

NASPE Innovative State Human Resource Management  
Program Submission  
2014

## **Human Resources Handbook**

<http://www.civilservice.louisiana.gov/HRProfessionals/HRHandbook/Default.aspx>

### **Louisiana**

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**1. Please provide a brief description of this program.**

The mission of the Department of State Civil Service is “to provide human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana.” To further our mission, we felt the need to create a handbook that will allow the even newest HR professional to understand and apply the Civil Service Rules and policies appropriately.

The purpose of the [State Civil Service HR Handbook](#) is to present supporting information and serve as a companion to the Civil Service Rules, directives and procedures issued by the department in one place. All new directives and procedures must also be incorporated into the HR Handbook.

**2. How long has this program been operational?**

The HR Handbook has been operational since February 2014.

**3. Why was this program created? What problems or issues does it address?**

The Human Resources community for the State of Louisiana serves over 65,000 employees, with a variety of needs, schedules and work environments. SCS works closely with HR professionals at state agencies to provide human resources programs that enable solutions to challenges and flexibilities to achieve opportunities.

The previous HR Handbook was piecemealed together – it was hard to use, difficult to locate documents and things weren’t always where they belonged. The SCS Director felt the HR Community could be better served by an HR Handbook that was a direct reflection of the rules. While the Civil Service rules govern the general terms of employment for all state classified employees, the HR Handbook serves as a companion, housing the directives, procedures and explanation of the rules all in one place.

SCS felt the best way for the HR handbook to exist was as a web-based tool. Since it is a living, changing document, revision dates are included on all documents. Although there is an option for

users to print the HR Handbook, we discourage this practice so users are sure to have the most recent version of the document.

Each chapter of the SCS Rules has a companion chapter in the HR Handbook. Each chapter, where applicable, is organized in the following sections:

**Reference to the SCS Rules:** This is a hyperlink to the actual rule on our website.

**PDF Version of the HR Handbook material:** This is where users can print a PDF of that particular chapter of the HR Handbook.

**Overview:** This is an overview of the chapter.

**HR Impact:** This is a big picture explanation of what the chapter represents and how it impacts the Human Resources community and the employees of the State of Louisiana.

**Rule-By-Rule Explanation:** Each rule is broken down and explained in layman's terms. Note boxes and helpful tips are included throughout the Rule-By-Rule Explanation to give users background on the rule or further explanation. Also, many of the note boxes include links to applicable procedures and job aids.

**Procedures, Job Aids and Resources, and Forms:** These reside both inside chapters as well as independently outside of each chapter as applicable.

Moreover, when the HR Handbook was debuted, we also moved the location of it. Previously, it was behind a secure wall that only certain users could access. Now, it is accessible to anyone who has access to a computer. Transparency is extremely important in state government and we felt that moving the Handbook from behind the secure access wall was the most transparent way to present the SCS Director's policies.

#### 4. **Why is this program a new and creative method?**

Ease of use was a major focal point in the development of the HR Handbook. The method of delivering in a web-based format was a creative idea for the program. We strived to make the

handbook as simple as possible and include as much information as possible, all without overwhelming the user. The included features, such as the Rule-By-Rule Explanation and note boxes, are meant to give the user help if they have trouble interpreting and applying the rule to a particular situation. The new handbook uses technology to link policies directly to our rules to enhance the development of our HR professionals, in turn strengthening our mission.

**5. What was the program's startup cost?**

There were no costs associated with the creation of the SCS HR Handbook as it was created by SCS employees as part of their regular duties and is hosted on our current website.

**6. What are the programs operational costs?**

The SCS HR Handbook is maintained by a committee of SCS employees as part of their regular duties. There are no operational costs.

**7. How is this program funded?**

The Department of State Civil Service, and by extension the HR Handbook, is funded by fees assessed by each state agency employing classified employees, a percentage based on the amount of their classified salary budgets.

**8. Did this program originate in your state?**

SCS created the handbook as a guide for State of Louisiana Human Resources professionals. It is unique to the Civil Service Rules and our HR community.

**9. Are you aware of similar programs in other states? If yes, how does this program differ?**

This handbook is completely tailored to Louisiana's Human Resources community and unique to our needs.

**10. How do you measure the success of this program?**

The biggest measure of success of the HR Handbook is feedback from the HR community. With the exception of a few growing pains, the feedback has been extremely positive. Users in the HR

community have expressed how it is easy to use and the presentation is much more logical. Success will also be measured in the assessment of human resources accountability audits. Our goal is see an overall decrease in the number of rule violations.

**11. How has the program grown or changed since its inception?**

The HR Handbook is a living document. As the human resources environment changes, and thus the Civil Service rules change, the handbook will be adapted and updated to reflect those changes.