIVIL SERVICE GENERAL UPDATES

Byron Decoteau, Jr., Deputy State Civil Service Director

HR Advisory Committee:

Mr. Decoteau introduced members of the new cycle for HR Advisory. He also informed the group that the HR Advisory Section of the SCS Website is no longer residing on the public site. The section has moved to the HRInfo secure portal. This section of the website will contain a listing of the current Advisory Group members, Agendas, and Meeting Notes and Handouts. HR Professionals are encouraged to check the site regularly and contact members with questions regarding the agenda items. Meeting Notes will be removed on a regular basis as they used for discussion and feedback purposes only.

At the last Advisory Meeting, a number of rule proposals and feedback was requested from members. This information can be found on the HRInfo site at the following link: <http://www.civilservice.louisiana.gov/HRInfo/HRA AdvisoryCommittee.aspx> Please note: if you are a human resources professional without a password please contact your Employee Relations consultant at 225.342.8274 and they will work with our MIS Division to secure a password.

Proposed Rule Changes:

Mr. Decoteau informed the group of a number of upcoming rule proposals and sought feedback from the audience. The proposals discussed will be brought informally to the SCS Commission in October for a promulgation request. After the blessing of the Commission, all proposals will be made public via General Circular for public comments. In summary the following proposals were discussed:

- Proposed Repeal of Flexible Qualifications in Chapter 1 and 22
- Proposed Amendments regarding WAE performance appraisals and performance adjustments in Chapter 6 and 10. (WAE's are not eligible for performance adjustments).
- Proposed Amendments to Chapter 17 Layoff Rules:
 - Clarification that general notice and individual notice are two (2) separate notices.
 - Indicating that an actual "copy" of the proposed layoff plan shall be provided to the employee.
 - Changing references of weeks to calendar days.
- Proposed Amendments to Chapter 6 (Optional Pay)
 - Proposed increase from 10% to 15% for Matching a Job Offer (non-state)
 - Proposed decrease from 10% to 7% for additional duties, however granting full discretion to the agency to award such payments. No approvals required from SCS Commission.

9.3.2013 Quarterly HR Director's Meeting Minutes

- Proposed Repeal of Optional Pay for Difficult to Recruit Jobs.
- Proposed Amendments to Rule 22.3 (b) to add appointments to Nurse Technician for applicants hired as a Registered Nurse 1 or Registered Nurse 1 – Student Health that are required to re-write the State Board of Nursing Examination.
- Proposed Amendments to Rule 22.9 (d) to clarify that appointments shall not be effective prior to the day following the closing date of an announcement.

Decoteau also discussed the use of Civil Service Rule 6.5(h) “Reentering the Classified Service Without a Break In Service” *When an appointing authority requires an employee to resign a permanent position in order to accept a **probational appointment**, and the employee accepts such an appointment without a break in service, and the appointment would have been considered a promotion according to Rule 6.7 the employee shall retain eligibility for the promotional increase for a period not to exceed 1 year. The appointing authority may grant any increase for which the employee would have been eligible under Rule 6.7. This Rule shall not apply to an employee who was dismissed or resigned to avoid dismissal. Clarification was provided that this rule specifically addresses acceptance of a probational appointment and should not be used for employees appointed to a job appointment.*

Lastly, Decoteau discussed the different list serves that SCS utilizes to correspond with its stakeholders. The following list serves are available by subscription. Click on each link and follow the directions to subscribe.

Notice of SCS Appeal Decisions:

http://louisiana.gov/Services/Email_Notifications_CS_Decisions/

Notice of General Circulars and HR Handbook Updates:

http://louisiana.gov/Services/Email_Notifications_CS_Gen/

Notice of Quarterly Bridge Newsletter:

http://louisiana.gov/Services/Email_Notifications_CS_QTR/

In addition, State Civil Service uses an in-house notification email group titled: **SCS-HRnotifications**. This email group is used by SCS to distribute information to human resources professional regarding issues such as HR Director Meeting Agenda's and Minutes, Minimum Qualification Changes, survey request, etc. Human resources professional not receiving SCS-HRnotifications emails, may email our Public Information Officer at Lindsay.Ruiz@La.Gov to be added to the email group

STATE CIVIL SERVICE PROGRAM UPDATES

Staffing Division: Rainette Stephens, Division Administrator

Mrs. Stephens provided the audience with a handout regarding the Office Support Exam Administration and Transition Period.

(Please see attached document) Attachment No. 2

Stephens also discussed the security of applicant data. In using the LaCareer's system, HR Professionals sign security agreements regarding the use of applicant data, however, hiring managers do not. HR Professionals were asked to ensure that hiring managers understand that applicant information is sensitive and should be used for hiring considerations only and should not be shared.

Lastly, Stephens reminded those who were selected to complete the Workforce Survey that the survey is currently due. She thanked them for their participation in this important project.

Training Division: Dana LeBherz, Division Administrator

Ms. LeBherz provided a presentation updating Training's Competency Model. She explained how needed competencies were identified by state supervisors and how the division is using these competencies to develop courses. Each competency was broken down into behaviors by supervisory levels. Courses are being developed to support these behaviors. She provided an overview of course release plans and new courses that have already been released. She encouraged HR to help the Training Community get the word out on these new courses.

Lastly, LeBherz discussed Supervisory Program completions, a number of qualifications did not transfer from the Pathlore system to the new LMS, however, the Training Division has worked diligently to correct this problem. Supervisors should be mindful of their requirements and deadline dates.

(Please see attached documents) Attachment No. 3

Accountability Division: Melinda Robert, Division Administrator

Mrs. Robert indicated that the Accountability Division – Data Quality Management Team will be executing the LaGov HCM ZT06 Quota Reports as a courtesy for agencies as we transition to new Classified WAE process. The team's intent is to notify LaGov agencies when employees are reaching 1000 hours worked out of their 1245 hours. This will be for the first year only. She encouraged agencies to run this report often.

Robert also indicated that Data Quality Management Team has completed Phase 1 of the new LaGov HCM Entry Guidelines. These guidelines are under review by each Division within State Civil Service and will hopefully be available in the beginning 2014, followed by available training.

Compensation Division: Christopher Deer, Division Administrator

Mr. Deer discussed proposed changes to Career Fields, specifically Career 9999, that were discussed last HR Advisory Meeting. He encouraged HR professionals to visit the HR Advisory Section of the HRInfo portal to see the proposals.

Deer discussed classified WAE's (determination of unclassified vs. classified). For those circumstances where a previously established unclassified job is determined to be placed into the classified service and problems occur with an incumbent's pay rate or minimum qualifications, the Director will issue a three (3) month unclassified extension until the agency and SCS can determine a solution.

The Compensation Division is working on a Pay Policy Project where the SCS staff will identify all approved pay policies (premium pays, SERS, etc.) currently established for each agency. SCS will then seek verification from agency staff on whether or not records are up to date. The goal of this project is to have a comprehensive listing of all established flexible payments to help SCS and agencies in policy implementation decisions.

Lastly, Deer reminded the group that the deadline of July 30th for reporting rewards and recognition and optional pay has passed. If your agency has not reported payments for FY2012-2013 please contact your compensation consultant.

OPEN FLOOR

A question was raised about the location of a complete listing of career fields on the SCS website. A version of the SCS Pay Plan is located on the HRInfo website under the Compensation Division Link. Career Fields are listed on this pay plan.

The group requested a possible website tutorial at a future meeting.

Ashley Gautreaux, SHRMA President, reminded the group of the upcoming SHRMA Workshop October 24, 2013, on Strategic Workforce Development. The workshop will be held at the Archives Building on Essen Lane. Early Bird discount ends September 30th.

SHRMA meetings are held on the last Wednesday of every month. Visit: <http://shrma.webs.com>

UPCOMING DATES:

- 09.13.2013: Deadline to submit Dunbar Awards (General Circular 2013-020)
- 10.15.2013: SCS HR Panel 9 a.m. Claiborne Bldg., Thomas Jefferson Room
- 12.10.2013: Quarterly HR Directors Meeting.

ATTACHMENT 1



GREAT-WEST[™]
FINANCIAL

Bright tomorrows begin todaySM

Top Reasons to Participate



LASERS

Louisiana State Employees'
Retirement System

[Date]

Louisiana Public Employees
Deferred Compensation Plan

Great-West Retirement Services®



- A division of Great-West FinancialSM (Great-West Financial)
- Representing 4.7 million participant accounts as of December 31, 2012¹
- Chosen by employer to provide administrative, education and communication services
- Helps you understand and evaluate your financial situation
- Provides information to help you make financial decisions



¹ Based on total participant accounts as of December 31, 2012. Information and rankings refer to the retirement business of Great-West Life & Annuity Insurance Company, Great-West Life & Annuity Insurance Company of New York, and FASCore, LLC and reflect all recordkeeping customers: those of institutional partners, TPA clients and Great-West Retirement Services.

Reason to Participate: Reduce Taxes



- Contributions to your 457 Deferred Compensation Plan are deducted out of your paycheck before taxes are calculated and are not counted as taxable income.
- Contributions and earnings are taxed as ordinary income when withdrawn, usually at retirement.
- You may be eligible for a tax credit of up to \$1,000 depending upon your income.
 - To learn more about the tax credit, you should consult your tax adviser or visit www.irs.gov and search for “Saver’s Credit” or Form 8880.

Representatives of GWFS Equities, Inc. are not registered investment advisers, and cannot offer financial, legal or tax advice. Please consult with your financial planner, attorney and/or tax adviser as needed.

Reason to Participate: Grow your Savings



- Don't have the discipline to save?
- Use Louisiana Deferred Compensation's automatic payroll deductions for easy savings and investing.
- Build a supplemental account that will bridge the gap between your pension plan and what you really need for retirement.
- Tools on the website like the Retirement Income Control Panel brought to you by Advised Assets Group, LLC (AAG), a registered investment adviser, and the interactive calculators, can provide information assistance for your retirement goals

The Retirement Income Control Panel is brought to you by Advised Assets Group, LLC (AAG), a registered investment advisor and wholly owned subsidiary of Great-West Life & Annuity Insurance Company, under a licensing agreement with your retirement plan provider. All rights reserved.

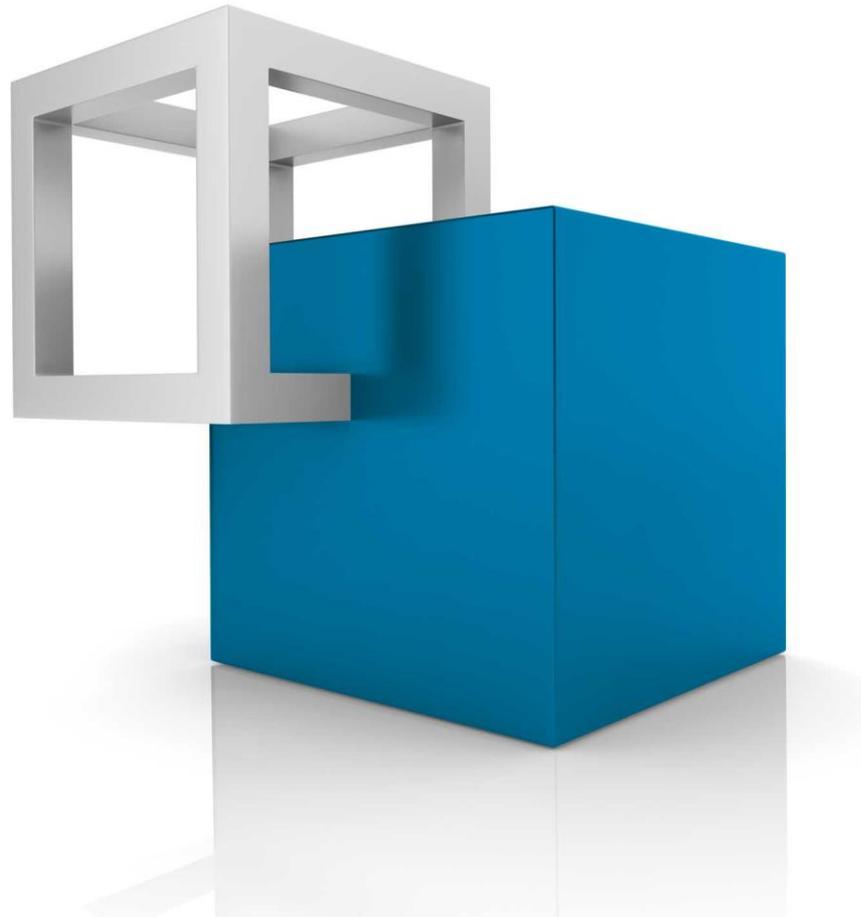


Reason to Participate: Account Consolidation

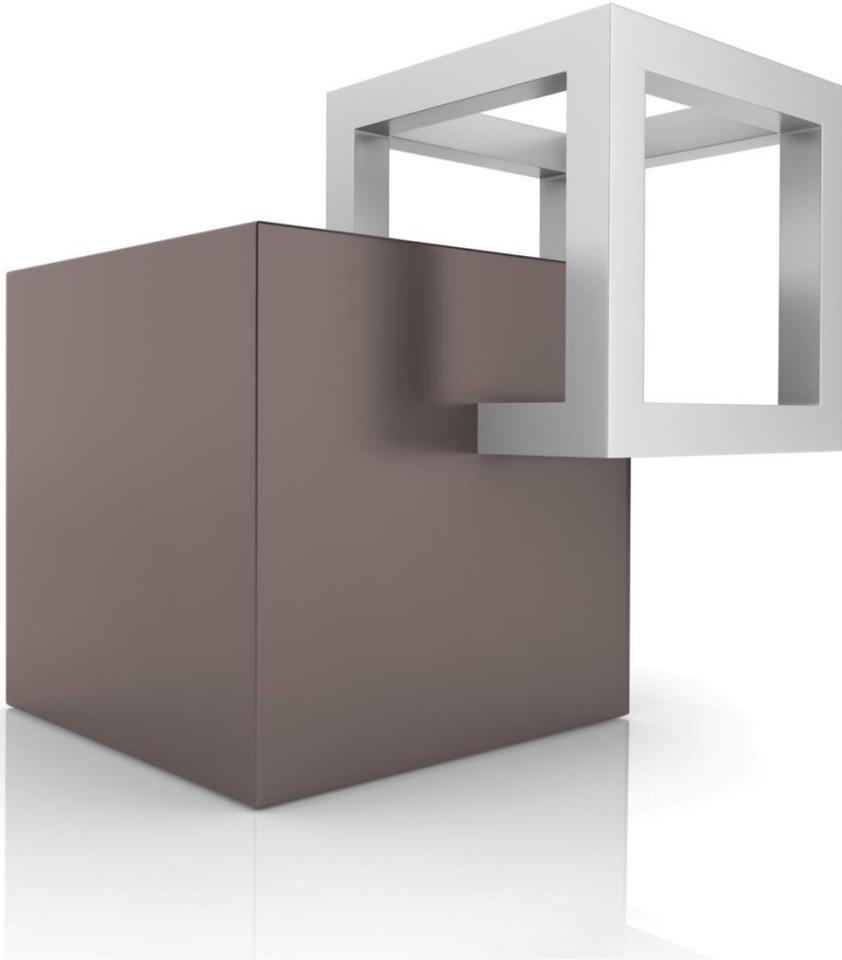


- Consolidate your tax-deferred accounts by rolling them into your Louisiana Deferred Compensation Plan.
- If you terminate employment with the state before vesting in the LASERS Pension System, you may roll your LASERS Pension assets into your Louisiana Deferred Compensation Plan.
- Just request transfer/rollover paperwork from your local representative!
- At retirement, you can roll over your excess leave balance to your Deferred Compensation account

You are encouraged to discuss rolling money from one account to another with your financial advisor/planner, considering any potential fees and/or limitation of investment options.



Reason to Participate: Contribute More During DROP



- Put your LASERS employee retirement contribution into your Louisiana Deferred Compensation Plan.
- You have lived without this money since employment with the state, continue to do so during DROP and save MORE while your take-home pay remains the same!

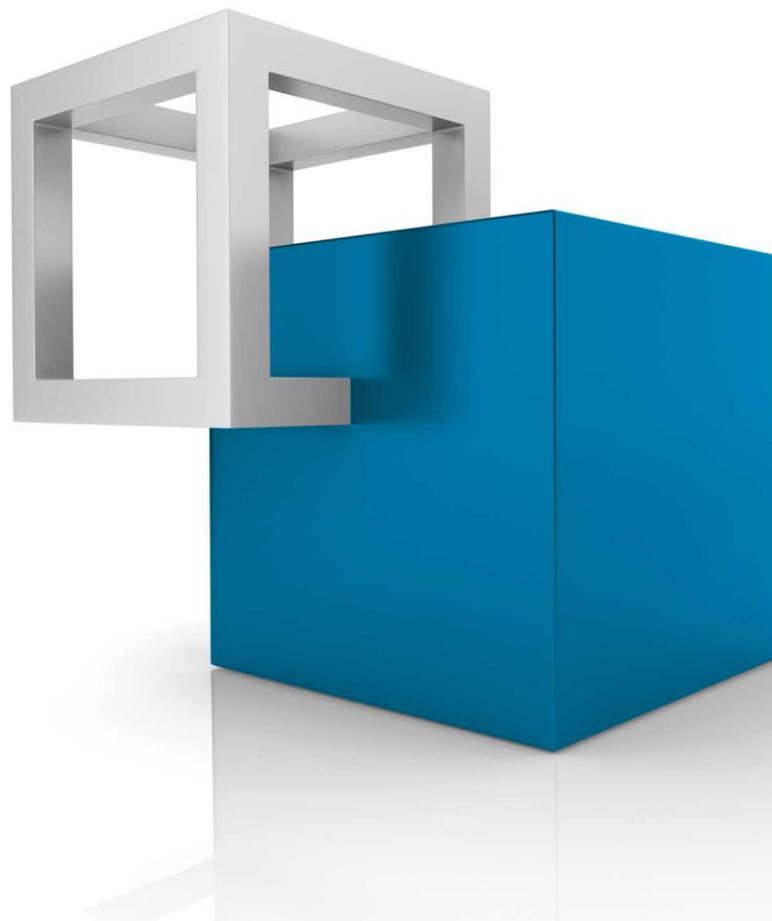


Reason to Participate: Depositing Leave Hours



- At retirement, you may deposit your first 300 hours of accumulated leave time into your Louisiana Deferred Compensation Account, as long as you don't go over your annual contribution limits!
- Accumulated leave over and above the first 300 hours can be rolled over into your Louisiana Deferred Compensation Plan.

You are encouraged to discuss rolling money from one account to another with your financial advisor/planner, considering any potential fees and/or limitation of investment options.



Reason to Participate: Purchase Service Credits



- It's tax-free!
- Use your Deferred Compensation Plan dollars to purchase time in LASERS.



Reason to Participate: Reality Investing® Advisory Services



- Investment advisory tools and assistance help you manage your investment options.

<p style="text-align: center;"><u>Online Investment Guidance</u></p> <ul style="list-style-type: none"> • <i>Self-Service</i> • <i>Generic Asset Allocation</i> 	<p style="text-align: center;"><u>Online Investment Advice</u></p> <ul style="list-style-type: none"> • <i>Self-Service</i> • <i>Fund-Specific Recommendations</i> 	<p style="text-align: center;"><u>Managed Account</u></p> <ul style="list-style-type: none"> • <i>Full Service</i> • <i>Fund-Specific Selection and Management</i>
--	---	---

Quarterly cost = \$6.25

Quarterly Cost

- Website: LouisianaDCP.com¹
- Phone: (800) 701-8255¹

Less than \$100,000	.125%
Next \$150,000	.10%
Next \$150,000	.075%
Over \$400,000	.05%

¹ Access to KeyTalk and/or the website may be limited or unavailable during periods of peak demand, market volatility, systems upgrades/maintenance or other reasons.

There is no guarantee that participation in the Reality Investing® Advisory Services will result in a profit or that your account will outperform a self-managed portfolio.

Managed account, guidance and advice services are offered by Advised Assets Group, LLC (AAG), a federally registered investment adviser and wholly owned subsidiary of Great-West Life & Annuity Insurance Company. More information can be found at www.adviserinfo.sec.gov.



Reason to Participate: No Penalty on Distributions Prior to Age 59½ in 457 Plans



- When you separate from state/government employment you are eligible for a distribution without regard to age.
- With other types of plans, if you take a withdrawal before age 59½, you have to pay a 10% federal tax penalty on top of the ordinary income tax. That can end up being quite a bit of money. But with 457 plans, if you sever employment before age 59½ and you take a distribution, you will pay ordinary income taxes.

Withdrawals may be subject to ordinary income tax. The 10% early withdrawal penalty does not apply to 457 plan withdrawals.

You are encouraged to discuss rolling money from one account to another with your financial advisor/planner, considering any potential fees and/or limitation of investment options.



Reason to Participate: Local Representatives



- We cover the entire State of Louisiana!
- Visit our Baton Rouge office or meet with local representatives in New Orleans, Lafayette or Monroe.^{1,2}
- Contact us at (225) 926-8082 or (800) 937-7604.



1 Access to KeyTalk and/or the website may be limited or unavailable during periods of peak demand, market volatility, systems upgrades/maintenance or other reasons.

2 Representatives of GWFS Equities, Inc. are not registered investment advisers, and cannot offer financial, legal or tax advice. Please consult with your financial planner, attorney and/or tax adviser as needed.



Recap: Top Reasons to Participate

- Reduce taxes
- Grow your savings
- Account consolidation
- Contribute more during DROP
- Deposit leave hours
- Roll over excess leave
- Purchase service credits
- Reality Investing[®] Advisory Services
- No penalty on distributions prior to age 59½ in 457 plans
- Local representatives



What Do I Do Next?

- Obtain a Salary Deferral Agreement
- Obtain an Enrollment Application
- Complete forms
- Deliver to: Your HR Department
- -OR-
- Fax to: (225) 926-4447
- -OR-
- Mail to : Louisiana Deferred Compensation Plan
2237 S. Acadian Thruway, Suite 702
Baton Rouge, LA 70808



Questions? Thank You!



Core securities, when offered, are offered through GWFS Equities, Inc. and/or other broker dealers. GWFS Equities, Inc., Member FINRA/SIPC, is a wholly owned subsidiary of Great-West Life & Annuity Insurance Company.

Advised Assets Group, LLC, a federally registered investment adviser, is a wholly owned subsidiary of Great-West Life & Annuity Insurance Company and an affiliate of Great-West Life & Annuity Insurance Company of New York, White Plains, New York. More information can be found at <http://www.adviserinfo.sec.gov>

Great-West FinancialSM refers to products and services provided by Great-West Life & Annuity Insurance Company (GWLA), Corporate Headquarters: Greenwood Village, CO, its subsidiaries and affiliates. Great-West Retirement Services[®] refers to products and services of Great-West Financial Companies, as applicable, and FASCore, LLC (FASCore Administrators, LLC in California), subsidiaries of GWLA. Not intended for plans whose situs is in New York. The trademarks, logos, service marks, and design elements used are owned by GWLA. ©2013 Great-West Life & Annuity Insurance Company. All rights reserved. Form# CB1029PSC (06/2013) PT175110



ATTACHMENT 2



The Clerical, Office, & Administrative Support Test (COAST), Series 9000/9001, will be Replaced by the Office Support Exam (OSE), Series 8500, on September 3, 2013

Job seekers who are applying for administrative support jobs that require a State Civil Service test score should be aware that the current COAST will no longer be given or used to fill job openings in the near future.

Important Dates for Job Seekers During This Transition Period:

- **Friday, August 30, 2013**—The final date that the current Clerical, Office, & Administrative Support (COAST), Series 9000, will be given at the Baton Rouge Testing and Recruiting Office.
- **Tuesday, September 3, 2013**—The new Office Support Exam (OSE), Series 8500, will be given at the Baton Rouge Testing and Recruiting Office.
- **September 2013**—Administration of the Office Support Exam (OSE) in Saturday test centers begins. Check website at www.civilservice.louisiana.gov for dates and times for each location.
- **Tuesday, October 23, 2013**—State agencies will no longer post job vacancies on the State Civil Service website that will require a score for the COAST after this date.
- **Sunday, November 3, 2013**—All scores currently active for the COAST will expire.
- **Monday, November 4, 2013**—Scores for the OSE will become active and candidates notified.

Frequently Asked Questions:

If I have already taken or want to take the current COAST test and I receive(d) a passing score, will I have to take the OSE after September 3, 2013?

Yes, if you have not received an offer of state employment by September 3, 2013, you are strongly encouraged to take the new OSE test in September or October 2013 so that you will have the required test score for job vacancies in November 2013. Your test score for COAST will expire on November 3, 2013 and will not be converted to a score for the OSE.

When will I no longer be able to use my passing score for the COAST to apply for jobs?

If you currently have a passing score for the COAST, the job postings on the State Civil Service website that you will be eligible to apply for with this score will have a closing date no later than October 27, 2013.

Will my test score for the OSE expire?

Yes, passing scores for the OSE will have an expiration date of 2 years from the effective date of your score.

If I take the COAST and do not pass, will I have to wait 90 days before I can take the OSE?

No, you can take the OSE as early as September 3, 2013. The 90 day rule will go into effect once the OSE has been implemented.

If you have any further questions or concerns, please contact the Baton Rouge Testing & Recruiting Office at (225) 925-1911.

ATTACHMENT 3

Training and Workforce Development Updates

Competency Model



Competency Behaviors

- Broken down by supervisory level
- An indication of competencies
- A basis for instructional design

Building Trust and Accountability			
Competency	Professional (Group 1)	Advanced (Group 2)	Executive (Group 3)
Ethics and Values	<ul style="list-style-type: none">• Adheres to core values and beliefs in good times and bad• Acts consistently in accordance with agency ethics and values• Rewards appropriate values displayed by employees• Corrects unethical behaviors in employees	<ul style="list-style-type: none">• Offers input into agency values and core beliefs• Supports and guides supervisory staff in learning, understanding, promoting and enforcing agency ethics and values	<ul style="list-style-type: none">• Helps determine ethical values for the agency• Communicates ethical values through all agency levels• Aligns agency rewards programs with agency ethics and values

Course Release Dates

Course Name	Owner	Cluster	Release Date
Communicating Within Chain of Command (currently working on)	Laci	Developing a High Performance Team	8/1/13
Applying Critical Thinking Skills	Adin	Transforming the Organization	9/4/13
Understanding and Managing Anger	Glyn	Leading Self and Others	9/13/13
Prioritizing Tasks with Agency Mission and Values	Laci	Promoting Efficiency	9/20/13
Considering and Prioritizing Alternatives	Adin	Transforming the Organization	10/16/13
Linking Communication to Vision and Mission	Laci	Developing a High Performance Team	10/22/13
Understanding Organizational Dynamics	Laci	Transforming the Organization	11/25/13
Life Balance: Analysis and Maintenance	Glyn	Leading Self and Others	11/27/13
Conflict Management	Adin	Developing a High Performance Team	11/27/13
How a Bill becomes a Law	Dana	Special Request	12/6/2013
Implementing, Managing, and Sustaining Organizational Change	Laci	Transforming the Organization	1/8/14
Peer to Peer Conflict	Adin	Developing a High Performance Team	1/8/14
Strategic Planning	Laci	Transforming the Organization	2/11/14
Motivation and Leadership	Adin	Developing a High Performance Team	2/19/14
Stress Management	Glyn	Leading Self and Others	3/6/14
Strategic Thinking	Laci	Transforming the Organization	3/21/14
Providing Inspirational Leadership	Adin	Leading Self and Others	4/2/14
Creating Trust	Dana	Building Trust and Accountability	4/11/14
Managing Purpose and Vision	Laci	Transforming the Organization	4/28/14
Group Dynamics	Glyn	Developing a High Performance Team	5/12/14
Ethical Leadership	Adin	Building Trust and Accountability	5/14/14
Customer Service	Laci	Special Request	6/4/14
Effective Delegation	Adin	Developing a High Performance Team	6/25/14
Creative Thinking	Glyn	Transforming the Organization	6/30/14
Building Professionalism	Dana	Leading Self and Others	6/30/14

Next Steps

- Special Courses
- Improving the Customer Experience

Sup 1 Program Completion

Feb-12

Group 1 Total	6,697	% Needing Sup1 Qual
Group 1 Needing Qual	5,910	

Aug-12

Group 1 Total	6,159	% Needing Sup 1 Qual
Group 1 Needing Qual	3,175	