

Civil Service Commission

Executive Director

Mission

To represent the public interest in the improvement of Personnel Administration in the County and to advise the County Board of Supervisors, the County Executive and the Human Resources Director in the formulation of policies concerning Personnel Administration within the competitive service; and act as an impartial hearing body for County employee grievances and appeals.

Focus

The Civil Service Commission (CSC) serves as an appellate hearing body to adjudicate employee grievances. The Commission also reviews and conducts public hearings on proposed revisions to the Personnel Regulations. The Commission fosters the interests of civic, professional and employee organizations and the interests of institutions of learning in the improvement of personnel standards.

The Commission endeavors to resolve grievances at the earliest possible opportunity, encourages mediation and settlement, and identifies and supports opportunities for delivery of training to employees and management prior to Commission hearings.

THINKING STRATEGICALLY

Strategic issues for the department include:

- Expediting Commission procedures and processes to reduce the waiting period for adjudication of grievance appeals;
- Improving employee and agency understanding of Commission purpose and procedures, thus serving justice for all parties appearing before the Commission; and
- Encouraging and preparing all parties in the grievance and appeal process to use mediation and intervention to settle differences.

On September 26, 2005, the Board of Supervisors approved revisions to Section 3-1 of Chapter 3 of the Code of the County of Fairfax by expanding the membership of the Civil Service Commission and modifying the employee appeal process. Implementation of the new process is effective January 1, 2006. This action was in response to the significant backlog and resulting delays in the employee appeal process. These changes will drastically reduce the time required to complete a hearing and render a decision. Prior to this change, it could take up to a year or more for a case to be heard; with the new process, hearings could be completed within 45-60 days of the request for a hearing. To expedite the grievance appeal process, several operational changes were made:

- Expanded the Commission membership from five to twelve members in order to expand the pool of available members to hear cases, which will enable four panels of three members each to conduct hearings four days per month;
- Limited the length of hearings to one day, on average;
- Increased the number of appeals heard during the fiscal year by hearing appeals weekly during daytime hours in order to typically complete a hearing in one day;

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- Increased commissioners' stipends from \$75 per meeting to a flat amount of \$500 per appeal hearing based on the move to daytime hearings and in recognition of the significant time commitment, particularly if a commissioner has fulltime employment;
- Increased hearing officer fees from \$90 per hour to a more competitive hourly rate of \$150 per hour based on the market for this service.

Budget and Staff Resources

Agency Summary		
Category	FY 2007 Actual	FY 2008 Adopted Budget Plan
Authorized Positions/Staff Years		
Regular	2/ 2	2/ 2
Expenditures:		
Personnel Services	\$152,870	\$197,011
Operating Expenses	71,951	286,767
Capital Equipment	0	0
Total Expenditures	\$224,821	\$483,778

SUMMARY OF ALL AGENCY LOBS (FY 2008 Adopted Budget Data)

Number	LOB Title	Net LOB Cost	Number of Positions	LOB SYE
41-01	Adjudication of Employee Grievances and Appeals	\$483,778	2	2.0
TOTAL		\$483,778	2	2.0

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LOBS SUMMARY

41-01: Adjudication of Employee Grievances and Appeals

<i>Fund/Agency: 001/41</i>		<i>Civil Service Commission</i>
<i>LOB #: 41-01</i>	<i>Adjudication of Employee Grievances and Appeals</i>	
Personnel Services		\$197,011
Operating Expenses		\$286,767
Recovered Costs		\$0
Capital Equipment		\$0
Total LOB Cost:		\$483,778
Federal Revenue		\$0
State Revenue		\$0
User Fee Revenue		\$0
Other Revenue		\$0
Total Revenue:		\$0
Net LOB Cost:		\$483,778
Positions/SYE involved in the delivery of this LOB		2 / 2.0

► LOB Summary

The Civil Service Commission serves as an appellate hearing body to adjudicate employee grievances and appeals. The Commission also reviews and conducts public hearings on proposed revisions to the Personnel Regulations.

► Method of Service Provision

Appeals that are classified under the Personnel Regulations as grievable, eligible for a binding decision are heard by a panel of the Civil Service Commission, a twelve-member citizen body that is appointed by the Board of Supervisors. The Commission meets every Tuesday during the day, starting at 9:00 a.m. and continuing until the hearing is completed. The panel convenes into executive session, and then reconvenes in the open hearing to vote on their decision. The two staff positions also provide office coverage and customer service during the hours of 7:30 a.m. to 4:30 p.m. Monday through Friday.

Appeals that are eligible for an advisory decision under the Personnel Regulations and appeals received from the non-instructional employees of the Fairfax County Public Schools are heard by a hearing officer assigned by the Commission to hear such appeals. The Executive Director of the Commission may also serve as the assigned hearing officer. The hearings are conducted during normal business hours.

The Civil Service Commission also conducts public hearings on proposed revisions to the Personnel Regulations and forwards its recommendations to the Board of Supervisors.

The primary challenge to the Commission is to manage the cases that it receives. Appeals that are classified under the Personnel Regulations as grievable, eligible for a binding decision are heard by a

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panel of the Civil Service Commission, a twelve-member citizen body that is appointed by the Board of Supervisors. The Commission hears grievance appeals in panels of three. The goal is hear an appeal within 60 days of receipt of the Petition on Appeal. However, this deadline is often extended at the request of either party in order to facilitate any settlements.

► Mandate Information

This line of business is state mandated. The percentage of this LOB's resources utilized to satisfy the mandate is 100 percent. See the January 2007 Mandate Study, reference page 7 for the specific federal or state code and a brief description.

AGENCY PERFORMANCE MEASURES

Objectives

- To ensure due process of appellants and to process the case workload in an effective and efficient manner by adjudicating appeals in an average of 2 meetings.

Indicator	Prior Year Actuals		Current Estimate	Future Estimate	LOB Reference Number
	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009	
Output:					
Grievance appeals involving final and binding decisions closed	25	30 / 13	25	25	41-01
Grievance appeals involving advisory decisions closed	3	10 / 13	10	10	41-01
Efficiency:					
Staff hours per case in final and binding decisions	25	25 / 25	25	25	
Service Quality:					
Average waiting period for a hearing before the CSC for dismissals (in months)	6.2	2.0 / 2.5	2.0	2.0	41-01
Average waiting period for a hearing before the CSC for binding/adverse discipline other than dismissals (in months)	7.9	2.0 / 2.9	2.0	2.0	41-01
Average waiting period for a hearing before the CSC for advisory cases (in months)	3.7	2.0 / 2.5	2.0	2.0	41-01
Average days between conclusion of hearing and rendering written decision (in days)	12	10 / 6	10	10	41-01
Outcome:					
Average meetings required to adjudicate appeals	3	2 / 2	2	2	41-01