



2017

PTC-SC Annual Conference

Personnel Selection: Breakthrough to Excellence

THURSDAY, NOVEMBER 2, 2017

SCHEDULE OF EVENTS

Time	Event	Location
8:00 am – 8:30 am	Registration and Continental Breakfast	Sea Breeze Foyer
8:30 am – 9:15 am	Opening Session	Pacific Ballroom B
9:15 am – 9:45 am	Keynote – <i>Jackie Goldberg</i>	Pacific Ballroom B
9:45 am – 10:00am	Break	
10:00 am – 11:30 am	Breakout Session 1 Digital Transformation for Public Sector HR: Rise to the Challenge with Practical Advice - <i>Troy Wintersteen</i>	Pacific Ballroom C
	Breakout Session 2 The Art & Science of Test Development - <i>CODESP</i>	Pacific Ballroom B
	Breakout Session 3 Interviewing in Selection – <i>Melinda Blackman, Ph.D.</i>	Pacific Ballroom D
11:30 am – 12:15 pm	Panel Discussion: Un-proctored vs. Proctored Employment Testing	Pacific Ballroom B
12:15 pm – 1:10 pm	Lunch (Pick Up @ Foyer North & Dine @ Ballroom B)	Pacific Ballroom Foyer North Pacific Ballroom B
1:15 pm – 2:30 pm	Breakout Session 1 Legal Implications of Employment Testing – <i>Jonathan Judge</i>	Pacific Ballroom C
	Breakout Session 2 Business Process Improvement (aka doing stuff better) – <i>Kandice Taylor-Sherwood</i>	Pacific Ballroom D
	Breakout Session 3 Demonstrating Your Value – <i>Warren Bobrow, Ph.D.</i>	Pacific Ballroom B
2:30 pm – 2:45 pm	Break	
2:45 pm – 4:00 pm	Breakout Session 1 To Swap Or Not to Swap: Strategies to enhance multi-interview panel rating consistency – <i>Frank Olmos, Ed.D.</i>	Pacific Ballroom C
	Breakout Session 2 Trends, Tips, and Tricks with NEOGOV - <i>NEOGO</i>	Pacific Ballroom B
	Breakout Session 3 Utilizing One-Way Online Video Interviews – <i>Jinna Choi & Alicia Acosta</i>	Pacific Ballroom D
4:10 pm – 4:45 pm	Closing Speaker – <i>Marianne Tonjes</i>	Pacific Ballroom B
4:45 pm	Networking Session	TBD



KEYNOTE SPEAKER



Jackie Goldberg

Jackie Goldberg has had a long and distinguished career as a public advocate. She began her professional life as a classroom teacher at Centennial and then Dominguez High School in Compton, and worked as a teacher, specializing in reading, for more than 18 years. She was also an active member of the Compton Federation of Teachers and was a founding member of Coalition of Labor Union Women.

Armed with first-hand understanding of the problems and challenges of the Los Angeles public school system, Goldberg ran for and won a seat on the Los Angeles Unified School Board in 1983. Goldberg was elected in an upset victory over the incumbent and served two terms. During her second term, Goldberg served as President of the Board from 1989 through 1991.

In 1993, Goldberg won a seat on the Los Angeles City Council 13th District. She was re-elected without opposition in 1997. Goldberg's Council legacy includes authorship of the "Living Wage" ordinance which guarantees a living wage and benefits to all employees working directly or indirectly for the City of Los Angeles, Domestic Partner benefits for City employees, and inspection of commercially owned apartments to guarantee that landlords meet basic health and safety livability requirements for tenants.

Goldberg was elected overwhelmingly to her first term in the California State Assembly on November 7, 2000 and served for six years where she was the author of legislation that gave LGBT couples almost all the rights and responsibilities of marriage. She was also a principal author of the two State Education Bond Issues that helped LAUSD build new schools to relieve half-day sessions, and multi-track year-round schools.

After serving in the State Assembly, Jackie began working with Middle School teachers in Compton Unified School District, on a federal grant, in conjunction with UCLA. The five-year grant helped ensure that all middle school teachers in Compton had California teaching credentials, and had the skills to help both African American and Latina/o students narrow the current achievement gap. Then she spent three additional years at UCLA's Graduate School of Education and Information Studies preparing graduate students to teach middle and high school in schools in under-served communities.

After serving more than two years as an LAWA Airport Commissioner, Jackie is now in the second year of a contract with Mayor Eric Garcetti's office, where she chairs a Workgroup that has led to changes in Civil Service rules to permit several entry level positions to be filled with applicants in the Targeted Local Hiring Program. Targeted for hire are: Veterans; disabled workers; those formerly incarcerated (including people still on parole or probation); homeless and formerly homeless individuals; persons living in Los Angeles zip codes that have high poverty and unemployment rates; older workers, and transgender individuals. So far, 85 people from the targeted group have been hired since February, 2017.

Goldberg resides in Echo Park with her life-partner and wife, poet/writer Sharon Stricker, who is also a teacher and the former Executive Director of LACER, a non-profit organization which runs arts and literacy based after school programs in middle and high schools in LAUSD. Their son, Brian, and their grandchildren also live in Los Angeles. Goldberg holds her Bachelor of Arts degree from University of California, Berkeley, and a Masters in the Art of Teaching (History) from the University of Chicago and also holds several different California teaching credentials.



BREAKOUT SESSIONS



Digital Transformation for Public Sector HR: Rise to the Challenge with Practical Advice

10:00 AM
Pacific Ballroom C

Troy Wintersteen

Director, Cloud Applications, Oracle Public Sector Strategic Programs

Join Troy Wintersteen from Oracle's Public Sector Strategic Programs to learn the steps you can take to lead your agency's journey into the digital age. Government agencies are typically slow to adapt to change - but they operate in the same world as commercial industry. The expectations of today's multi-generational, multi-cultural workforce, alongside the blistering pace of technological innovation mean the public sector must discover a fairly rapid path to digital transformation or risk nothing less than the capability to deliver critical citizen services. Nowhere is this felt more keenly than in Human Resources, which bears the responsibility for the living, breathing heart of every entity's success – it's employees. Running basic (though critical) HR logistics like Benefits and Payroll in an on premise HRIS is no longer enough. The complete employee lifecycle – from acquisition to onboarding, through engagement, development, career management, retirement and successor management – must be managed closely and carefully to ensure the public service remains competently staffed. That degree of control and access requires a digital HR strategy, and the most successful orgs will make it as automatic and intuitive as the technology employees use to manage their daily lives and personal interactions.



The Art & Science of Test Development

10:00 AM
Pacific Ballroom B

Jonathan Koch

Executive Director, CODESP

Amy Tompkins

Selection Analyst, CODESP



With the number of different classifications in public organizations, developing job-specific examinations based on sound, legally defensible principles can often seem like an overwhelming task. This session will address procedures and provide tips on how to easily determine what test parts are needed and how to develop a solid exam plan. It will also provide participants with an overview of how to develop different types of assessment instruments such as multiple-choice tests, interviews, and situational exercises.



BREAKOUT SESSIONS



Interviewing In Selection

10:00 AM
Pacific Ballroom D

Melinda Blackman, Ph.D.

Distinguished Professor of Psychology, California State University Fullerton
Ph.D. University of California, Riverside | B.A. Stanford University

Dr. Blackman will present her ongoing research on various employment interview formats and their ability to predict the job candidate's personality characteristics and person-job fit. She will also discuss her research on detecting potential counterproductive behavioral patterns in job candidates. Biases in the interview process and the effects on interviewer ratings (e.g. stigmas, candidate weight, non-native accents) will be touched upon.



Online Employment Testing, Un-proctored vs. Proctored

11:30 AM
Pacific Ballroom B

With the evolution of technology, organizations are challenged with implementing efficient ways to assess a large number of job candidates. Many organizations have implemented online tests in response. However, due to the un-proctored nature of online selection tests, concerns such as cheating undermines the validity of the exam.

Join us as we discuss online proctored vs. un-proctored employment testing, it's pros and cons, and best practices from various agencies.



BREAKOUT SESSIONS



Business Process Improvement (aka doing stuff better)

1:15 PM

Pacific Ballroom D

Kandice Taylor-Sherwood

Executive Director of Civil Service, City of Long Beach

Master's Degree, Industrial Psychology | Bachelor's Degree, Psychology

Business Process Improvement, “BPI”, “lean”, “six sigma”, “lean six sigma”, “TQM” “total quality management”, “Process Mapping”, “Process Reengineering”... wow, it all sounds so complicated, right? Let’s just break it down folks... Public Sector work has become a lot more complex and if we’re going to remain relevant and serve well, it’s all about doing what we do— and doing it better. While this session highlights fundamentals on Business Process Improvement, we will be sharing success stories and laughing about screw-ups and lessons learned on doing stuff better. Well also talk about some insights for getting our people to want to do stuff better—because no application of business process improvement has ever happened effectively without implementing concepts of change management. This session provides (1) a fundamentals overview on Business Process Improvement, (2) an easy to follow agenda for facilitating process reengineering/mapping, (3) easy to apply Model for Change Management, and (4) time with valued colleagues to discuss concepts learned

After all it’s much more effective and enjoyable if we do what we do together having a good sense of humor and a using simple approach.



Demonstrating Your Value

1:15 PM

Pacific Ballroom B

Warren Bobrow, Ph.D.

Ph.D. Industrial/Organizational Psychology, University of Tennessee

B.A. Psychology, UC California, Irvine

Assessment professionals are frequently in a position where they have to show that what they do bring value to the organization (financial or otherwise). This can be in situations where it can be justifying the need for a selection system or advocating for an organizational initiative. In this workshop we will explore the different areas where participants are asked to show value and go through some examples.



BREAKOUT SESSIONS



To Swap Or Not to Swap: Strategies to Enhance Multi-Interview Panel Rating Consistency

2:45 PM

Pacific Ballroom C

Dr. Frank Olmos

Senior Human Resources Analyst, Los Angeles County Office of Education (LACOE)
Ed.D. University of California, Irvine
M.S. California State University, Los Angeles
B.A. University of California, Los Angeles

The utilization of multiple interview panels for large interview exam administrations is implemented frequently among public organizations. HR professionals have implemented a number of strategies to ensure that such interview panels are evaluating job candidates consistently and reliably; however, their effectiveness remains unclear. This presentation will highlight the advantages and disadvantages of a number of strategies used to enhance multi-panel rating consistency, and specifically reveal primary data and analysis illustrating if swapping panel raters half-way in the schedule improves rating consistency.

NEOGOV

HR Trends, Tips, and Tricks with NEOGOV

2:45 PM

Pacific Ballroom B

Nick Manos & Ed Cavazos

NEOGOV Representatives

Come join NEOGOV team members at this session to learn about recent trends they're seeing in HR, get a glimpse into the NEOGOV product roadmap, and more! With nearly 2,000 customers nationwide, NEOGOV continually works in partnership with their agencies and will share what is taking place with your peer organizations. This session will also allow you to be some of the first users to hear about new product enhancements and maybe even learn some new best practices with the NEOGOV platforms you may be using.



BREAKOUT SESSIONS



Utilizing One-Way Online Video Interviews

2:45 PM

Pacific Ballroom D

Jinna Choi

Human Resources Analyst, County of Los Angeles
Master's Degree, Public Administration
Senior Certified Professional, IPMA-SCP



Alicia Acosta

Human Resources Analyst, County of Los Angeles
Master's Degree, Applied Psychology

One of the primary goals of the County of Los Angeles – Department of Human Resources is to automate all things HR – to strive for enhanced delivery of services and increase the overall effectiveness and efficiency of operations. Most recently the Countywide Talent Assessment Division (CTAD) within DHR was awarded a grant to conduct a pilot test utilizing one-way online video interviews. Similar to many organizations, CTAD often administers structured in-person interviews. Although they are useful selection instruments, they often require a great deal of resources and time to complete. Therefore, this pilot aimed to assess if technology can be leveraged to reduce cycle time, and the effort needed to handle obstacles (i.e. scrambling for raters). With the ability to conduct and review interviews online, there is greater flexibility for both the candidates and raters. This presentation will summarize our pilot study, including lessons learned and future applications.

CLOSING SPEAKER



Marianne Tonjes

Marianne Tonjes, IPMA-CP, recently retired as the Executive Director at CODESP. She has a Master's Degree in Public Policy and Administration-Personnel Management from California State University, Long Beach. She worked for CODESP for over 25 years providing public agencies with HR products and services, including employment test materials, software and training. Marianne was a frequent speaker on HR topics such as employee assessment and selection and was a member of PTC-SC, IPMA-HR, IPAC, WRIPAC, SCPMA, SHRM and SIOP. She has also taught courses at the college level in the areas of HR and Organizational Psychology.



ANNOUNCEMENTS

Call for 2018 Nominations

Are you interested in learning more about PTC-SC and take part in event planning and decision-making process? We are accepting nominations for next year! Contact Jung Park, President-Elect, at park_jungeun@lacoed.edu for more info!

Join PTC-SC or Renew Your Membership for 2018

Become a member or renew your membership online at ptc-sc.org

- \$40 Professional Membership
 - \$15 Student Membership
-

Job Opportunities

Are you an employer with a Human Resources job in Southern California you'd like to see posted here? Contact Jung Park, President Elect, at park_jungeun@lacoed.edu and Jessica Landin, Vice President of Communications, at jlandin@rowlandschools.org.



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