



BOARD OF EQUALIZATION

**CUSTOMER SERVICES AND ADMINISTRATIVE
EFFICIENCY COMMITTEE MEETING MINUTES**HONORABLE JOHN CHIANG, COMMITTEE CHAIR
450 N STREET, SACRAMENTO

OCTOBER 24, 2001, 9:30 A. M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title: Equal Employment Opportunity Program (Status Report)****Issue/Topic:**

Status of EEO Office

Committee Discussion:

Jennifer Willis provided an overview of the Equal Employment Opportunity (EEO) Office. In response to the Cooperative Personnel Services Report completed on the EEO Office, a workplan was developed to address deficiency areas and Ms. Doris Dominey was hired as the EEO Office Manager to run the day to day operations. Improvements completed and underway include:

- Reassigned and streamlined EEO Office responsibilities.
- Established improved timelines to complete formal discrimination and sexual harassment complaint investigations and to avoid future backlogs.
- In the process of revising EEO policies and procedures.
- Implemented the Mediation program.
- Trained EEO Office staff.

Mr. Klehs requested that Ms. Willis identify the top five items to be accomplished over the next year. Ms. Willis identified the following:

1. Establish and update all EEO policies. Mr. Andal stated that his first priority is to ensure complaints are timely addressed and the statute of limitations is not missed on cases. Ms. Willis agreed that this is a major component of the first priority and indicated that Ms. Dominey had already implemented a 60-day timeline.
2. Implement a tracking system that includes a reporting and monitoring component for EEO complaints in order to reach timely resolution.
3. In coordination with the Recruitment and Outreach Manager, assist with recruiting

efforts to attain a diverse workforce.

4. Implement a stronger Upward Mobility Program for movement of staff from lower paying occupations into the professional level series, and provide information to assist staff at all levels with Career Development.
5. Educate staff boardwide on the EEO program.

Committee Action/Recommendation/Direction:

Mr. Andal indicated that since the majority of the positions in the Board are Audits or Collectors, emphasis should be placed on recruiting in specific areas. In particular, recruit college graduates from the California State University system.

Mr. Chiang stated that Ms. Willis could revise the top five priorities upon further reflection.

Mr. Klehs emphasized his desire for management to take creative steps and achieve results.

Ms. Willis will report back in one year on the achievement of the top five priorities.

Agenda Item No: 2

Title: Recruitment Program Plan (Issue Paper)

Issue/Topic:

How should the Board of Equalization (BOE) proceed with the agency's recruitment and outreach efforts?

Committee Discussion:

Ms. Sally Lee, Deputy Director, Administration Department, introduced Ms. Beverlee Wickstrom, the new Recruitment and Outreach Manager who joined the Board on June 18, 2001. It was explained that the Recruitment Program Plan presents mid-range strategies for enhancing the Board's recruitment efforts for the next three to five years and focuses on analysis of data, establishment of procedures, training of recruiters and deployment of a regionalized approach to recruitment. It was also mentioned that with the direct revenue positions being exempted from the recently announced hiring freeze and most of the Board's staff falling into that category, staff need to expeditiously proceed with the agency's recruitment efforts. It was pointed out that for the first time in many years, the administrative recruitment staffing has been enhanced (from one to two) and that the agency will be taking an analytical approach to focusing its recruitment efforts.

Committee Action/Recommendation/Direction:

The Committee asked a number of questions and specifically wanted staff to address the five accomplishments that the Board can expect to have been achieved by mid-calendar year 2002. The Committee also asked staff to focus on recruitment for auditor vacancies from the California State University system.

Based on the Board's direction, staff plan to:

1. Implement a new employee survey, including questions on the hiring process timeframe;
2. Develop candidate profiles using the demographic information collected for recruiting in the audit and compliance classifications;
3. Develop new recruitment advertisements and materials;
4. Select and train recruiters; and
5. Visit all the California State University system campuses with accounting departments, and to subsequently report back to the Board with specific interpretation regarding the visits and their results by April 2002.
6. The Committee approved the Recruitment Program Plan and directed staff to report back on these accomplishments when staff have collected six months of data by June 2002.

Approved: /s/ John Chiang
Honorable John Chiang Committee Chair

/s/ James E. Speed
James E. Speed, Executive Director

BOARD APPROVED

At the October 29, 2001 Board Meeting

/s/ Deborah Pellegrini
Deborah Pellegrini, Chief
Board Proceeding Division