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DAVID E. JANSSEN
Chief Administrative Officer

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Fifth District

May 11, 2007

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

Michael J. Henry
Director of Personnel

VETERANS' INTERNSHIP PROGRAM

On November 8, 2006, your Board instructed the Chief Administrative Officer and the Director of Personnel to 1) identify targeted classes appropriate for veterans, modify classifications, where needed, to recognize life skills which could include military experience, and develop protocols for departments to follow when implementing the Veterans' Internship Program; and 2) work with County departments, other government agencies, and veterans' organizations to assist in recruiting viable candidates, and to report back in 180 days with a fully developed Veterans' Internship Program and the necessary protocols.

The Department of Human Resources surveyed County departments, and received information from them on their vacancies and future plans for recruitment. With this information, the Compensation Policy Division of the Chief Administrative Office developed six classifications for Veteran Interns. These classifications allow for the following types of work to be performed: Administrative Support; Technical Support; Office Support/Clerical Support; Information Technology Support; Crafts Support; and Heavy Maintenance and Operational Support. In addition, compensation for these classes was recommended. A Board letter requesting your approval of the creation and the salary of these classes was approved May 8, 2007. The Veterans' Internship Program will be implemented upon the adoption by the Board of Supervisors of the Veteran Intern classifications.

Attached are the procedures and guidelines for the newly developed Veterans' Internship Program. If you have any questions or need additional information, please call either of us, or your staff may contact Sandra Wallace Blaydow, Human Resources Manager, at (213) 351-8945.

DEJ:MJH:STS
SWB:PHG:mst

Attachment

c: All Department Heads

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VETERANS' INTERNSHIP PROGRAM
PROCEDURES & GUIDELINES

BACKGROUND

The Board of Supervisors directed the Chief Administrative Officer and the Director of Personnel to 1) identify targeted classes appropriate for veterans, modify classifications, where needed, to recognize life skills which could include military experience, and develop protocols for departments to follow when implementing a veterans' internship program; and 2) work with County departments, other government agencies, and veterans' organizations to assist in recruiting viable candidates.

SUPPORTS THE STRATEGIC PLAN

In support of the County's Vision and Mission, this program supports Goal 2 of the County's Strategic Plan. Strategic Goal #2 is Workforce Excellence: Enhance the quality and productivity of the County workforce.

PROGRAM OBJECTIVES

This program is designed for individuals interested in pursuing a career in County government. This program is a paid internship during which Veteran Interns, as temporary County employees, work in an assignment where they are provided a general overview of County government through participation in practical job assignments. Interns are exposed to the responsibilities of County departments that provide services in such critical areas as public health, child welfare, social services, arts and cultural activities, law enforcement, and general government. Interns are assigned to a line department where they receive on-the-job training and experience. Typically, veterans participate in this program for 12 to 24 months based on individual training and experience requirements.

Successful completion of this program will enable Veteran Interns to compete for various permanent positions throughout the County.

Modifications to the Veterans' Internship Program may occur during the course of the program to enhance and refine program outcomes.

Objective 1: Examination

An entrance placement test will be administered to determine cognitive ability, technical skills, and a review of prior experience. Each applicant will be placed in a corresponding band based on their score on the entrance exam. Applications will be accepted both on-line and in hard copy.

Under direct supervision, an intern will participate in a variety of assignments. The following primary assignments are examples of the types of jobs to be performed: Administrative Support; Technical Support; Office Support/Clerical Support; Information Technology Support; Crafts Support; and Heavy Maintenance and Operational Support.

Objective 2: Working Conditions

Appointees may be required to work any shift, including evenings, nights, or weekends.

Objective 3: Training

Veteran Interns receive both technical job training and guidance on workplace behavior, competencies, individual responsibilities, and development of occupational skill sets. Veteran Interns are assigned to assist journey or higher-level workers in either central or line departments in order to enhance previous job skills or to gain new experience in the support areas of administrative, technical, office/clerical, information technology, skilled craft, or heavy maintenance and operational support.

Participating departments will identify vacancies they need to fill to meet their needs. Veteran Interns should receive written assignments, performance expectations, and be periodically assessed in order to lead to a reasonable chance of success.

Departments will work with the Department of Human Resources (DHR) to establish the benchmarks needed to be met to ensure a successful transition to permanent employment. They shall provide a listing of on-the-job instruction and work activities needed to be done. In addition, they will establish the performance level needed for each activity in order to advance to the next stage.

Objective 4: Measurements and Evaluation of the Program

It is recommended that each participating department designate a coordinator who will meet quarterly with the Veteran Interns and their supervisors to ascertain the progress of the internship, and report back to DHR. During the duration of the internship program, incumbents are expected to develop and demonstrate progressively increasing skills, and to work with greater independence of action as they further gain experience and proficiency in their occupation.

PROGRAM STRUCTURE

Classification/Compensation

Six classifications for Veteran Interns have been developed by the Chief Administrative Office, and will be brought before the Board of Supervisors on May 8, 2007. A salary range has been defined by the Chief Administrative Office.

Fiscal Impact/Financing

Participating County departments will identify budgeted positions and request, as needed from the Chief Administrative Office, authority to freeze down said items in order to hire and train Veteran Interns. Departments hiring Veteran Interns will enter them into CWTAPPS as "M items - Monthly Temporary Training" employees. The "M" class allows temporary employees to receive benefits. To facilitate the hiring of Veteran Interns in the future, Departments will be asked to include the classification and a specified number of ordinanced positions in their budget.

Program Eligibility

The veteran must have been discharged or released from active duty in the Armed Forces of the United States under honorable conditions. A valid DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' Preference Credit.

Veteran's Preference Credit

Veteran's Preference Credit of 10 points will be added to the final passing grade in any open competitive examination for an honorably discharged veteran who served in the Armed Forces of the United States:

- During a declared war; or
- During the period April 25, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse or such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who dies or was killed while in such service.

License

Some assignments may require a valid California Class C Driver License to perform job-related essential duties, or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions. Some assignments may require a valid California Class "A" or "B" Driver License.

Physical Class

2 – Light: This class includes administrative and clerical positions requiring light physical effort, which may include occasional light lifting to a 10 pound limit, and some bending, stooping, or squatting. Considerable ambulation may be involved.

3 – Moderate: This class requires that the incumbent stand or work most of the time with bending, stooping, squatting, twisting, reaching, working on irregular surfaces, occasional lifting of objects weighing over 25 pounds, and frequent lifting of 10-25 pounds.

4 – Arduous: This class involves frequent heavy lifting over 25 pounds, often combines with bending, twisting, or working above ground on irregular surfaces. It includes those positions which occasionally demand extraordinary physical activity such as those in Safety positions.

ROLE AND RESPONSIBILITIES

DHR will provide the overall structure, general guidelines, and consultation to the program. The program will be decentralized to County departments for implementation. This allows each department to implement a program that meets their recruitment needs. Specific responsibilities include:

Department of Human Resources

- Make known the implementation of the Veterans' Internship Program, and provide general structure and guidelines to County departments.
- Program oversight.
- Liaison with the Chief Administrative Office, the Department of Military and Veterans Affairs, and County departments.
- Run centralized open continuous exams for the six primary assignments: Administrative Support; Technical Support; Office Support/Clerical Support; Information Technology Support; Crafts Support; and Heavy Maintenance and Operational Support.
- Manage and maintain a register of eligible candidates and disseminate it to County departments for their use in selection interviews.

Chief Administrative Officer

- Create six new classifications for Veteran Interns: Administrative Support; Technical Support; Office Support/Clerical Support; Information Technology Support; Crafts Support; and Heavy Maintenance and Operational Support.

Department of Military and Veterans Affairs

- Work directly with the Department of Human Resources to develop a coordinated recruitment strategy specifically designed to attract veterans having either the training, education, and/or requisite life skills needed by the County.

County Departments

- Identify and provide a specified number of budgeted classifications to be used as training slots.
- Establish the benchmarks needed to be met to ensure a successful transition to permanent employment.
- Designate a coordinator who will meet two to three times a year with the Veteran Interns and their supervisors to gain periodic appraisals assessing their participation in training and their performance in departmental assignments, and report back to the Department of Human Resources.
- Provide a listing of on-the-job instruction and work activities needed to be done.
- Establish the performance level needed for each activity in order to advance to the next stage.
- Provide journey level supervisors to train Veteran Interns.
- Provide orientation on the County and its governing structure and on the department's mission and operation at the beginning of the training period.
- Assist Veteran Interns in competing for permanent positions at the conclusion of the training period.

INITIATION OF VETERANS' INTERNSHIP PROGRAM

The Veteran's Internship Program will be implemented upon the adoption by the Board of Supervisors of the Veteran Intern classifications.