

2018 NASPE AWARD

Eva N. Santos Communication Awards

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

Additionally, please provide the project initiative in one of the following formats:

- Web link
- Snapshot
- PDF

NOMINATION INFORMATION

Title of Nomination: Compensation Redesign Communication Plan State: Louisiana

Contact Person: Lindsay Ruiz de Chavez

Contact's Title: Public Information Director

Agency: Louisiana State Civil Service

Mailing Address: P.O. Box 94111

City: Baton Rouge

State: LA

Zip: 70804-9111

Telephone: (225) 219-9462

Fax: (225) 342-8058

E-mail: Lindsay.ruiz@la.gov

NOMINATOR INFORMATION

Nominator: Byron P. Decoteau, Jr.

Title: State Civil Service Director

State: Louisiana

Agency: Louisiana State Civil Service

Telephone: (225) 342-8272

Fax: (225) 342-8058

E-mail: Byron.Decoteau@la.gov

ALL SUBMISSIONS MUST:

Meet all eligibility requirements. • Meet deadline requirements stated on the NASPE website. • Be entered in the correct category and be correctly identified. • Include a complete nomination packet. • Conform to all copyright laws.

2018 NASPE AWARD

Eva N. Santos Communication Awards

DETAILS

1. Please provide a brief description of the submission.

The Compensation Redesign Plan, adopted by the State Civil Service Commission (SCSC) on June 7, 2017, and approved by Governor John Bel Edwards on June 26, 2017, represents a fundamental shift in the way classified employees are compensated. Compensation Redesign included abolishing the longstanding 4% performance adjustment for all employees who receive a successful or above, implementing market adjustments, amending Chapter 6: Pay Rules of the Civil Service Rules, and the first increase to pay schedules the state has seen since 2007. As part of the package, a one-time 2% general increase was also given to eligible employees.

To communicate this shift, Louisiana State Civil Service leadership created the Compensation Redesign Communication Plan to publicize the benefits of Compensation Redesign and lessen any concerns that employees might have about their future with the state. The communication plan included general circulars; a dedicated [website](#); a series of town hall type meetings along with individual employee consultations; educational videos and [infographics](#); and a variety of tools such as the compensation redesign calculator and [transition guidelines](#).

[General Circular 2017-022](#), published on June 27, 2017, explained the changes adopted by the SCS Commission and approved by Gov. Edwards. This general circular contained the approved changes to the Civil Service Rules and the Amended Occupation Pay Structures.

[General Circular 2017-024](#), published on June 30, 2017, addressed specifically to all classified employees to explain the changes in layman's terms. This launched the compensation redesign website that included a message from the Governor, a [welcome video](#) from the Director and Compensation Administrator targeted at employees to explain the changes, the new rules along with an explanation, and the new pay structures.

[General Circular 2017-027](#), published on July 17, 2017, launched the employee educational outreach plan. Meetings were scheduled throughout the state to ensure that the classified workforce had the opportunity to learn more about these fundamental changes. State Civil Service staff were available to assist employee walk ups and provide them with specific information regarding how their actual pay rate with will be affected. All employees received a take a way card with their specific information. Members of the SCS Executive Staff were available to meet personally with the Leadership Teams of State agencies.

[General Circular 2017-036](#), published September 13, 2017, released the Compensation Redesign calculator along with an [instructional video](#) from the Director explaining how to use the calculator. The redesign calculator allowed employees to enter their current rate of pay to see what their rate of pay would be after the 2% general increase, as well as what percentage of market adjustment for which they were eligible, and what their new rate of pay would be.

2. How long has the submission been in existence?

The Compensation Redesign Communication Plan began on June 26, 2017.

ALL SUBMISSIONS MUST:

Meet all eligibility requirements. • Meet deadline requirements stated on the NASPE website. • Be entered in the correct category and be correctly identified. • Include a complete nomination packet. • Conform to all copyright laws.

2018 NASPE AWARD

Eva N. Santos Communication Awards

3. Why was this submission created?

Due to the fundamental changes to the way classified employees were paid, State Civil Service thought it imperative to create the Compensation Redesign Communication Plan to educate classified employees, human resources and executive staff to make the transition as smooth as possible.

4. How does this submission support the goals and objectives of your agenda/department?

This communication plan supports the values of State Civil Service: Integrity, Customer Commitment, Innovation and Accountability. State Civil Service believes there is nothing more important than our reputation, and that trust is key to the relationships with our stakeholders. We wanted everyone to feel as comfortable with the changes as possible. We believe that every stakeholder is a customer, and in building a strong workforce while embracing the discovery of what is possible even if it involves risk and the possibility of failure. We knew that this communication plan carried risks. When putting yourself out there you have no idea what the pushback will be and how people will react. There were some tough questions we had to answer regarding the compensation changes, but in the end we feel that it built trust. We work together and support one another.

5. Have you been able to measure the effectiveness of this submission? If so, how?

We have measured the effectiveness of this campaign through feedback and views/hits on the educational materials. The Compensation Redesign website has had 51,343 views. The welcome video has had 13,238 views and the Compensation Redesign calculator video has had 4,591 views.

State Civil Service held 47 special employee presentations and meetings around the state, where our consultants met one-on-one with over 4,000 classified, state employees. Additionally, eight meetings were held with agency leadership teams.

State Civil Service has also received numerous emails from agency appointing authorities stating how much they appreciated the transparency and communication. Taking the time to meet with employees went a long way to ease their fears. We even received a phone call from a former employee who had heard about the changes and came back to work for the state because of them.

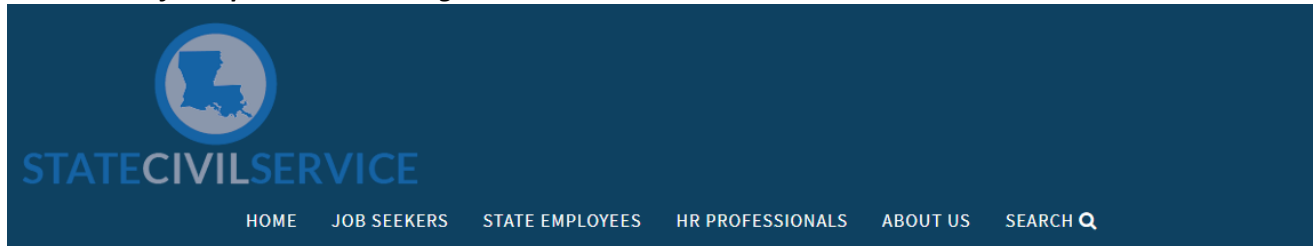
ALL SUBMISSIONS MUST:

Meet all eligibility requirements. • Meet deadline requirements stated on the NASPE website. • Be entered in the correct category and be correctly identified. • Include a complete nomination packet. • Conform to all copyright laws.

2018 NASPE AWARD

Eva N. Santos Communication Awards

Screenshot of Compensation Redesign Website



Important Documents

General Circular 2017-049: Compensation Redesign – Transition Guidelines

General Circular 2017-035: Compensation Redesign Plan – Special Entrance Rates

General Circular 2017-034: Compensation Redesign: Premium Pay

General Circular 2017-034: Approved Changes to Chapters 10, 15 and 17 of the Civil Service Rules

General Circular 2017-027:

Compensation Redesign

Compensation Redesign Plan – Transition Guidelines

This document contains guidelines for the purpose of effecting transition from the current pay structure to a new pay structure. Chapter 19 will temporarily supersede all other rules that may be in conflict beginning January 1, 2018. This transition chapter will begin on January 1, 2018 and expire on June 30, 2018.

[Compensation Redesign Plan - Transition Guidelines](#)

Statement from Gov. John Bel Edwards on the Compensation Redesign Plan:



"This compensation redesign has been a long time coming for the hard working public servants in our state. Pay increases in state government have been inconsistent and unfair, with some state employees receiving adjustments while others have not. That is unacceptable and we all know the cost of living is not less because you earn less. The current system has cost our state over \$114 million in turnover with some agencies seeing a 200 percent turnover rate. Under this new plan, all state employees, including our law enforcement and child welfare workers who have been over worked and under paid for too long, will see a modest increase under this plan. Overall, this will result in a more efficient pay system that saves Louisiana money."

General Increase

In accordance with Civil Service Rule 6.3, the State Civil Service Commission approved a general increase of two percent for all eligible

ALL SUBMISSIONS MUST:

Meet all eligibility requirements. • Meet deadline requirements stated on the NASPE website. • Be entered in the correct category and be correctly identified. • Include a complete nomination packet. • Conform to all copyright laws.

2018 NASPE AWARD

Eva N. Santos Communication Awards

Screenshot of informational flyer for outreach events held in the Capital region.

Compensation Redesign Plan

Employee Educational Outreach

As outlined in General Circular 2017-22, the State's Classified Compensation Redesign Plan was approved by both the State Civil Service Commission and the Governor. State Civil Service intends to provide educational outreach efforts to ensure the classified workforce has the opportunity to learn more about these fundamental changes.

Interested in how the State's Compensation Redesign Plan affects you?
SCS staff will be available in the lobby of the downtown state buildings (listed below) to assist employee walk-ups. Employees will be required to provide proof of identification in order to discuss their specific salary information.

Building	Date	Time
Claiborne	August 2, 2017	7 am to 5 pm
LaSalle	August 3, 2017	7 am to 1 pm
Galvez	August 4, 2017	12 pm to 6 pm
Iberville	August 7, 2017	7 am to 1 pm
Bienville	August 8, 2017	12 pm to 6 pm
Poydras	August 9, 2017	7 am to 1 pm
State Capitol Annex	August 10, 2017	12 pm to 6 pm
State Library	August 11, 2017	12 pm to 6 pm
State Museum	August 15, 2017	12 pm to 6 pm



Questions? Email
SCSInfo@la.gov or
call (225) 342-8274

ALL SUBMISSIONS MUST:

Meet all eligibility requirements. • Meet deadline requirements stated on the NASPE website. • Be entered in the correct category and be correctly identified. • Include a complete nomination packet. • Conform to all copyright laws.