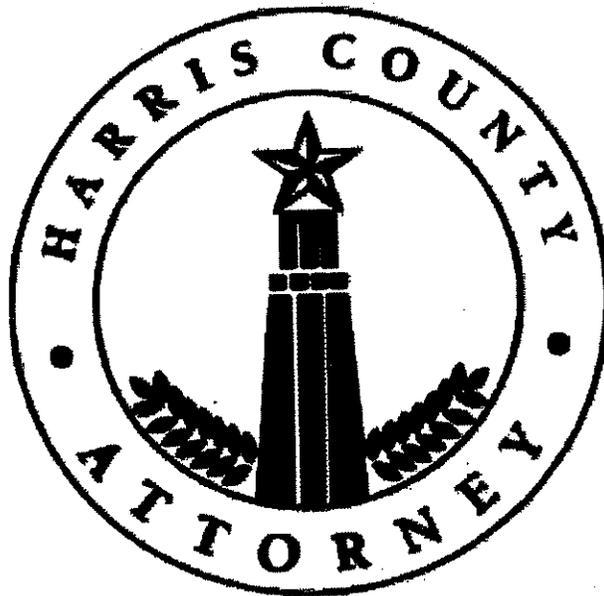


Seminar for Newly Elected and Appointed Officials



**Tuesday, December 14, 2010
1019 Congress, 16th Floor
9:30 am - 12:00 pm**

**Presented By
Office of the Harris County Attorney, Vince Ryan**

Newly Elected Officials Seminar
Tuesday, December 14, 2010
1019 Congress, 16th Floor
09:30 AM - 12:00 Noon

Agenda

1. **Welcoming Remarks**
Vince Ryan
Harris County Attorney
(713) 755-5101
vince.ryan@cao.hctx.net

2. **Employee Training / Recruitment**
Health and Related Benefits
Employee Resource Guide
David E. Kester, Director
Human Resources & Risk Management
(713) 755-5586
david.kester@co.harris.tx.us

3. **Nepotism / Prohibited Relationships**
Scott Durfee
Assistant General Counsel
District Attorney's Office
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4. **Employment Law**
Eileen Begle
Chief, Employment Law Division
County Attorney's Office
(713) 755-7159
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5. **Budget Process Basics**
Judith Marshall
Budget Analyst
Budget Management Division
Management Services
(713) 755-4491
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- Lessons Learned - Preparing County Budget**
Robert Soard
Chief of Staff
County Attorney's Office
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- BREAK***

6. **Purchasing Act - Basics**
Kelly E. Johnson, C.P.M., C.P.C.M.
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Barbara Armstrong
Assistant County Attorney
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7. Public Information Act / Commissioners Court

Nick Lykos
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County Attorney's Office
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8. Facilities

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9. ITC

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Chief Information Officer
Information Technology Center
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10. Records Management

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Office of the Harris County Attorney
Vince Ryan

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**Elected Officials,
Departments & Courts**

County Judge Ed Emmett
 Pct. 1 Comm. El Franco Lee
 Pct. 2 Comm. Sylvia R. Garcia
 Pct. 3 Comm. Steve Radack
 Pct. 4 Comm. Jerry Eversole
 All Elected Officials >>
 List of County Depts >>
 List of Courts >>

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 Reschedule Jury Duty
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 Assumed Names (DBA)
 JIMS System
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713-755-7880	First Assistant	Terry O'Rourke	1019 Congress, 15th Floor	77002
713-755-3489	Chief of Staff	Robert Soard	1019 Congress, 15th Floor	77002
713-755-7165	Inspector General	Nicholas Lykos	1019 Congress, 16th Floor	77002
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713-755-8283	Executive Assistant to First Assistant	Curtina Majors	1019 Congress, 15th Floor	77002
713-755-3582	Executive Assistant to Chief of Staff	Cara Protein	1019 Congress, 15th Floor	77002
713-755-7160	Community Outreach Coordinator	Debbie Dillard	1019 Congress, 15th Floor	77002

SUPPORT SERVICES

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713-755-6126	Purchasing Coordinator	Barbara Hernandez	1019 Congress, 15th Floor	77002
713-755-7072	Payroll/Benefits Coordinator	Alberta Hill	1019 Congress, 15th Floor	77002
713-755-7190	Help Desk Coordinator	Elise Leger	1019 Congress, 15th Floor	77002
713-755-7170	Librarian	Stan Staszyc	1019 Congress, 15th Floor	77002
713-755-7330	Fax-Administrative		1019 Congress, 15th Floor	77002

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713-578-3937	Protective Services - Juvenile	Larry Fox	2525 Murworth, Suite 300	77054
713-566-6968	Hospital District	Bruce Halling	2525 Holly Hall, Suite 190	77054
713-566-6551	Hospital District	Terry Lindner	2525 Holly Hall, Suite 190	77054
713-755-8272	Protective Services - Family	Sam Pearson	1019 Congress, 16th Floor	77002
713-578-3928	Protective Services - Juvenile	Rod Yarbrough	2525 Murworth, Suite 300	77054

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713-755-5101
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713-755-7869
713-957-5296 Appraisal Review Board
713-755-8265 Juvenile Board & Bail Bond Board
713-755-7325
713-755-8284 ERA Section Chief
713-755-7163
713-755-3446
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713-578-3925
713-578-3906
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Dr. Anna Carlson 2525 Murworth, Suite 300 77054
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Angela Craven 2525 Murworth, Suite 300 77054

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713-755-4837		<u>Bruce Mosler</u>	1310 Prairie, 9th Floor	77002
713-684-4004	Flood Control	<u>Paul Taparuskas</u>	1310 Prairie, 9th Floor	77002
713-684-4003	Flood Control	<u>Mitzl Turner</u>	1310 Prairie, 9th Floor	77002
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713-755-7043		<u>Rob LaPrade</u>	1310 Prairie, 9th Floor	77002
713-755-2695		<u>Sarah McKnight</u>	1310 Prairie, 9th Floor	77002
713-755-6269		<u>Charles Moritz</u>	1310 Prairie, 9th Floor	77002
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Human Resources
&
Risk Management

Human Resources and Risk Management

The following individuals in HR&RM will be able to assist you in the event you have questions regarding the listed subject matter. If you cannot get your question resolved, please feel free to contact David Kester, Director of Human Resources & Risk Management at any time.

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Employment	Carolyn Mock Barbara Edgerton	(713) 755-4392 (713) 755-4395
Service Awards	Veronica Weinberger Denise Custard	(713) 755-5767 (713) 755-4393
Training/ADA	Debbie Chapman Gracie Guillen	(713) 755-4396 (713) 755-4843
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Retirement	Lisa Childs Susie de Leon	(713) 755-6552 (713) 755-6552
Safety	Rusty Lees Joyce Cade	(713) 755-6748 (713) 755-1596
Wellness	Sarah Acosta	(713) 755-4827
Workers' Compensation Main Line		(713) 755-4180
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AETNA	On-Site Representative Toll Free	(713) 755-5604 (800) 279-2401
Safeguard Dental	Gregg Jackson Toll Free	(713) 755-4157 (800) 880-1800
At any time, you may contact	David Kester Larry Durant Joyce Cambric Lindsey Johnson	(713) 755-5586 (713) 755-8260 (713) 755-4391 (713) 755-6615

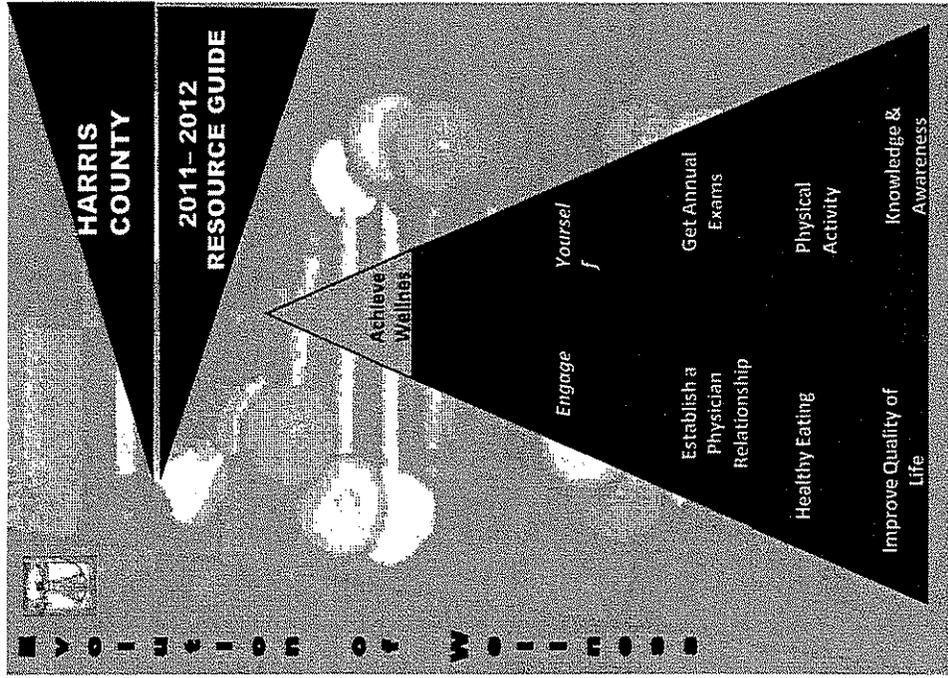
**PAYROLL AUDIT
HELP LIST**

The following individuals in the Payroll Audit Department will be glad to take your questions regarding the listed topics. If you cannot get your question resolved, please feel free to contact Curt Weller, Director of Payroll Audit or Linda Dougherty, Assistant Director of Payroll at any time.

TOPIC	CONTACT PERSON Backup Person	PHONE NUMBER
Child Support Bankruptcies IRS Levies Student Loans Social Security Garnishments Texas Tomorrow Fund	Zanobia Rhodes Brenda Tucker Dee Collier	(713) 755-4127 (713) 755-4114 (713) 755-4122
Deferred Compensation	Tiffany Franklin Dee Collier Shannen Williams	(713) 755-4119 (713) 755-4122 (713) 755-4116
Direct Deposit	Dee Collier Shannen Williams	(713) 755-4122 (713) 755-4116
Employment Verifications	Sirina Macias Zanobia Rhodes Shannen Williams	(713) 755-4128 (713) 755-4127 (713) 755-4116
W2 Information	Dee Collier Tiffany Franklin Sheli Ruis	(713) 755-4122 (713) 755-4119 (713) 755-4118
W2 Reprints	Employee Website	User ID & Password
Held Paychecks	Brenda Tucker Sheli Ruis	(713) 755-4114 (713) 755-4118
Payroll/Personnel	Janice Mitchell Sheli Ruis	(713) 755-4115 (713) 755-4118
Retirement	Zanobia Rhodes Dee Collier	(713) 755-4127 (713) 755-4122
Workers' Compensation	Sheli Ruis Shannen Williams Zanobia Rhodes	(713) 755-4118 (713) 755-4116 (713) 755-4127
File Room	Velia Frias Rosa Trevino	(713) 755-4124 (713) 755-4789
Main Phone Number Fax Number	Payroll Payroll	(713) 755-6544 (713) 755-4130
At any time, you may contact	Curt Weller Linda Dougherty	(713) 755-4112 (713) 755-4828

Health and Related Benefits

BENEFITS



'11-'12 Benefit Providers

Benefit Type

Vendor

Medical/Rx

Aetna

Dental PPO

UnitedHealthcare Dental

DHMO

UnitedHealthcare Dental

Vision

Block Vision

Life

Prudential

Long Term Disability

Cigna

Flexible Spending Accounts

Aetna

Aetna Choice POS II Plan

- **Two medical plan options: Base Plan OR Base Plus Plan**
- **No referrals necessary**
- **Your choice of provider dictates the amount you will pay in copayment, coinsurance, and/or deductibles**
- **County funds Base Plan for employee only at 100%; employees may “buy up” for the Plus Plan and pay \$63.93 per month (additional for dependents)**
- **County continues to pay 50% of incremental cost for dependents on both plans**

Options During Enrollment

- Select a Medical and Dental Plan
 - Base or Plus
 - DHMO or Dental PPO
- Purchase optional Life Insurance and/or Long-Term Disability
- Add dependents
- Participate in Flexible Spending Account(s)

Eligibility

(pg. 1)

- Legal Spouse (marriage license or certificate of informal marriage)
- Children up to age 26. This includes:
 - Biological Children;
 - Stepchildren; and
 - Grandchildren (must be claimed on tax return)
 - Foster Children (placed through State of TX)
 - Any other Child w/Permanent Legal Guardianship or Custody to Employee

Adult Child Eligibility

Pg. 3

Adult children (19+) are not eligible to be enrolled in their parent's health insurance plan if they have coverage available to them through another employer's plan.

- Regardless of premium
- Regardless of adequacy of coverage

Employee and the adult child must sign a Declaration of Eligibility certifying that coverage is not available.

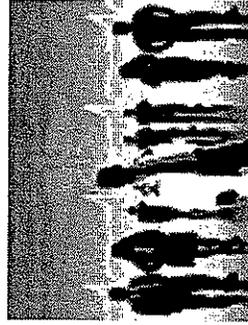
What is Aexcel?

(pg. 5)

Aexcel is a designation for specialists in Aetna's performance network that have met certain standards for clinical performance and efficiency.

Since Aexcel only applies to twelve specialties, if you are enrolled on the BASE PLAN and you see a specialist that is not in one of the categories you will pay the lower specialist office visit copay.

In the PLUS PLAN, only the providers in the twelve specialties that are Aexcel designated are subject to the lower copay.



Wellness Programs

(pgs 5-8)

- Health Connections Disease Management
- Beginning Right Maternity Program
- Simple Steps To A Healthier Life Program
- All is Well at Harris County Website
- Aetna IntelliHealth
- Informed Health Line
- Compassionate Care
- EOS Health
- Diabetes America
- Employee Assistance Program (EAP)

Using Aetna Navigator

(pg. 7)

- **County employees using a County computer can log on to the employee information page for the Aetna Navigator Tutorial.**
 1. Type www.hcintranet.net
 2. Select “Employee Information”
 3. Select “Helpful Employee Links”
 4. Select the “Aetna Navigator Tutorial” and become the expert!

- **Interested in obtaining a complete listing of Aetna participating providers? Log on to www.aetna.com and select “Find Health Care in DocFind®”, then select your provider category. You can search by city, state, zip, specialty, hospital affiliation, provider name, gender, language and education.**

FSA & QTA

Three reimbursement accounts are available to employees. Participation increases your net pay due to pre-tax savings:

Health Care Reimbursement

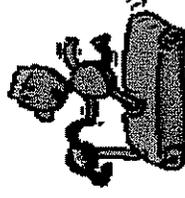
Dependent Care Reimbursement

Transportation Reimbursement

Life Insurance & AD&D

(Pg. 23)

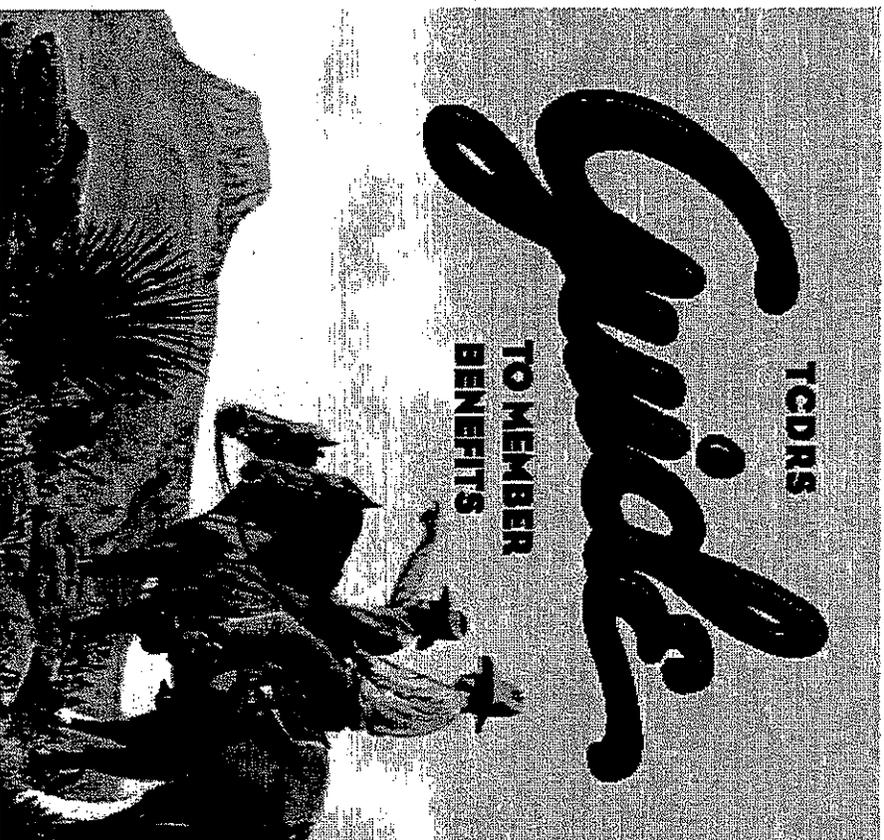
- All covered employees have a basic life insurance benefit of \$25,000
- If you cover your dependents on your medical plan you will receive \$5,000/spouse and \$2,000 for unmarried children at no cost
- In addition, employees receive a benefit equal to their salary from TCDRS
- Separate beneficiary designation
- Keep your beneficiary designation updated!
- AD&D Coverage up to \$5,000



If a minor child is designated as a beneficiary, the benefit will be placed in a trust until they attain the age of 18.

TCDRS

Texas County & District Retirement System



- Qualified pension plan under Section (401(a) of Internal Revenue Code (IRC)
- Managed by TCDRS according to state law
- Proportionate system (time coordinates with other State wide programs)
- Benefit Plan design governed by Harris County Commissioners Court
- Three options for deferred compensation programs

Retirement

- **Eligibility**
 - ❑ 30 years of service
 - ❑ Age 60 & 8 years of service
 - ❑ Rule of 75 (age + years of service)

- **Contributions**
 - ❑ 6% of gross income (6% fixed deposit rate)
 - ❑ Fixed 7% interest rate
 - ❑ Can't contribute more or less than 6%
 - ❑ Can't rollover other monies into TCDRS account
 - ❑ County match is 225% of cumulative deposits and interest at retirement

Proportionate Retirement Eligibility



The Proportionate Retirement lets you use service credit from any of the systems listed below to qualify for retirement benefits (not disability or death benefits). You must meet the highest rule and may retire concurrently or independently.

- Texas Municipal Retirement System (TMRS)
- Employee Retirement System of Texas (ERS)
- Judicial Retirement System of Texas (JRS)
- Teacher Retirement System of Texas (TRS)
- City of Austin Employees Retirement System

Benefits Contacts

- Lindsey Johnson, Deputy Director
[\(713\) 755-6615 Lindsey.Johnson@ms.hctx.net](mailto:Lindsey.Johnson@ms.hctx.net)
- Robin Vincent, Benefits Administrator
[\(713\) 755-6495 Robin.Vincent@ms.hctx.net](mailto:Robin.Vincent@ms.hctx.net)
- Sharon Moores, Financial Officer
[\(713\) 755-1598 Sharon.Moores@ms.hctx.net](mailto:Sharon.Moores@ms.hctx.net)
- Lisa Childs, Retirement Coordinator
[\(713\) 755-6552 Lisa.Childs@ms.hctx.net](mailto:Lisa.Childs@ms.hctx.net)

Employee Relations

Employee Relations



Employee Relations

- Personnel Regulations
 - ❑ Assist departments and employees regarding questions
 - ❑ Available at: www.hctx.net/hrm/PersonnelRegulations.aspx
- Grievance Procedures
 - ❑ Facilitate the grievance process in accordance with Section 22 of the Personnel Regulations (State Statute)
 - ❑ Identify Department Grievance Coordinator
- Conduct investigations of complaints or allegations of discrimination, including sexual harassment
 - ❑ Non-Discrimination Policy
 - ❑ Reporting requirements outlined in Personnel Regulations

Employee Relations

- Listed as Addressee on Record for unemployment claims for Texas Workforce Commission
 - ❑ Inform departments of Notice of Applications from former employees
 - ❑ Assist with TWC hearings and paperwork

- Assist departments with questions regarding Americans with Disability Act (ADA) Family and Medical Leave Act (FMLA) and other employment rules and regulations

- Ongoing coordination with County Attorney's office

Employee Relations Contacts

- Joyce Cambric, Deputy Director
(713) 755-4391 Joyce.Cambric@ms.hctx.net
- Erika Owens, Employee Relations Administrator
(713) 755-4390 Erika.Owens@ms.hctx.net
- Paul Baray, Human Resources Officer
(713) 755-7058 Paul.Baray@ms.hctx.net
- Lester Jones, Administrative Assistant
(713) 755-5463 Lester.Jones@ms.hctx.net

Employment
&
Recruitment

18

19

Employment

➤ Services Offered

- Post for Open Harris County Positions
 - All Appointed Officials
 - Most elected officials
- Recruitment
 - County and local websites
 - Local universities and junior colleges
 - Newspaper advertising
 - Maintain applicant database for future recruitment.

Employment Services Cont'd

- **Application Screening**
 - ❑ Match skills to position requirements
- **Testing**
 - ❑ Typing
 - ❑ Reading comprehension
 - ❑ Writing skills
 - ❑ Bilingual – Spanish (oral, reading & writing)
 - ❑ Customized skill-level testing according to departmental needs
- **Background Checks and Drug Testing**
 - ❑ Post-Offer

Employment Contacts

- Joyce Cambric, Deputy Director
(713) 755-4391 Joyce.Cambric@ms.hctx.net
- Carolyn Mock, Employment Administrator
(713) 755-4392 Carolyn.Mock@ms.hctx.net
- Barbara Edgerton, Employment Officer
(713) 755-4395 Barbara.Edgerton@ms.hctx.net
- Main Phone Number: (713) 755-5251



HARRIS COUNTY, TEXAS

Human Resources & Risk Management
1310 Prairie - Suite 400
Houston, Texas 77002-2042
Phone: (713) 755-3030 Fax: (713) 755-8869

David Kester, Director
Larry Durant, Deputy Director

JOB REQUISITION

JOB TITLE:

PCN NUMBER :

GRANT FUNDED POSITION:

NO YES, THROUGH DATE:

CLOSING DATE:

DEPARTMENT/PROGRAM-ORG#:

JOB LOCATION:

SALARY:

WORK HOURS/DAYS OFF:

CONTACT PERSON:

PHONE & FAX NUMBER:

REQUIREMENTS

MINIMUM EDUCATION:

MINIMUM EXPERIENCE:

SKILLS-PHYSICAL REQUIREMENTS:

JOB DESCRIPTION: (Attach additional sheet(s) if necessary.)

The Civil Act of 1964 prohibits discrimination in employment because of race, color, religion, sex or national origin. Title VII prohibits discrimination on the basis of age with respect to individuals who are 40 years of age or older. Any limitations in these areas expressed in this requisition should be warranted by bona-fide occupational qualification, business necessity or other legally permissible reasons.

TO: HUMAN RESOURCES AND RISK MANAGEMENT
1310 Prairie
Suite 170
Houston, TX 77002
(713) 755-5250

November 16, 2010

HRRM Posting No.

Please close the following job requisition:

PCN Number

Department

Hire Date

Job Title

First Name
 Last Name
Name of Person Hired

(For HRRM use only)

Referred By

Social Security Number

Race

M F

Sheet1



HARRIS COUNTY, TEXAS

Human Resources & Risk Management
1310 Prairie - Suite 400
Houston, Texas 77002-2042
Phone: (713)755-3030 Fax: (713)755-8869

David Kester, Director
Larry Durant, Deputy Director

ANNOUNCEMENT NUMBER: 14459-P

JOB TITLE: Port Grant Monitor*
DEPARTMENT: Harris County Judge
HOURS: 8:00 a.m. - 5:00 p.m.
Monday - Friday
SALARY: Will Be Discussed During Departmental Interview
Commensurate With Experience
Based on 26 Pay Periods

EDUCATION: Bachelor's degree in Finance, Business Administration, Accounting or related field such as Engineering, is required. A Master's degree in Business Administration, Public Administration or Urban Planning is preferred.

EXPERIENCE: Prefer experience in conducting or defending of monitoring visits/audits of grant-funded programs; along with a working knowledge of various state/federal regulations as well as the reporting requirements of a variety of grants. Experience managing and/or operating a federal grant program funding multiple projects, including sub-recipient contracts and reporting responsibilities, is also highly desirable. The ability to conduct detailed independent analysis of programmatic and related financial data is preferred.

JOB SKILLS: Excellent written and oral communication skills.

JOB DESCRIPTION: Monitors port security grants for compliance with governing agreements and state/federal grant management regulations; which includes sub-recipient grants/agreements. Conducts limited financial analysis and reconciliations of county records with grant requirements, and recommends corrective actions to ensure attainment of objectives, accurate reporting and compliance, and verifies accuracy of data currently contained in grant coordination section databases and computer systems. Monitors the Port Security Grant financial status, ensures optimal programmatic performance and proper use of funds as well as accurate reporting. Produces management reports as requested. Develops action plans to complete examinations or investigations. Informs management, along with proper supporting documents, of any financial deviations, problems, or events that would likely impact county operations. May supervise others. Performs other duties as assigned.

***Grant Funded**

EMPLOYMENT IS CONTINGENT ON PASSING A CRIMINAL BACKGROUND CHECK.

HARRIS COUNTY HAS AN EMPLOYMENT AT WILL POLICY.

CLOSING DATE: Open Until Filled

APPLY AT: 1310 PRAIRIE - SUITE 170

UPON RECEIVING A CONDITIONAL OFFER OF EMPLOYMENT, ALL APPLICANTS ARE SCREENED FOR THE USE OF ILLEGAL DRUGS.



HARRIS COUNTY, TEXAS APPLICANT INSTRUCTIONS

HUMAN RESOURCES & RISK MANAGEMENT
1310 PRAIRIE, SUITE 170
HOUSTON, TEXAS 77002

Job Hotline (713) 755-5044
Office (713) 755-5250
TDD (713) 755-6870
Internet Address:
<http://www.hctx.net/hrrm>

COMPLETING THE APPLICATION

- Applications are accepted for posted positions only.
- Applications should be typed or printed (black or blue ink).
- Resumes will not be accepted as a substitute for applications
- Incomplete applications will not be considered.
- All statements made on the application(s) are subject to investigation and/or verifications.
- Applicants may apply for multiple positions by submitting separate applications for each position. Applicants may make as many copies as desired. Copies, however, cannot be provided by HRRM.

SUBMITTING YOUR APPLICATION BY MAIL

- Announcement number and job title must be recorded on the application.
- Applications by facsimile or e-mail are not accepted at this time.
- Applications for positions requiring the "Clerical Skills Test" (typing/clerical aptitude) will not be accepted unless current scores are on file. (See instructions below for testing).

SUBMITTING YOUR APPLICATION IN PERSON

- You may submit applications in person Monday - Thursday between 8:00 a.m. and 3:00 p.m.
- Fridays 8:00 a.m.-12:00 p.m. ONLY.
- Application packets will be available for pick-up in the lobby during business hours.

TESTING

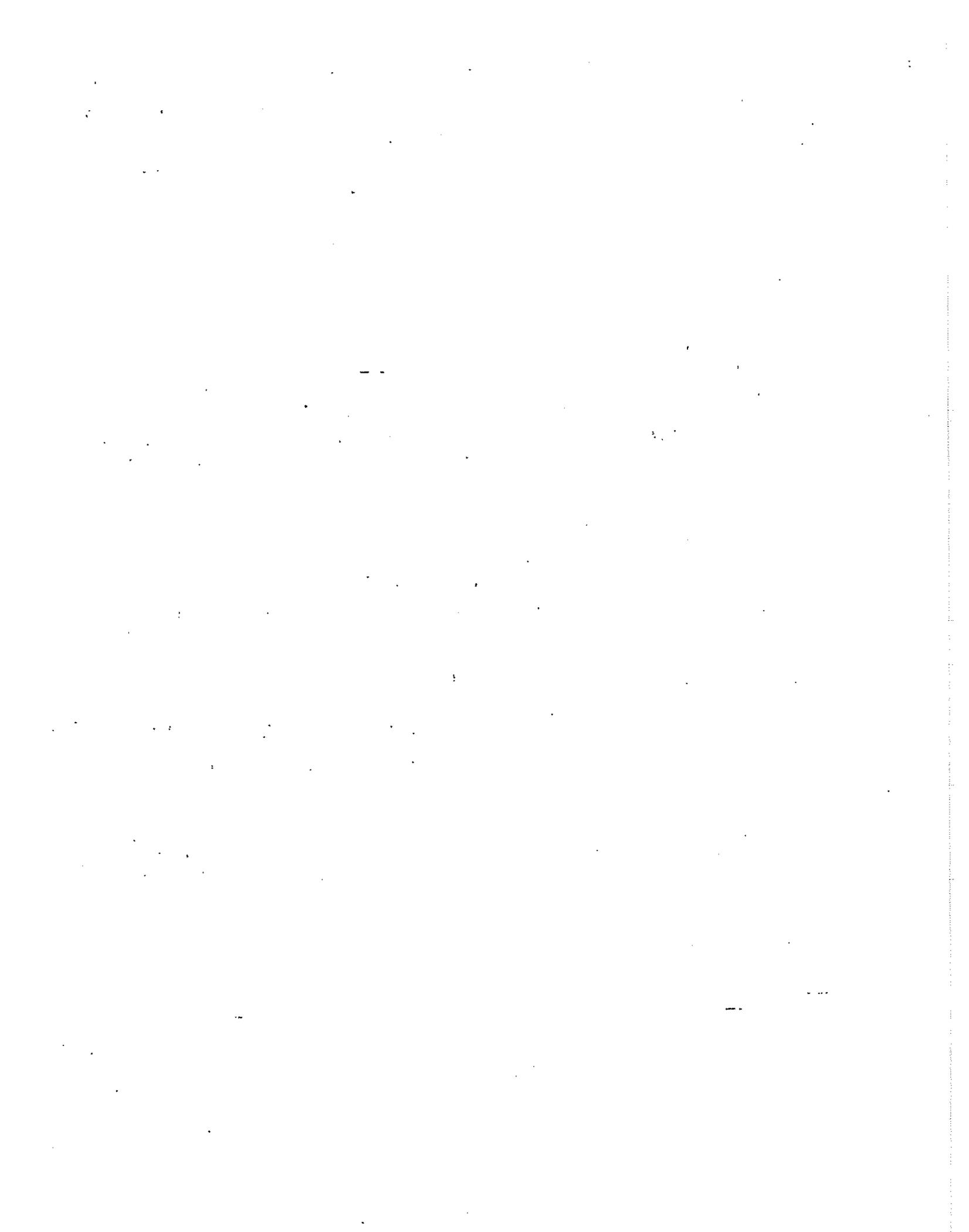
- All applicants are to submit an application in person at the time of testing.
- "Clerical Skills Test" and written bilingual exercise must be taken in person on Tuesdays, Wednesdays or Thursdays between the hours of 9:00 a.m. and 12:30 p.m. ONLY.

Accommodations will be made upon request for persons with disabilities in accordance with the Americans with Disabilities Act (ADA) of 1990.

STATUS

Due to the volume of applications received, we are unable to advise applicants as to the status of their application. If your application meets the required qualifications for the position you are applying for, it will be forwarded to the respective department. A department representative will then contact you if they are interested in interviewing you. Thank you for your interest in employment with Harris County.

UPON RECEIVING A CONDITIONAL OFFER OF EMPLOYMENT, ALL APPLICANTS ARE SCREENED FOR THE PRESENCE OF ILLEGAL DRUGS.





HARRIS COUNTY, TEXAS

APPLICATION FOR EMPLOYMENT

Job Hotline (713) 755-5044
 Office (713) 755-5250
 TDD (713) 755-6870
 Internet Address:
<http://www.hctx.net/hrrm>

Please return application to:
 Human Resources & Risk Management
 1310 Prairie, Suite 170
 Houston, Texas 77002

Please read the following before completing application. Applicants are considered without regard to race, color, religion, sex, national origin, age or disability. All questions must be answered. You may include your resume, however, **RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR APPLICATIONS.** Please type or print clearly (black or blue ink).

First Name	Middle Name	Last Name	Other Names
Current Address (Number/Street/City/State/Zip Code)		How Long?	Primary Number () -
Previous Address (Number/Street/City/State/Zip Code)		How Long?	Alternate Number () -
E-mail Address:			
Are you between 18-20 years old? <input type="checkbox"/>	Social Security Number: - -	Are you authorized to work in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you at least 21 years old? <input type="checkbox"/>			
If you are an alien authorized by the Immigration and Naturalization Service to work in the United States, provide the following: Alien Number: _____ or Admission Number: _____ Expiration of employment authorization, if any: ___/___/___			

If applying for Juvenile Probation, Domestic Relations, Facilities & Property Management, Pre-Trial Services, Medical Examiner's, Justice of the Peace, Sheriff's Office, Community Supervision & Corrections, Protective Services for Children and Adults, County Library, Community Services, Children's Assessment Center, Fire Marshal, Purchasing, Information Technology, County Judge, Management Services, Toll Road, Precinct 1 - 4, or Treasurer's Office, please provide your date of birth (required for background check): ___/___/___

Date you can start: _____

ANNOUNCEMENT NUMBER

REFERRED BY: _____

AND JOB TITLE _____

EDUCATION

	SCHOOL NAME	CITY / STATE	DIPLOMA/DEGREE
High School	Circle last grade completed: 1 2 3 4 5 6 7 8 9 10 11 12 GED		
College/ Technical School			
College/ Technical School			
Major: _____ Minor: _____ Graduate Studies: _____			
Undergraduate Hours: _____ Graduate Hours: _____		*Transcripts may be required.	

OFFICE USE ONLY

TEST 1 2

P / DNP Clerical Skills Test Date _____ WPM _____ Accuracy _____% Overall Avg. _____%

P / DNP Spanish Oral Written Date _____ P / DNP Reading Comprehension Date _____

GENERAL DATA

Answer items 1 through 6 by placing an "X" in the proper column.

	YES	NO
1. Are you now working for or have you previously worked for Harris County? If yes, under what name?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you or does your spouse have any relatives presently working for or holding office in Harris County Government? If yes, please list the name(s), relationship and the department in which employed.	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you aware of any reason which would keep you from being bonded? If yes, describe.	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you licensed to operate a motor vehicle? <input type="checkbox"/> Driver's License Number: _____ State: _____ Class: _____ Expiration: ____/____/____ <input type="checkbox"/> Identification Endorsements: _____	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you willing to work the hours assigned?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you ever been convicted of an offense? Please include driving while intoxicated or driving under the influence of drugs. (Exclude minor traffic violations.)	<input type="checkbox"/>	<input type="checkbox"/>
7. Other language(s) fluently <u>Spoken</u> : _____ <u>Read</u> : _____ <u>Write</u> : _____		
8. Machine and equipment skills:	Typing-WPM:	PC software applications:
9. Special qualifications and skills: (Use this space to indicate any experience, skills, licenses, or certificates, etc., which in your opinion would qualify you for the position you seek.)		

EMPLOYMENT HISTORY

Employer:		Supervisor and Title:		
Address: (Number/Street/City/State/Zip Code)		Job Title:		
From: (Month/Year)	To: (Month/Year)	Final Salary	No. of Persons Supervised	Full Time <input type="checkbox"/>
Reason for Leaving:		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No Phone Number: () - - -		Part Time <input type="checkbox"/>
				Temporary <input type="checkbox"/>
Duties:				

Employer:		Supervisor and Title:		
Address: (Number/Street/City/State/Zip Code)		Job Title:		
From: (Month/Year)	To: (Month/Year)	Final Salary	No. of Persons Supervised	Full Time <input type="checkbox"/>
Reason for Leaving:		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No		Part Time <input type="checkbox"/>
		Phone Number: () -		Temporary <input type="checkbox"/>
Duties:				

Employer:		Supervisor and Title:		
Address: (Number/Street/City/State/Zip Code)		Job Title:		
From: (Month/Year)	To: (Month/Year)	Final Salary	No. of Persons Supervised	Full Time <input type="checkbox"/>
Reason for Leaving:		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No		Part Time <input type="checkbox"/>
		Phone Number: () -		Temporary <input type="checkbox"/>
Duties:				

Employer:		Supervisor and Title:		
Address: (Number/Street/City/State/Zip Code)		Job Title:		
From: (Month/Year)	To: (Month/Year)	Final Salary	No. of Persons Supervised	Full Time <input type="checkbox"/>
Reason for Leaving:		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No		Part Time <input type="checkbox"/>
		Phone Number: () -		Temporary <input type="checkbox"/>
Duties:				

Employer:		Supervisor and Title:		
Address: (Number/Street/City/State/Zip Code)		Job Title:		
From: (Month/Year)	To: (Month/Year)	Final Salary	No. of Persons Supervised	Full Time <input type="checkbox"/>
Reason for Leaving:		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No Phone Number: () -		Part Time <input type="checkbox"/>
				Temporary <input type="checkbox"/>
Duties:				

REFERENCES

List three persons other than relatives who have definite knowledge of your qualifications.

Full Name	Home or Business Address (Number/Street/City/State/Zip Code)	Phone Number	Business or Occupation	Years Acquainted
		() -		
		() -		
		() -		

By submitting and signing this application, I authorize and request any public or private business or other employee for whom I have worked or been employed, or with whom I have sought employment, to supply Harris County with any and all records pertaining to me that have been kept in the usual course of business, including but not limited to; drug and alcohol test results obtained within six months of the date of request for information by Harris County. The information obtained may be used by Harris County in making decisions with regard to my employment.

I authorize investigation of all statements contained in this application. I certify that there are no willful misrepresentations, omissions or falsifications in the foregoing statements and answers to questions. I am aware that should an investigation disclose any misrepresentation, omission or falsification, my application may be rejected, or if already employed, my employment may be terminated. References and previous employer will be contacted to confirm statements unless otherwise indicated. I also understand that if offered employment by Harris County, will be required to pass a drug test as a condition of employment.

APPLICATIONS WILL NOT BE CONSIDERED UNLESS SIGNED & DATED; AND ALL QUESTIONS ARE ANSWERED.

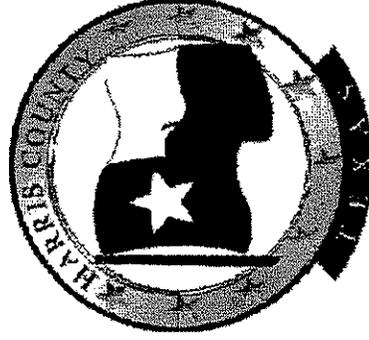
DATE: _____

APPLICANT'S SIGNATURE: _____

Employee Training

Employee Training

Employee Training Class
And Wellness Program Schedule
September 2010 – February 2011



For Additional Information, Contact
Human Resources & Risk Management
713-761-4843
<http://www.hcda.org/training/>

HR&RM Training

- Compliments, not replace, job specific tasks and activities
- Contribute to interpersonal skills
- Enhance career development
- Manage the challenges of work and personal life
- Training courses are open to all employees with supervisory approval

Human Resources & Risk Management also offers:

- **Training for Managers and Supervisors**
 - ❑ Enhance managerial performance
 - ❑ Prepare others for supervisory positions

- **Professional Development & Compliance Courses**
 - ❑ Course Examples:
 - Ethics Training
 - Business Writing
 - Listening & Leadership Skills
 - Presentation Skills
 - Sexual Harassment
 - Notary Training

Training and Development Library

- Available to all Harris County Departments and employees
- Resources include:
 - ❑ Check out workbooks
 - ❑ Computer based training programs
 - ❑ Videos
- Includes a variety of topics
 - ❑ Communication
 - ❑ Compliance Training
 - ❑ Management Training

Resources are available for a period of two weeks. For more information, please call (713) 755-4396.

ADA and Sign Language Interpreters

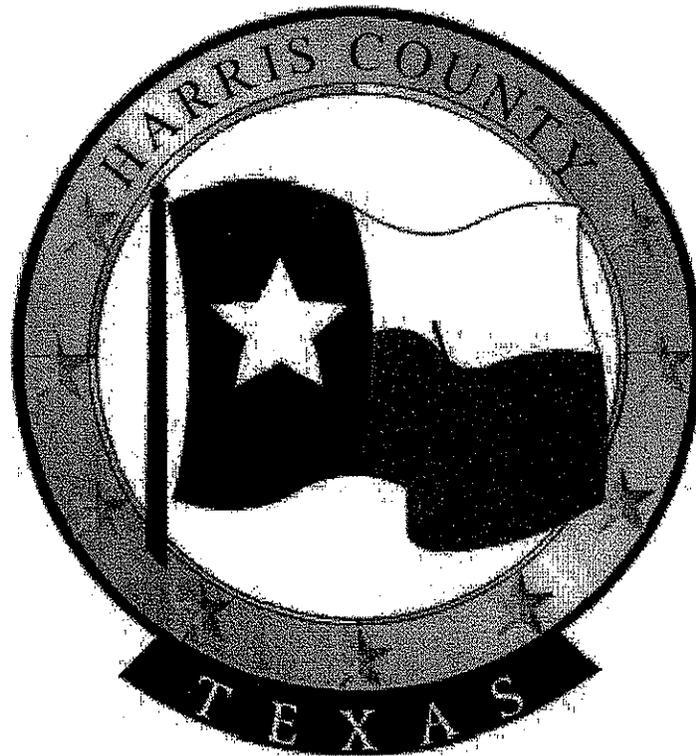
- Compliance with Title II of the Americans with Disabilities Act (ADA)
 - ❑ Covered in Section 21.01 – 21.03 of the Personnel Regulations
 - ❑ Choose ADA Coordinators and an alternate for your department.

- Auxiliary aids and services for any person with a disability who requests accommodation.
 - ❑ Ensure ADA Compliance within your department.
 - ❑ Contact Debbie Chapman, at (713) 755-4396 for ADA questions, or to schedule an interpreter.

Training Contacts

- Joyce Cambric, Deputy Director
(713) 755-4391 Joyce.Cambric@ms.hctx.net
- Debbie Chapman, Training Administrator
(713) 755-4396 Debbie.Chapman@ms.hctx.net
- Gracie Guillen, Human Resource Specialist
(713) 755-4843 Gracie.Guillen@ms.hctx.net

Employee Training Class And Wellness Program Schedule December 2010 – February 2011



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

<http://www.hctx.net/training/>

Table of Contents

Human Resources Guide to Employee Training Classes

Management Training	4
Fundamentals of Leadership Series (FOL)	4
Professional Development Training	5
Wellness Training	5
Distance Learning Training	6
HeartSaver AED Training	8
E-Learning Classes	8
Employee Assistance Program.....	11
New Employee Orientation	12
Upcoming Retirement Seminars	12
The Training Library	13
Descriptions of December 2010 - February 2011 Offerings	16

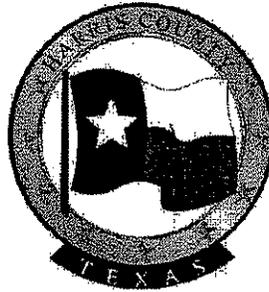
Information Technology Center

ITC Contact Information	21
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Auditor's Office

Fixed Assets & Inventory Control	21
Fund Accounting and ACS	21
Internal Controls	21
Description of Auditor's Office Offerings	21

Harris County Human Resources & Risk Management Guide to Employee Training Classes



Distance Learning

Selected HR & RM training classes on various topics are available by Distance Learning to Harris County managers, supervisors, and employees. Dates/times/locations and registration announcements will be available in the quarterly training flyers and through email announcements.

REGISTRATION IS OPEN for December 2010 – February 2011

The website address for registration is <http://www.hctx.net/training/>. Employees who do not have access to the online system should contact their supervisor for help in accessing the online registration system. Supervisors may contact the registrar of the appropriate department for additional help. As always, if an employee cannot attend, please contact our office to cancel or schedule a substitute. Supervisors will be notified of those employees who registered but did not attend or did not cancel.

NOTE: All HR & RM training classes in the training flyer schedule offer topics and materials that can be covered fully during the time period allotted.

CLASSROOM ETIQUETTE: Turn off cell phones and pagers or put them on vibrate. Employees are asked to limit cell phone calls and sidebar conversations to break periods while attending classes. Instructors reserve the right to ask non-cooperative employees to leave class to avoid further disruption and distractions to other attendees. In the event that an employee is asked to leave, HR & RM Training will notify the employee's supervisor.

NOTE: Class room doors are closed 5 minutes after the class is scheduled to begin. Once the door is closed, late arrivals may not enter, but should leave the area and notify their supervisor and ask permission to re-schedule at another time and date.

COMPLIANCE WITH ADA: Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4396, 713-755-4843, or 713-755-7058 a minimum of two weeks prior to the event date if you require accommodation.

Management Training

WHO SHOULD ATTEND: Newly promoted managers, supervisors or team leaders who need to learn compliance with employment law or the essentials of supervision or those managers, supervisors and team leaders who want new skills or want to sharpen already acquired skills.

*** This class is available to Managers and Supervisors Only.**

Course	Day	Date	Time	Location	Hours
* Situational Leadership: Adapting Your Leadership Style to Your Employees' Needs	Tuesday	January 18	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
* How to Defend a TWC Unemployment Claim	Tuesday	January 25	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* The FLSA: An Overview of the Wage and Hour Laws	Tuesday	January 25	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* Strategies Regarding Workplace Violence	Thursday	January 27	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0

Fundamentals of Leadership Series

WHO SHOULD ATTEND: Employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

**** Fundamentals of Leadership (FOL)**

Course	Day	Date	Time	Location	Hours
** FOL Series Session III: * HR Laws, Policies, & Procedures	Tuesday	December 14	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
** FOL Series Session IV: * Increasing Communication Effectiveness	Tuesday	December 14	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
** FOL Series Session V: * Managing Time, Projects, and Priorities	Thursday	January 20	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
** FOL Series Session VI: * Improving Customer Service	Thursday	January 20	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5

Professional Development Training

WHO SHOULD ATTEND: Employees who have their supervisor's approval to attend class to acquire new skills or sharpen already acquired skills to improve on the job performance.

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Adapting to Change	Tuesday	December 7	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
The Glass is Half Full! Shifting Perception to Achieve Results	Tuesday	December 7	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
40 Hours: Invest in Yourself	Thursday	December 9	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Projecting Professionalism	Tuesday	January 11	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Preventing Sexual Harassment in the Workplace	Tuesday	January 11	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Write Right: Effective Business Writing	Thursday	January 13	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Notary Training & Certification	Thursday	January 13	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Preventing Sexual Harassment in the Workplace	Tuesday	January 18	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Workplace Diversity	Tuesday	January 18	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Counterfeit Detection	Thursday	February 4	9:00 am – 10:00 am	1310 Prairie, Suite 230 Training Room	1.0

Wellness Training

Course	Day	Date	Time	Location	Hours
Wellness Lecture Series: Dressed for Success	Wednesday	December 8	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Its Holiday Time Already?	Wednesday	December 8	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: 100 Candles!	Wednesday	January 12	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: A New Year's Resolution: Living a Healthy Life	Wednesday	January 12	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: A New Year's Resolution: Living a Healthy Life	Wednesday	January 19	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Dietary Fiber – Do I Have to Eat the Box?	Wednesday	January 19	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
WellBaby Seminar: What to Expect When Expecting	Wednesday	January 26	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.0

Wellness Lecture Series: 100 Candles!	Wednesday	January 26	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Anger Management & Dealing with Burnout	Wednesday	February 2	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	February 2	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Positive Parenting During the School- Aged Years	Wednesday	February 9	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Well/Baby Seminar: Well Nourished – Feeding Baby Before & Beyond	Wednesday	February 23	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.0
Wellness Lecture Series: Dietary Fiber – Do I Have to Eat the Box?	Wednesday	February 23	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Distance Learning Training

Course	Day	Date	Time	Location	Hours
Wellness Lecture Series: Dressed for Success	Wednesday	December 8	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
** FOL Series Session III: * HR Laws, Policies, & Procedures	Tuesday	December 14	8:30 am – 12:00 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	3.5
** FOL Series Session IV: * Increasing Communication Effectiveness	Tuesday	December 14	1:00 pm – 4:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	3.5
** FOL Series Session IV: * Increasing Communication Effectiveness	Tuesday	December 14	1:00 pm – 4:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.5
Wellness Lecture Series: 100 Candles!	Wednesday	January 12	8:30 am - 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: 100 Candles!	Wednesday	January 12	8:30 am - 10:30 am	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
Wellness Lecture Series: A New Year's Resolution: To Live a Healthy Life	Wednesday	January 12	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Workplace Diversity	Tuesday	January 18	1:00 pm – 2:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	1.5
Preventing Sexual Harassment in the Workplace	Tuesday	January 18	3:00 pm – 4:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	1.5
Wellness Lecture Series: A New Year's Resolution – Living a Healthy Life	Wednesday	January 19	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: A New Year's Resolution – Living a Healthy Life	Wednesday	January 19	8:30 am – 10:30 am	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0

Wellness Lecture Series: Dietary Fiber – Do I Have to Eat the Box?	Wednesday	January 19	1:30 pm – 3:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
** FOL Series Session V: * Managing Time, Projects, and Priorities	Thursday	January 20	8:30 am – 12:00 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	3.5
** FOL Series Session V: * Managing Time, Projects, and Priorities	Thursday	January 20	8:30 am – 12:00 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	3.5
** FOL Series Session VI: * Improving Customer Service	Thursday	January 20	1:00 pm – 4:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	3.5
** FOL Series Session VI: * Improving Customer Service	Thursday	January 20	1:00 pm – 4:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	3.5
The FLSA: An Overview of the Wage and Hour Laws	Tuesday	January 25	1:00 pm – 2:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	1.5
The FLSA: An Overview of the Wage and Hour Laws	Tuesday	January 25	1:00 pm – 2:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	1.5
How to Defend a TWC Unemployment Claim	Tuesday	January 25	3:00 pm – 4:30 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	1.5
How to Defend a TWC Unemployment Claim	Tuesday	January 25	3:00 pm – 4:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	1.5
Strategies Regarding Workplace Violence	Thursday	January 27	1:00 pm – 4:00 pm	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	3.0
Strategies Regarding Workplace Violence	Thursday	January 27	1:00 pm – 4:00 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	3.0
Wellness Lecture Series: Anger Management & Dealing with Burnout	Wednesday	February 2	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Anger Management & Dealing with Burnout	Wednesday	February 2	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: Anger Management & Dealing with Burnout	Wednesday	February 2	8:30 am – 10:30 am	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	February 2	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	February 2	1:30 pm – 3:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	Mangum-Howell Center 2500 Frick Road Houston, Texas 77038	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0

Wellness Lecture Series: Positive Parenting During the School-Aged Years	Wednesday	February 9	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Positive Parenting During the School-Aged Years	Wednesday	February 9	1:30 pm – 3:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0

HeartSaver AED Certification

Course	Day	Date	Time	Location
HeartSaver AED Certification	Monday	January 10	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	January 10	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	January 24	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	January 24	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Tuesday	February 1	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Tuesday	February 1	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room

E-Learning Classes

E-learning courses are open to all employees with supervisory approval. To register for the following e-learning classes, email gracie.guillen@ms.hctx.net.

The Martial Art of Communication: 30 minutes

Participants will learn essential keys to reducing other people's resistance to your point of view, along with the five levels of a clear, complete communication. Learn how to use martial arts to turn conflicts into success to build understanding and commitment.

Feedback and Constructive Criticism: 45 minutes

Participants will learn three steps in giving constructive criticism and fourteen guidelines for improved feedback. Learn how to present opinions and expectations to avoid or clarify misunderstandings.

19-course Customer Service series is limited and on a first come, first serve basis. Employees who register for this series must take all 19 classes.

Essential Elements of Internal Customer Service (approximately 18 minutes)

All team members either serve customers directly or they service someone who does. This course illustrates the six essential elements for improving internal communication and customer service.

Essential Telephone Skills (approximately 20 minutes)

This session will address ten simple yet crucial skills which form the foundation for delivering exceptional customer service on the phone. Also, learn tips on answering a business phone, offer spoken feedback signals, and how to place callers on hold.

Five Forbidden Phrases (approximately 18 minutes)

This customer service training highlights the five phrases which are proven to annoy and frustrate customers. Learn how to avoid negative and offer positive alternatives on the phone and in-person.

Four C's of Coaching Skills (approximately 18 minutes)

Learn the difference between training, coaching, and counseling and illustrate the proven Four Cs of Coaching model in a variety of service and line management situations.

From Curt to Courteous (approximately 25 minutes)

This course will address understanding and being understood in both synchronous (phone, face-to-face, and instant messaging) and asynchronous (e-mail, voicemail, fax, and letters) communication methods.

How to Avoid Emotional Leakage (approximately 7 minutes)

This course will address how not to allow negative feelings from one situation leak into an entirely unrelated situation. This program illustrates how wrong and damaging this behavior can be with external and internal examples.

How to Deal With the Foreign Accent (approximately 12 minutes)

This program explains that all customers are created equal. It includes techniques which make communications with foreign language customers easier. Realistic vignettes and characters make this course a powerful sensitivity builder.

How to Handle the Irate Customer (approximately 12 minutes)

This online session will teach a highly effective four point plan for calming irate customers. Learn quick tips for defusing angry callers, what to do if someone starts swearing, and why you should never make excuses.

How to Treat Every Caller As A Welcome Guest (approximately 10 minutes)

This course explains how incredibly important the role of the front line customer contact employee is. Whoever answers the phone IS THE COMPANY as far as your customers are concerned.

Influencing the Interaction (approximately 20 minutes)

This course identifies six practices which will help offer a more positive experience. From showing patience and tolerance to a senior citizen to the importance of avoiding common distractions in the workplace, this program raises awareness about how each team member contributes to a positive interaction.

Listening Skills (approximately 13 minutes)

Listening is a critical component when determining the needs of your customer. Doesn't everyone listen? Hearing is a physical process but listening requires mental involvement. This course introduces six steps to help team members become better listeners.

Maintaining Customer Relationships (approximately 14 minutes)

Everyone understands the importance of excellent customer service. How do we cement a relationship with customers to move into a long-term relationship? This course emphasizes the importance of follow up and gives realistic examples of how to handle the five most common follow-up scenarios.

Proactive Customer Service (approximately 19 minutes)

Identifies and illustrates passive, average, and proactive customer service levels in a variety of situations. Covers the importance of high energy, enthusiasm, rapport building and cross selling.

Questioning Techniques (approximately 12 minutes)

Proper questioning techniques are the key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. Improving questioning techniques will expand one's ability to effectively obtain valuable information to become a better problem solver.

Seven Keys to a Positive Mental Attitude (approximately 25 minutes)

This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success, and resisting negative influences.

Six Cardinal Rules of Customer Service (approximately 18 minutes)

Learn the basics of good customer service. This program illustrates the six cardinal rules of customer service and provides tips on wrong way/right ways to give good service as well as tips on how to fight mediocrity in the workplace.

Six Steps to Service Recovery (approximately 24 minutes)

Normally, it's easy to look good when everything is going well. It's when a customer experience goes wrong that your true character shows. In today's competitive service environment merely correcting the problem isn't always enough. Learn a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.

That's Just Rude (approximately 14 minutes)

Explore the rudeness matrix. Course introduces and analyzes the four quadrants of the rudeness matrix. This program raises awareness about how seemingly innocent behaviors can be considered rude.

The Service Mentality (approximately 22 minutes)

This online course identifies and highlights the seven key characteristics of customer service. Employees will learn the mind-set for serving customers, offering empathy, keeping proper balance, and having the ability to bounce back.

Manager /Supervisor Skills Series is limited and on a first come, first serve basis with a maximum of two classes at a time. These classes are worth 1.5 hours of training credit.

Developing Performance Goals and Standards

Establish specific measurable, attainable, results-oriented, and time-framed performance goals. Learn the steps that gain team member agreement and commitment to those performance goals. Define and establish goals, objectives, and performance standards. Involve and create team member's own individual performance standards.

Diversity Awareness

Understand, recognize, and appreciate cultural diversity. Learn how to interact with different kinds of people and recognize the benefits and enrichment of wealth multi-culturalism can bring.

Effective Discipline

Learn effective techniques for addressing problem behaviors. Use communication skills to preserve self-respect and encourage the best kind of discipline – self-discipline. Manage discussions and recognize the importance of team member participation in defining problems and their solutions.

Essential Skills of Communication

This session provides the tools necessary to develop clear, concise messages. By focusing on communication as a two-way process, messages will be clear, well organized, and aimed at the needs and interests of the listener. By developing the essential skills of communication, managers/supervisors will improve relations with their team members and increase productivity.

Essential Skills of Leadership

In this session, participants will focus on three critical management skills to establish a methodology for productive interaction between team members and team leaders. This online class will help experienced managers, new managers, and aspiring managers refocus on the basics – the skills required to manage the individuals while also leading the team. Deal with your team members on a day-to-day basis to maintain and enhance their self-esteem. Base your discussions about performance and work habits on your team member's behaviors rather than on their personalities or attitudes and involve your team members in goal setting, solving problems, and making decisions.

Improving Work Habits

Learn to recognize and address negative behaviors and poor work habits effectively before it becomes a disciplinary problem. Distinguish between job performance and work habits and understand the importance of

dealing with unsatisfactory works habits early. Involve the individual in the process of correcting the unsatisfactory behavior and increase accountability by commitment to a clear plan of action and review progress regularly.

Managing Complaints

Many times complaints may seem unimportant; however they should all be addressed and resolved in a sensitive manner rather than ignored or dismissed. Learn how to resolve simple complaints and identify hidden agendas that so often underlie the chronic grievances. Use various techniques to solve problems while maintaining a positive relationship with team members.

Motivating Team Members

Learn implementation tools, troubleshooting guides, and additional resources to help apply skills to perform a job or task. Understand the factors that motivate to perform effectively and distinguish between motivators and dissatisfiers. Learn to create a work environment that will motivate higher performance.

Professionalism in the Office

Gain the skills needed to be more professional on the job. This session will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of organizational culture and flexibility for change. Learn how to increase your productivity by organizing work, setting priorities, and managing your time effectively. Understand all professional skills and behaviors can be learned, perfected, and used successfully in both the business world, and in one's personal life.

Providing Performance Feedback

This session will establish performance standards and a clear and credible performance evaluation. Learn to base assessments on facts and behaviors for positive performance feedback to encourage self-motivation. Gain team member participation, agreement, and commitment to the change needed to improve performance.

Resolving Complaints

Using effective communication and management techniques, managers/supervisors can develop skills to identify the source of conflicts. Distinguish the two major sources of personality clashes and work structure problems and be aware of the positive and negative impacts of conflicts. Accept conflict as an inevitable part of all work situations, establish a cooperative atmosphere, and help individuals understand each other's point of view and lead them to agree on the facts and solution.

Supporting Change

Understand and interpret change to set a clear communication to reduce misunderstanding and anxiety. Learn to assist and involve team members as they adjust to change and follow-up to make sure adjustment to the change is going as planned.

To register, send an email to gracie.guillen@ms.hctx.net.

Employee Assistance Program

Contact Harris County Human Resources & Risk Management Benefits Section at 713-755-4827 to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours are needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

To Access the Aetna EAP Website:

www.AetnaEAP.com

1-866-849-8229

Confidential assistance is available 24 hours a day, 7 days a week at Aetna EAP program. This is a service provided as part of your benefits to you and any member of your household at no additional cost. You can turn to the EAP for help with anything that interferes with your job or personal life. Among other things, your EAP can help you with:

Stress Management
Substance Abuse/misuse
Burnout
Child and elder care
Depression
Legal concerns
Coping with Change

Family or parenting issues
Work/life balance
Marital/relationship problems
Anxiety
Anger Management
Financial issues
Self-esteem

For additional information, contact Sarah Acosta at 713-755-4827.

New Employee Orientation

**** Please note: New Employee Orientation has been postponed until further notice.**

Upcoming Retirement Seminars

Date	Location	Address
January 27, 2011	Anderson Clayton Building	1310 Prairie, 16 th Floor Houston, Texas 77002

Employees may register for a Retirement Seminar upon receipt of an invitation for a specific seminar.

Contact 713-755-4843 for further information.



The Training Library



Check out workbooks, CD ROM training programs, and DVDs on a variety of work related subjects and study at your own pace. The library is open for use by all Harris County Departments and employees. Material can be checked out for two weeks at a time. For more information, please call HR & RM at (713) 755-4843.

New to the library:

- FMLA (DVD)
- Ethics Training (DVD & Handouts)

Communication

- The Continuously Improving Self (text)
- Winning at Human Relations (text)

Compliance Training (Managers/Supervisors ONLY)

- A Concise Guide to Successful Employment Practices (text)
- HR How To: Discipline (text)
- HR How To: Harassment Prevention (text)
- HR How To: Recruiting and Hiring (text)
- It's About Respect (CD/DVD)
- Open Government Training Resources (CD/DVD)
- Sexual Harassment What You Need to Know (text)

Employee Development

- A Women's Guide to Investing (text)
- Balancing Home & Career (text)
- Concentration! (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- How to Talk – Secrets of Great Communication (CD/DVD)
- Influence: The Formula for Success (text)
- Managing Anger (text)

- Managing Stress for Mental Fitness (text)
- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)
- Successful Lifelong Learning (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Power of Clarity (CD/DVD)
- The Psychology of Achievement (CD/DVD)
- The Science of Self-Confidence (CD/DVD)
- The Ultimate Goals Program (CD/DVD)
- Time Management for Results (CD/DVD)
- Time Power (text)
- TQM – 50 Ways to Make It Work for You (text)
- Understanding Organizational Change (text)
- Unlock Your Potential (CD/DVD)
- Village of 100; 3rd Edition (CD/DVD)

Essential Office Skills

- 50 One-Minute Tips to Better Communication (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)

Leadership

- Behavior Based Interviewing (text)
- Leadership Made Simple (text)
- Learning to Lead (text)
- Life is a Series of Presentations (CD/DVD)
- Office Politics (text)
- Understanding Leadership Competencies (text)
- WorkSmarts: How to Get Along, Get Noticed, and Get Ahead (CD & text)

Management

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upwards (text)

- Preventing Workplace Violence (text)
- Retaining Employees (text)
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

Supervision (Managers/Supervisors ONLY)

- Delegating and Supervising (CD/DVD)
- Discussing Performance (text & CD)
- Dynamics of Diversity (text)
- Effective Recruiting Strategies (text)
- Excellence in Supervision (text)
- Quality Interviewing (text)
- Successful Negotiation (text)
- The Fifty-Minute Supervisor (text)
- The New Supervisor (text)

Train the Trainer

- 50 One-Minute Tips for Trainers (text)
- Delivering Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Managers to Train (text)
- Training Methods that Work (text)

Writing

- Better Business Writing (text)
- Clear Writing (text)
- Fat Free Writing (text)
- The Building Blocks of Business Writing (text)
- Writing Effective E-Mail (text)
- Writing Fitness (text)
- Writing that Sells (text)

To arrange to borrow the titles above, please call 713-755-4843.

Description of December 2010 – February 2011 Offerings

Classes that have an asterisk * are open to managers/supervisors only

NOTE: All topics and presenters are confirmed at the time of printing and are subject to change or cancellation without notice.

40 Hours: Invest in Yourself

(Instructor: Amy Castro)

This fun and engaging session gives participants the tools to help maximize their work days while inspiring them to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. Participants who attend this session will find more value and meaning in their jobs and lives. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Adapting to Change

(Instructor: Amy Castro)

Participants in this session will take a look at change in a positive way and approach change in a productive manner. Attendees will identify opportunities for change, coming to terms with "other imposed" change, identify individual change style, prepare for change, overcome change resistance, and sustain change. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Counterfeit Detection

(Instructor: Secret Service Agents)

How do you detect counterfeit money? What do you do when you find it? Counterfeiters have developed new methods to make counterfeit bills undetectable using most of the same techniques for discovery of such bills. Participants in this session will learn how to detect these bills and discover the minor details bills contain. A brief overview of counterfeit check and general fraud schemes will also be covered. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** FOL Series Session III: HR Laws, Policies, and Procedures**

(Instructors: Jay Aldis and Walt Natemeyer)

Jay Aldis will present an overview of important HR laws, and Harris County policies and procedures. Participants will learn how to observe performance, document, evaluate, and provide performance feedback in a lawful way.

Walt Natemeyer will clarify coaching goals and expectations, discuss performance reviews and giving positive feedback to resolve performance problems. Attendees will also learn how to manage a diverse workforce. **Limit: 35.**

This class is recommended for: Managers/Supervisors

*** FOL Series Session IV: Increasing Communication Effectiveness**

(Instructor: Walt Natemeyer)

Participants will learn that effective leadership requires good two-way communication. Participants will learn about communication and listening, managing meetings, and conflict resolution. **Limit: 35.**

This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

*** FOL Series Session V: Managing Time, Projects, and Priorities**

(Instructor: Walt Natemeyer)

Time management is an essential leadership skill. Participants will learn how to list goals and set priorities, make a daily to do list, learn how to best use time, and the rules of good time management. Attendees will identify time wasters, and learn how to plan a productive day. **Limit: 35.**

This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

*** FOL Series Session VI: Improving Customer Service**

(Instructor: Walt Natemeyer)

Participants will learn who their customers are, what those customers want, how to assess and improve customer service. Participants will learn how to deal with the media, how to develop an action plan, establish deadlines, and assign responsibilities, as well as how to conduct an action plan progress review. **Limit: 35.**

This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

HeartSaver AED Certification

(Instructor: Barry Ponder)

HeartSaver Certification is designed to teach the basic techniques of adult CPR and use of an AED. The student will also learn about using barrier devices in CPR and giving first aid for choking. At the completion of this course, the student will have the necessary skills and under medical control be able to use the AED. At the conclusion of the course, the student should be able to describe the links in the AHA Chain of Survival, describe how to activate the local 911 system, recognize the signs of four major emergencies, demonstrate skills on the AED, pocket facemask and telephone, and demonstrate how to trouble shoot the most common problems you might encounter while using an AED. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

*** How to Defend a TWC Unemployment Claim**

(Instructor: Jay Aldis)

Managers/Supervisors will learn the ins and outs of working through TWC claims from both the department and the TWC viewpoints. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Notary Public Training and Certification

(Instructor: Jack Sticklen, State Notary Commission)

Legal procedures for processing documentation, state record keeping requirements, state application processing for non-notaries who want to apply for Notary Public certification, new laws from the 78th legislative session, and liability protection for employees and employers, will be covered in this session. Harris County Human Resources & Risk Management pays the fee for the notary training and course manual for each person confirmed for this seminar. Notary application fees and notary supply fees are not covered by Harris County Human Resources & Risk Management.

State application processing for those who are not notaries, but would like to apply, will take place at the seminar and required notary supplies will be available for purchase. Fees for non-covered materials are noted below:

- Application fee for non notaries and those who need to renew their commissions: \$71.00 per 4 year term
- Notary Record Book: \$15.50 (required for new applicants or those who do not have this item)
- Notary Seal: \$17.25 (required for all new applicants and those renewing their commission)

Please note: Individuals who are currently notaries must renew their commission during the last 90 days of the commission period to continue their status as a notary.

NOTE: LIMIT: 20 PEOPLE. ONLY INDIVIDUALS DESIGNATED AS A NOTARY BY THEIR RESPECTIVE DEPARTMENTS MAY REGISTER. PARTICIPANTS CONFIRMED FOR THIS CLASS MUST BRING PAYMENT TO THE NOTARY CLASS, FOR SUPPLIES TO BE PURCHASED DURING THE SEMINAR.

This class is recommended for: individuals designated as a notary by their respective departments may register with supervisory approval.

Preventing Sexual Harassment in the Workplace

(Instructor: Jay Aldis)

With an interactive training video accompanied by live presentations, the participant is walked through various employment scenarios involving harassment, its prevention, and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Projecting Professionalism

(Instructor: Tawnya Mitchell)

Participants in this session will become aware of the importance of projecting professional images through email, correspondence, and phone etiquette by understanding the impact of first impressions. Understand the importance of greetings, introductions and initial conversations, and identify techniques to improve and polish speaking skills. Learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

*** Situational Leadership: Adapting Your Leadership Style to Your Employees' Needs**

(Instructor: Deedee Ostfeld)

In this session, managers/supervisors will learn the concept developed by Kenneth Blanchard to show leaders how to provide their direct reports, peers, and managers with clear goals, direction, support, training, and feedback to have them become self-directed, self-motivated, and self-reliant. Participants will practice diagnosing situations and will determine which need more directive or supportive initiative. **Limit: 20 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** Strategies Regarding Workplace Violence**

(Instructor: Jay Aldis)

Managers/Supervisors will learn what measures to take in a given situation. Understand what is appropriate and what is not appropriate in the workplace. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** The FLSA: An Overview of the Wage and Hour Laws**

(Instructor: Jay Aldis)

Managers/Supervisors will learn the basics of wage and hour laws, including a review of the Department of Labor overtime regulations. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

The Glass is Half Full! Shifting Perception to Achieve Results

(Instructor: Margaret Johnson)

Participants in this session will examine their thinking patterns and learn to look for opportunities rather than problems, strengths more than weaknesses, and what can be done instead of what can't. Also, attendees will identify those areas where they react negatively and change the way they see themselves, others, and situations, while practicing practical applications. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WellBaby Seminar: Well Nourished: Feeding Baby Before and Beyond

(Instructor: Karen Brewton, the Methodist Hospital)

What should I eat during pregnancy? How can I be sure I am eating the foods that are best for my baby? What things should I avoid? This fun, interactive class will explore what it means to eat optimally during pregnancy and beyond.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

WellBaby Seminar: What to Expect When Expecting

(Instructor: Kari Kooi, the Methodist Hospital)

This class will provide a pregnancy overview and explore what you can expect on a month to month basis as your baby grows and develops. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: 100 Candles!

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

Can you imagine blowing out the candles on your 100th birthday cake? Many people alive today can expect to join this fastest-growing demographic group in America—centenarians. Find out who these people are and what they have in common. You may be surprised to learn what it takes to join them. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: A New Year's Resolution: To Live A Healthy Life

!!NEW!!

(Instructor: Judy Entzenberger, Aetna Employee Assistance Program)

Why do we make New Year's Resolutions? What are the most common ones? This class will unveil "Resolution Pitfalls" and offer a recipe for resolution success. Learning objectives will address why we make New Year's resolutions, common resolutions, resolution pitfalls, resolution success tips, and a recipe for success. The second part of the class will provide tips on how to maintain a healthy lifestyle by reducing stress, better managing responsibilities, and getting proper nutrition and exercise. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Anger Management & Dealing with Burnout

(Instructor: Aetna Employee Assistance Program Representative)

Anger is a powerful human emotion that has physical, psychological, and interpersonal consequences. The first part of this seminar will explore those areas and provide tips to manage angry responses. Objectives include defining anger, physiological responses to anger, identifying anger, proactive approaches to anger and managing anger. The second part of this seminar will address burnout, a very real phenomenon that needs attention. This section will provide basic information on how to recognize and cope with burnout. Objectives include defining burnout, identifying signs and symptoms of burnout, prevention, taking a personal assessment and the steps that are needed to address the issue.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Dietary Fiber - Do I Have to Eat the Box?

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

No, you don't! But you do have to include lots of plants in your diet. Participants will learn why fiber is so important for your health and best ways to boost your fiber intake. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Dressed for Success

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

With so many choices, salad dressings can be a big dilemma for calorie-conscious diners. This interactive session is a hands-on class that combines the most up-to-date nutrition information with practical strategies to enhance participants' eating habits. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Navigating Your Way to Personal Health

(Instructor: Lisa Patton)

Do you know your health risk score? Can you easily find an in-network doctor? Would you like the convenience of viewing, accessing and managing your personal health information in one, private and secure location? Aetna Navigator is the website that provides those tools to help you better manage your health. This seminar will guide participants through the tools and features of the Aetna Navigator website including the Simple Steps to a Healthier Life® health risk assessment, DocFind®, the Personal Health Record, Aetna IntelliHealth® and more. *This class is for employees covered by the Harris County Medical Plan, Aetna.* **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Positive Parenting During the School-Aged Years

!!NEW!!

(Instructor: Judy Entzenberger, Aetna Employee Assistance Program)

Every parent has questions about parenting. Am I doing the right thing? Am I being fair? The first part of this class provides basic parenting strategies for school-aged children. Learning objectives address positive parenting strategies; healthy habits; effective communication; promoting academic performance; and transitions (e.g., anxiety, starting school, onset of puberty, etc.). The second half of the class provides information on recognizing signs of bullying and how to prevent or cope with it. Learning objectives include types of bullying; talking with children about bullying; signs your child may be victims of bullying; coping tips for children who are being bullied; and what to do if you suspect your child is bullying others. **Limit: 35. This class is recommended for: all employees with supervisory approval.**

Wellness Lecture Series: The Pressure is On

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

High blood pressure is a risk factor for the 2 biggest killers of Americans—stroke and heart disease. Only one in two adults has "optimal" blood pressure. What is hypertension? What can be done to reverse or prevent it? This session will detail the most effective strategies you can use to lower your blood pressure or avoid developing hypertension as you age. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Workplace Diversity

(Instructor: Jay Aldis)

Participants who attend this session will identify legal issues in the workplace surrounding sex, disability, race, national origin, age, color, and religion, as well as how to respond appropriately when these issues arise. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Write Right: Effective Business Writing

(Instructor: Amy Castro)

With the advent of all forms of electronic communication, some people have been quick to say that writing is going out of style. This couldn't be further from the truth. Computers, email, and text messaging have turned us all into writers. Never before has it been more important to compose clear, accurate messages - and to compose them quickly and concisely. Participants in this session will learn writing skills and techniques that will give a strong foundation for writing emails, letters, reports, and memos that people will read! Workshop topics include overcoming "page fright," the importance of planning written messages, organization and formatting techniques, how to structure strong sentences that get people's attention, choosing words for maximum impact, and more. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Harris County Information Technology Center

Microsoft Office Products are being offered through E-Learning. If you would like information, contact Julianne Horst at 713-755-7920 or julianne.horst@hctx.net.

Harris County Auditor's Office Training

Fixed Assets & Inventory Control

Course	Day	Date	Time	Location
Policies, Procedures, and Stakeholders Involved with IFAS-FA	Thursday	December 9	8:30 am – 12:00 pm	1310 Prairie, Room 1250

Fund Accounting and ACS

Course	Day	Date	Time	Location
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Wednesday	December 8	1:30 pm – 5:00 pm	1310 Prairie, Room 1250

Internal Controls

Course	Day	Date	Time	Location
Internal Controls – Phase I of ICTAP	Wednesday	December 15	8:30 am – 12:00 pm	1310 Prairie, Room 1250

Description of Auditor's Office Offerings

Fixed Assets Process Training: Policies, Procedures, and Stakeholders Involved with IFAS-FA

Purchasing Department and Auditor's Office present this class, which:

- Defines various types of Fixed Assets and provides a glossary of key terms related to them.
- Discusses major policies, procedures, and players involved with handling County Personal Property (excludes buildings and real property).
- Facilitates understanding of how the County's financial system (IFAS) Fixed Assets Module (IFAS-FA) assists each Harris County Department to maintain control of inventory and track certain types of Fixed Assets.

Fund Accounting and ACS: Fund Accounting & IFAS ACS

As the knowledge required in IFAS 101 lays the foundation for all future IFAS module application training offered by ITC, this class is designed to lay the foundation for all future IFAS-related process training classes offered by the Auditor's Office. It will:

- Provides an overview of governmental fund accounting and the IFAS Account Code Structure (ACS) in a bit more depth than what is offered in IFAS 101.
- Describes the process of requesting new GL & JL Org Keys and changing/closing existing GL & JL Org Keys.
- Define Quick Keys and Default Mapping and when to use them.
- Explain how to access helpful Click, Drag, and Drill, (CDD) reports and export them to text files, which can be imported to Excel for data manipulation and storage.
- Demonstrate the use of General Ledger Interactive Inquiry (GLIQ) for better understanding of journal entries.

This class is recommended for: Managers/Supervisors and Payroll Clerks

Internal Controls Training – Phase I of ICTAP

This training is designed for management only. It is the first phase of the Internal Controls Training & Assistance Program (ICTAP) offered annually by the Auditor's Office. In this class we will:

- Discuss internal controls and why they are needed to protect employees
- Facilitate understanding of how to implement effective internal controls
- Identify fraud and realize its consequences
- Provide information about risk assessment and the Control Self Assessment (CSA) workshops which are designed to assist in determining your Department's specific risks and offer suggestions on implementing appropriate internal controls

Classes currently available on demand via the Auditor's Intranet site:

Introduction to the Auditor's Office (no CPE offered)

Fund Accounting and IFAS Account Code Structure (ACS) (1 hour CPE)

Capital Projects (1 hour CPE)

Fixed Assets and Inventory Control (3 hours CPE)

Life Cycle of a Harris County Grant (3 hours CPE)

NOTE: After these 3 sessions, take ARRA Grants.

American Recovery & Reinvestment Act (ARRA) Grants (3 hours CPE)

Employee Maintenance Process Training (8 hours CPE)

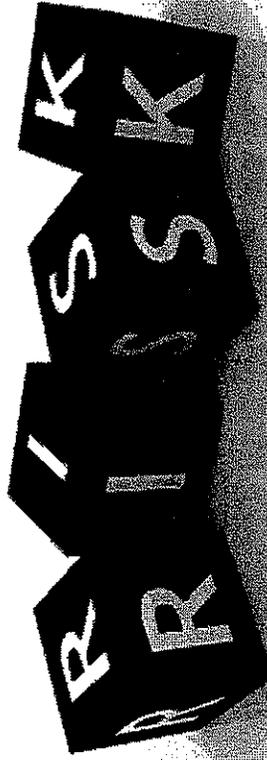
Because these classes are available to you 24 hours a day, seven days a week through the Auditor's website, take them whenever is most convenient for you and as frequently as you desire. These self-paced, interactive classes allow you to take as much time as you need to learn the material. Each one includes at least one quiz so you can test your comprehension of the major points. Most offer Continuing Professional Education (CPE) credit. Information on how to receive CPE and/or a certificate of completion is explained at the conclusion of each course.

Each quarter, three one-hour online 'live' training sessions will explain any new Harris County Accounting Procedures or County Auditor Forms as well as revisions to existing Procedures and Forms. In addition, whenever major changes occur in the IFAS-related process training classes, there will be online 'live' classes that people who have attended the traditional training or completed the online 'on demand' classes may attend. Because this training will cover just these changes, they will typically take no more than one hour to present. Experts that attend the traditional training classes will be online to answer questions. Dr. Root will send an e-mail invitation to all who have requested a certificate of completion from the 'on demand' classes and those who have come downtown to complete a traditional class whenever these online 'live' sessions are scheduled.

If you have any questions, please contact Dr. Jeraine R. Root, Training Coordinator at 713-755-3493 or via e-mail jeraine.root@aud.hctx.net.

Workers' Compensation

Risk Management



Claims: Workers' Compensation

Tort Claims and Disaster Recovery

- Designated recipient of Workers' Compensation and Tort Claims from County departments.
- Monitor Harris County's Third Party Administrators to ensure Workers' Compensation contract compliance.
- Investigate and resolve Tort claims on behalf of Harris County.
- Represent Harris County at state administrative hearings, assist County Attorney's Office with legal hearings (trials; mediations).
- Assist County departments with claim related issues.
- Provide training to County departments on claim reporting and employer responsibilities.
- Coordinate Federal Disaster recovery (Public Assistance)

Workers' Compensation Contacts

- Lindsey Johnson, Deputy Director
(713) 755-6615, Lindsey.Johnson@ms.hctx.net
- Y.Etta McCutcheon, Claims Administrator
(713) 755-6889, Y.etta.Mccutcheon@ms.hctx.net
- K'Netha Jones, AS&G Claims Administrator
(713) 755-8758

Safety

- Contact: Rusty Lees (713) 755-6748
 - ❑ Safety Committee
 - ❑ Safety Training Library
 - ❑ Automated External Defibrillator (AED) Program
 - ❑ Bloodborne Pathogens Program
 - ❑ Drug and Alcohol Policy
 - ❑ Hazardous Communication Program

Bonds, Property & Casualty

- **Contact: Kelly Nichols (713) 755-6606**
 - ☐ **Public Officials Bond**
 - ☐ **Non-Auto Liability Insurance**

Questions?





HARRIS COUNTY, TEXAS

Human Resources & Risk Management
1310 Prairie – Suite 400
Houston, Texas 77002-2042
Phone: (713) 755-3030 Fax: (713) 755-8869

David Kester, Director

December 2, 2010

IMPORTANT INFORMATION

Dear Harris County Employee:

Enclosed is your copy of the “**Employer’s First Report of Injury or Illness.**” As required by law, this information has been reported to the Texas Department of Insurance/Division of Workers’ Compensation. Also, a copy of the “**Notice of Injured Employee Rights and Responsibilities in the Texas Workers’ Compensation System**” is enclosed for your records. Please read both enclosures thoroughly.

If there are any questions regarding the accuracy and completeness of the information on the Employer’s First Report of Injury, you should contact your immediate supervisor, manager or Human Resources & Risk Management at (713) 755-8741 immediately.

Upon receipt of this letter, please contact AS&G Claims Administration, Inc. between 8:00 a.m. and 5:00 p.m., Monday through Friday at (713) 755-8751 to speak with an adjuster about the facts regarding your claim for benefits. In order to ensure timely delivery of all benefits that you may be entitled, you must promptly assist and cooperate with the adjuster in the investigation of the incident described in the enclosed report. Failure to do so may result in delay or denial of benefits.

If there are any questions regarding your workers’ compensation benefits, please contact AS&G Claims Administration, Inc. or Human Resources & Risk Management for assistance. Also, the Office of Injured Employee Counsel (OIEC) has been established to assist injured workers if needed. You may contact the Office of Injured Employee Counsel via their toll free number at 1-866-393-6432 or the Division of Workers’ Compensation local field office at 1-800-252-7031 should you need assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Lindsey Johnson". The signature is fluid and cursive, written over a large, faint watermark that says "DRAFT".

Lindsey Johnson
Deputy Director
Risk Management & Benefits

Enclosures (2)

Send the specified copies to your
Workers' Compensation Insurance Carrier
and the injured employee.

*Employers - Do not send this form to the
Texas Department of Insurance, Division of Workers' Compensation,
Unless the Division specifically requests a direct filing.

CLAIM # _____

CARRIER'S CLAIM # _____

EMPLOYERS FIRST REPORT OF INJURY OR ILLNESS

1. Name (Last, First, M.I.)		2. Sex F <input type="checkbox"/> M <input type="checkbox"/>	
3. Social Security Number	4. Home Phone ()	5. Date of Birth (m-d-y)	
6. Does the Employee Speak English? If No, Specify Language YES <input type="checkbox"/> NO <input type="checkbox"/>			
7. Race White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/>		8. Ethnicity Hispanic <input type="checkbox"/> Native American <input type="checkbox"/> Other <input type="checkbox"/>	
9. Mailing Address Street or P.O. Box			
City	State	Zip Code	County
10. Marital Status Married <input type="checkbox"/> Widowed <input type="checkbox"/> Separated <input type="checkbox"/> Single <input type="checkbox"/> Divorced <input type="checkbox"/>			
11. Number of Dependent Children		12. Spouse's Name	
13. Doctor's Name			
14. Doctor's Mailing Address (Street or P.O.Box)			
City	State	Zip Code	

15. Date of Injury (m-d-y)	16. Time of Injury am <input type="checkbox"/> pm <input type="checkbox"/>	17. Date Lost Time Began (m-d-y)	
18. Nature of Injury*		19. Part of Body Injured or Exposed*	
20. How and Why Injury/Illness Occurred*			
21. Was employee doing his regular job? YES <input type="checkbox"/> NO <input type="checkbox"/>		22. Worksite Location of Injury (stairs, dock, etc.)*	
23. Address Where Injury or Exposure Occurred Name of business if incident occurred on a business site			
Street or P.O. Box		County	
City	State	Zip Code	
24. Cause of injury (fall, tool, machine, etc.)*			
25. List Witnesses			
26. Return to work date/or expected (m-d-y)	27. Did employee die? YES <input type="checkbox"/> NO <input type="checkbox"/>	28. Supervisor's Name	29. Date Reported (m-d-y)

30. Date of Hire (m-d-y)	31. Was employee hired or recruited in Texas? YES <input type="checkbox"/> NO <input type="checkbox"/>	32. Length of Service in Current Position Months _____ Years _____	33. Length of Service in Occupation Months _____ Years _____
34. Employee Payroll Classification Code		35. Occupation of Injured Worker	
36. Rate of Pay at this Job \$ _____ Hourly \$ _____ Weekly	37. Full Work Week is: _____ Hours _____ Days	38. Last Paycheck was: \$ _____ for _____ Hours or _____ Days	39. Is employee an Owner, Partner, or Corporate Officer? YES <input type="checkbox"/> NO <input type="checkbox"/>

40. Name and Title of Person Completing Form		41. Name of Business	
42. Business Mailing Address and Telephone Number Street or P.O. Box HR&RM, 1310 Prairie, Suite 400 City State Zip Code Houston TX 77002		43. Business Location (if different from mailing address) Number and Street City State Zip Code	
44. Federal Tax Identification Number 74-6019451	45. Primary North American Industry Classification System Code:(6 digit) 921190	46. Specific NAICS Code (6 digit)	47. Texas Comptroller Taxpayer No. 69-0740108
48. Workers' Compensation Insurance Company AS&G Claims Administration, Inc. (TPA)		49. Policy Number HC 07/0317	

50. Did you request accident prevention services in past 12 months? YES <input type="checkbox"/> NO <input type="checkbox"/> if yes, did you receive them? YES <input type="checkbox"/> NO <input type="checkbox"/>	
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51. Signature and Title (READ INSTRUCTIONS ON INSTRUCTION SHEET BEFORE SIGNING) X _____ Date _____
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HARRIS COUNTY, TEXAS

Human Resources & Risk Management
1310 Prairie – Suite 400
Houston, Texas 77002-2042
Phone: (713) 755-3030 Fax: (713) 755-8869

David Kester, Director

December 2, 2010

IMPORTANT INFORMATION

Dear Harris County Employee:

Enclosed is a copy of the “**Employer’s Supplemental Report of Injury**” that your department has filed with this office, as well as a copy of the “**Notice of Injured Employee Rights and Responsibilities in the Texas Workers’ Compensation System**” for your records. Please read both enclosures thoroughly.

If there are any questions regarding the accuracy and completeness of the information on the Employer’s Supplemental Report of Injury, you should contact your immediate supervisor, manager or Human Resources & Risk Management at (713) 755-8741 immediately.

The Supplemental Report of Injury reflects a change in your work status. This information has been reported to the Texas Department of Insurance/Division of Workers’ Compensation. Please contact AS&G Claims Administration, Inc. between 8:00 a.m. and 5:00 p.m., Monday through Friday at (713) 755-8751 to speak with your adjuster to verify your current work status and the facts regarding your claim for benefits. In order to ensure accurate and timely delivery of all benefits that you may be entitled, you must promptly assist and cooperate with your adjuster in the verification of the information described in the attached report. Failure to do so may result in delay or denial of benefits.

If there are any questions regarding your workers’ compensation benefits, please contact AS&G Claims Administration, Inc. or Human Resources & Risk Management for assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Lindsey Johnson", is written over a large, faint, diagonal watermark that says "DRAFT".

Lindsey Johnson
Deputy Director
Risk Management & Benefits

Enclosures (2)



CLAIM #	_____
Carrier #	_____

SUPPLEMENTAL REPORT OF INJURY

Part I EMPLOYER INFORMATION

1. Employer business name	2. Employer phone #
3. Employer mailing address 1310 PRAIRIE, SUITE 400 HOUSTON, TX 77002	
4. Insurance carrier name AS&G Claims Administration, Inc. (TPA)	
5. Does the employer have return to work (RTW) opportunities available based on the injured worker's current capabilities? yes <input type="checkbox"/> no <input type="checkbox"/> If so, identify contact person and phone # _____	
6. Has the insurance carrier provided RTW coordination services within the past 12 months? yes <input type="checkbox"/> Date _____ no <input type="checkbox"/>	
7. Has the employer requested RTW training from DWC or the insurance carrier? yes <input type="checkbox"/> no <input type="checkbox"/>	
8. Has the insurance carrier provided accident prevention services in the past 12 months? yes <input type="checkbox"/> Date _____ no <input type="checkbox"/>	
9. Has the employer requested accident prevention services from the insurance carrier? yes <input type="checkbox"/> no <input type="checkbox"/>	

Part II REASON FOR FILING THIS REPORT (deadlines vary, see instructions)

10. <input type="checkbox"/> a. The injured worker returned to work in either a full or limited capacity: File this report within 3 days.
<input type="checkbox"/> b. The injured worker is earning more or less than the pre-injury wage because of the injury: File within 10 days.
<input type="checkbox"/> c. The injured worker returned, then later had additional lost time or reduced wages as a result of the injury: File within 3 days.
<input type="checkbox"/> d. The injured worker resigned or was terminated from employment: File within 10 days.

Part III INJURED WORKER INFORMATION

11. Injured worker name	12. SSN (last 4 digits) XXX-XX-	13. DOI
14. Injured worker mailing address and phone #		
15. First day of lost time or reduced wages for this injury (mm/dd/yyyy)	16. First day of additional lost time or reduced wages (mm/dd/yyyy)	
17. Has the injured worker experienced 8 days (cumulative) of lost time or reduced wages as a result of the injury? yes <input type="checkbox"/> no <input type="checkbox"/> If yes, the date of the 8 th day (mm/dd/yyyy) _____		
18. Date of most recent RTW _____ <input type="checkbox"/> Full duty, full pay <input type="checkbox"/> Limited duty, full pay <input type="checkbox"/> Limited duty, reduced pay	19. Has the injured worker resigned, been terminated or died? yes <input type="checkbox"/> no <input type="checkbox"/> date of resignation _____ date of termination _____ date of death _____ 19a. Reason for resignation/termination _____ 19b. Was the injured worker on limited duty when terminated? yes <input type="checkbox"/> no <input type="checkbox"/>	
20. Hours the injured worker was working during the pay period of _____ to _____ : _____ hours per week	21. Weekly/hourly earnings for the pay period of _____ to _____ : \$ _____ weekly or \$ _____	
Indicated hours are: <input type="checkbox"/> Increase from pre-injury <input type="checkbox"/> Same as pre-injury <input type="checkbox"/> Decrease from pre-injury	Indicated wages are: <input type="checkbox"/> Increase from pre-injury wage <input type="checkbox"/> Same a pre-injury wage <input type="checkbox"/> Decrease from pre-injury wage	

This form to be filed with: The employer's insurance carrier and the injured worker in the timeframe as noted in Part II.

22. To the best of my knowledge the information provided in this report is accurate and may be relied upon for evaluation of eligibility for benefits.
Submitted by: Employer Injured Worker (If no longer working for the employer where injury occurred.)

Signature and Title of person completing this form _____

Date _____



Notice of Injured Employee Rights and Responsibilities in the Texas Workers' Compensation System

As an injured employee in Texas, you have the right to free assistance from the Office of Injured Employee Counsel. This assistance is offered at local offices across the State. These local offices also provide other workers' compensation system services from the Texas Department of Insurance (TDI). TDI is the state agency that administers the system through the Division of Workers' Compensation.

You can contact the Office of Injured Employee Counsel by calling the toll-free telephone number 1-866-EZE-OIEC (1-866-393-6432). Also, more information is available on the Internet at: www.oiec.state.tx.us.

You can contact the Division of Workers' Compensation by calling the toll-free telephone number 1-800-252-7031. More information about the Division of Workers' Compensation is available on the Internet at: <http://www.tdi.state.tx.us/wc/indexwc.html>.

Your Rights in the Texas Workers' Compensation System:

1. You may have the right to receive benefits.

You may receive benefits regardless of who was at fault for your injury with certain exceptions, such as:

- You were intoxicated at the time of the injury;
- You injured yourself on purpose or while trying to injure someone else;
- You were injured by another person for personal reasons;
- You were injured by an act of God;
- Your injury occurred during horseplay; or
- Your injury occurred while voluntarily participating in an off-duty recreational, social, or athletic activity.

2. You have the right to receive medical care to treat your workplace injury or illness. There is no time limit to receive this medical care as long as it is medically necessary and related to the workplace injury.

3. Choosing a treating doctor:

- If you are in a Workers' Compensation Health Care Network (network), you must choose your doctor from the network's treating doctor list.
- If you are not in a network, you may choose any doctor who is willing to treat your workers' compensation injury.
- If you are employed by a political subdivision (e.g. city, county, school district), you must follow its rules for choosing a treating doctor.

It is important to follow all the rules in the workers' compensation system. If you do not follow these rules, you may be held responsible for payment of medical bills.

4. You have the right to hire an attorney at any time to help you with your claim.

5. You have the right to receive information and assistance from the Office of Injured Employee Counsel at no cost.

Staff is available to answer your questions and explain your rights and responsibilities by calling the toll-free telephone number 1-866-EZE-OIEC (1-866-393-6432) or visiting any Division of Workers' Compensation/Office of Injured Employee Counsel local field office.

6. You have the right to receive ombudsman assistance if you do not have an attorney and a dispute resolution proceeding about your claim has been scheduled.

An ombudsman is an employee of the Office of Injured Employee Counsel. Ombudsmen are trained in the field of workers' compensation and provide free assistance to injured employees who are not represented by attorneys. At least one Ombudsman is located in each local field office to assist you at a benefit review conference (BRC), contested case hearing (CCH), and an appeal. However, Ombudsmen cannot sign documents for you, make decisions for you, or give legal advice.

7. You have the right for your claim information to be kept confidential.

In most cases, the contents of your claim file cannot be obtained by others. Some parties have a right to know what is in your claim file, such as your employer or your employer's insurance carrier. Also, an employer that is considering hiring you may get limited information about your claim from the Division of Workers' Compensation.

(SEE REVERSE SIDE FOR RESPONSIBILITIES)

Notice of Injured Employee Rights and Responsibilities in the Texas Workers' Compensation System

Your Responsibilities in the Texas Workers' Compensation System

1. You have the responsibility to tell your employer if you have been injured at work or in the scope of your employment.

You must tell your employer within 30 days of the date you were injured or first knew your injury or illness might be work-related.

2. You have the responsibility to know if you are in a Workers' Compensation Health Care Network (network).

If you do not know whether you are in a network, ask the employer you worked for at the time of your injury. If you are in a network, you have the responsibility to follow the network rules. Your employer must give you a copy of the TDI network rules. Read the rules carefully. If there is something you do not understand, ask your employer or call the Office of Injured Employee Counsel. If you would like to file a complaint about a network, call TDI's Customer Help Line at 1-800-252-3439 or file a complaint online at <http://www.tdi.state.tx.us/consumer/complfrm.html#wc>

3. If you worked for a political subdivision (e.g. city, county, school district) at the time of your injury, you have the responsibility to find out how to receive medical treatment. Your employer should be able to provide you with the information you will need in order to determine which health care provider can treat you for your workplace injury.

4. You have the responsibility to tell your doctor how you were injured and whether the injury is work-related.

5. You have the responsibility to send a completed claim form (DWC-41) to the Division of Workers' Compensation. You have one year to send the form after you were injured or first knew that your illness might be work related.

Send the completed DWC-41 form even if you already are receiving benefits. You may lose your right to benefits if you do not send the completed claim form to the Division of Workers' Compensation. Call 1-800-252-7031 or 1-866-393-6432 for a copy of the DWC-41 form.

6. You have the responsibility to provide your current address, telephone number, and employer information to the Division of Workers' Compensation and the insurance carrier.

7. You have the responsibility to tell the Division of Workers' Compensation and the insurance carrier any time there is a change in your employment status or wages. Examples include:

- You stop working because of your injury;
- You start working; or
- You are offered a job.

You can contact the Office of Injured Employee Counsel by calling the toll free telephone number 1-866-EZE-OIEC (1-866-393-6432). Also, more information is available on the Internet at: www.oiec.state.tx.us.

You can contact the Division of Workers' Compensation by calling the toll free telephone number 1-800-252-7031. More information about the Division of Workers' Compensation is available on the Internet at: <http://www.tdi.state.tx.us/wc/indexwc.html>.

NOTICE TO EMPLOYEES CONCERNING WORKERS' COMPENSATION IN TEXAS

COVERAGE: Harris County and Harris County Flood Control District are self-insured employers providing workers' compensation coverage to protect you in the event of a work-related injury or illness. Claims for injuries or illnesses will be handled by our third party administrator, **AS&G Claims Administration, Inc.** An employee or a person acting on the employee's behalf must notify the employer of an injury or illness not later than the 30th day after the date on which the injury occurs or the date the employee knew or should have known of an illness, unless the Division determines that good cause existed for failure to provide timely notice.

EMPLOYEE ASSISTANCE: The Division provides free information about how to file a workers' compensation claim. Division staff will explain your rights and responsibilities under the Workers' Compensation Act and assist in resolving disputes about a claim. You can obtain this assistance by contacting your local Division field office or by calling 1-800-252-7031.

SAFETY HOTLINE: The Division has established a 24-hour toll-free telephone number for reporting unsafe conditions in the workplace that may violate occupational health and safety laws. Employers are prohibited by law from suspending, terminating, or discriminating against any employee because he or she in good faith reports an alleged occupational health or safety violation. Contact Health and Safety at 1-800-452-9595.

AVISO SOBRE COMPENSACIÓN PARA TRABAJADORES EN TEJAS

COBERTURA: El Condado de Harris y el Distrito para el Control de Inundaciones en el Condado de Harris se autoaseguran para protegerlo contra los riegos incluidos en el seguro para la compensación legal por accidentes de trabajo si se lastima o enferma a causa de su trabajo. Las demandas acerca de lesiones o enfermedades laborales serán administradas por **AS&G Claims Administration, Inc.**, nuestro administrador de reclamos. El trabajador o la persona que lo representa debe notificar al patrón cuando ocurra una lesión o enfermedad antes de treinta (30) días después de que ocurra la lesión o dentro de treinta (30) días de la fecha en que el empleado se entero a debería estar enterado de la enfermedad, salvo que la División determine que existía un buen motivo para no haber notificado al patrón dentro del tiempo señalado.

ASISTENCIA AL EMPLEADO: La División le proporcionará información gratuita sobre como someter un reclamo de compensación para el trabajador. El personal de la División le explicará cuales son sus derechos y responsabilidades bajo la Ley de Compensación para el Trabajador y le asistirá para resolver cualquier controversia que surja al hacer su reclamo. Usted puede obtener esta ayuda comunicandose con la oficina local de la División o llamando al numero 1-800-252-7031.

LINEA PARA REPORTAR CONDICIONES INSEGURAS: La División ha establecido una línea telefónica gratuita las 24 horas del día, para reportar condiciones inseguras en el lugar de trabajo que pudiera violar las leyes ocupacionales de salud y seguridad. La ley prohíbe que los patrones suspendan, despidan o discriminen al empleado o empleada porque él o ella, de buena fe, reporta una alegada violación ocupacional de salud o seguridad. Comuníquese con la Sección de Salud y Seguridad Laboral al número 1-800-452-9595.



OFFICE OF INJURED EMPLOYEE COUNSEL

As an injured employee in Texas, you have the right to free assistance from the Office of Injured Employee Counsel (OIEC). OIEC is a state agency that is responsible for assisting injured employees with their claim in the workers' compensation system.

You can contact OIEC by calling its toll-free telephone number: 1-866-EZE-OIEC (1-866-393-6432). More information about OIEC and its Ombudsman Program is available at the agency's website (www.oiec.state.tx.us).

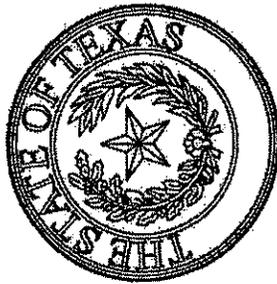
OMBUDSMAN PROGRAM

WHAT IS AN OMBUDSMAN?

An Ombudsman is an employee of OIEC who can assist you if you have a dispute with your employer's insurance carrier. An Ombudsman's assistance is free of charge. Each Ombudsman has a workers' compensation adjuster's license and has completed a comprehensive training program designed specifically to assist you with your dispute.

If you have a proceeding scheduled before the Texas Department of Insurance, Division of Workers' Compensation, an Ombudsman can:

- Help you prepare for the proceeding (Benefit Review Conference and/or Contested Case Hearing);
- Attend the proceeding with you and communicate on your behalf; and
- Assist you with your appeal and response to insurance carrier appeals.



OFFICE OF INJURED EMPLOYEE COUNSEL

Como empleado lesionado en Texas, usted tiene el derecho de recibir ayuda gratis por parte de La Oficina de Asesoría Pública para el Empleado Lesionado (OIEC, por sus siglas en inglés) la cual es una agencia estatal que ayuda a empleados lesionados que tienen un reclamo en el sistema de compensación para trabajadores.

Usted puede llamar a nuestro número de teléfono gratuito al 1-866-EZE-OIEC (1-866-393-6432) Para mayor información sobre OIEC y su programa del Ombudsman, por favor visite nuestra página de Internet www.oiec.state.tx.us.

PROGRAMA DEL OMBUDSMAN

¿QUÉ ES UN OMBUDSMAN?

Un ombudsman es un empleado de OIEC que puede ayudarlo si usted tiene alguna disputa con el seguro de compensación de su empleador. La ayuda que presta el ombudsman es gratis. Cada ombudsman tiene licencia de ajustador y un entrenamiento comprensivo y completo designado específicamente para ayudarlo con su disputa.

Si usted ya tiene un procedimiento fijado con el Departamento de Seguros de Texas, División de Compensación para Trabajadores un ombudsman puede:

- Ayudarlo a prepararse para el procedimiento (una Conferencia para Revisión de Beneficios o una Audiencia para Disputar Beneficios);
 - Asistir al procedimiento con usted y comunicarse con la División en su nombre; y
 - Además puede ayudarlo a apelar una decisión y responder a apelaciones hechas por parte de la compañía de seguros.
-

**TEXAS DEPARTMENT OF INSURANCE
DIVISION OF WORKERS' COMPENSATION
NOTICE REGARDING CERTAIN WORK-RELATED COMMUNICABLE
DISEASES AND ELIGIBILITY FOR WORKERS'
COMPENSATION BENEFITS**

TO: Law Enforcement Officers, Fire Fighters, Emergency Medical Service Employees, Paramedics, and Correctional Officers -

IN ORDER TO QUALIFY FOR WORKERS' COMPENSATION BENEFITS, AN EMPLOYEE WHO CLAIMS A POSSIBLE WORK-RELATED EXPOSURE TO A REPORTABLE DISEASE, INCLUDING HIV INFECTION, MUST BE TESTED FOR THE DISEASE NOT LATER THAN THE 10TH DAY AFTER THE EXPOSURE AND MUST PROVIDE THEIR EMPLOYER WITH DOCUMENTATION OF THE TEST AND A SWORN AFFIDAVIT OF THE DATE AND CIRCUMSTANCES OF THE EXPOSURE. THE TEST RESULT MUST INDICATE THE ABSENCE OF THE DISEASE. THE EMPLOYEE IS NOT REQUIRED TO PAY FOR THE TEST.

Reportable diseases are those communicable diseases and health conditions required to be reported to the Texas Department of Health. Exposure criteria and testing protocol must conform to Texas Department of Health requirements.

TO: All State Employees -

IN ORDER TO QUALIFY FOR WORKERS' COMPENSATION BENEFITS, A STATE EMPLOYEE WHO CLAIMS A POSSIBLE WORK-RELATED EXPOSURE TO HUMAN IMMUNODEFICIENCY VIRUS (HIV) INFECTION, MUST BE TESTED FOR HIV WITHIN 10 DAYS AFTER THE EXPOSURE AND MUST PROVIDE THEIR EMPLOYER WITH DOCUMENTATION OF THE TEST AND A WRITTEN STATEMENT OF THE DATE AND CIRCUMSTANCES OF THE EXPOSURE. THE TEST RESULT MUST INDICATE THE ABSENCE OF HIV INFECTION. THE EMPLOYEE IS NOT REQUIRED TO PAY FOR THE TEST.

FOR ADDITIONAL INFORMATION, TALK TO YOUR EMPLOYER OR CALL THE TEXAS DEPARTMENT OF INSURANCE, DIVISION OF WORKERS' COMPENSATION AT 1-800-372-7713. ALSO, CONTACT THE TEXAS DEPARTMENT OF HEALTH (TDH) TO ENSURE FULL COMPLIANCE WITH THE HEALTH AND SAFETY CODE AND TDH RULES.

**DEPARTAMENTO DE SEGUROS DE TEXAS,
DIVISION DE COMPENSACION PARA TRABAJADORES
AVISO REFERENTE A CIERTAS ENFERMEDADES CONTAGIOSAS RELACIONADAS CON
EL TRABAJO Y LA ELEGIBILIDAD PARA OBTENER BENEFICIOS DE COMPENSACION
PARA TRABAJADORES**

**PARA: Policias, Bomberos, Empleados del Servicio de Ambulancia
Paramedicos, y Oficiales del Departamento de Correccionales -**

PARA PODER CALIFICAR PARA RECIBIR BENEFICIOS DE COMPENSACION PARA TRABAJADORES, EL EMPLEADO QUE RECLAMA QUE POSIBLEMENTE FUE EXPUESTO A UNA ENFERMEDAD QUE DEBE SER REPORTADA, INCLUYENDO INFECCION DEL VIRUS DEL VIH, DEBERA SER EXAMINADO A NO MAS TARDAR DEL 10^o DIA DESPUES DE QUE HAYA SIDO EXPUESTO Y DEBERA PROPORCIONAR AL EMPLEADOR DOCUMENTACION DEL EXAMEN Y UNA COPIA NOTARIADA CON LA FECHA Y CIRCUNSTANCIAS DE LA CAUSA POR LA CUAL FUE EXPUESTO. EL RESULTADO DEL EXAMEN DEBE INDICAR LA AUSENCIA DE LA ENFERMEDAD. NO ES REQUERIDO QUE EL EMPLEADO PAGUE POR EL EXAMEN.

Las enfermedades reportadas son todas las enfermedades contagiosas y condiciones de salud que requirieren ser reportadas a la Comision de Salud y Servicios Humanos de Texas (H&HSC, por sus siglas en ingles). El criterio para estar expuesto y el protocolo del examen debe cumplir los requisitos del H&HSC.

PARA: Todos los Empleados Estatales

PARA PODER CALIFICAR PARA BENEFICIOS DE COMPENSACION PARA TRABAJADORES, EL EMPLEADO ESTATAL QUE RECLAMA QUE POSIBLEMENTE HA SIDO EXPUESTO AL VIRUS DE INMUNODEFICIENCIA HUMANA (VIH) Y QUE ESTA RELACIONADO CON EN TRABAJO, DEBERA HACERSE UNA PRUEBA DEL VIH DENTRO DE 10 DIAS DESPUES DE QUE FUE EXPUESTO Y DEBERA PROPORCIONAR AL EMPLEADOR DOCUMENTACION DEL EXAMEN Y UNA DECLARACION POR ESCRITO CON LA FECHA Y CIRCUNSTANCIA DE LA CAUSA POR LA CUAL FUE EXPUESTO. EL RESULTADO DE LA PRUEBA DEBE INDICAR LA AUSENCIA DE INFECCION DEL VIH. NO ES REQUERIDO QUE EL EMPLEADO PAGUE POR EL EXAMEN.

PARA MAYOR INFORMACION, HABLE CON SU EMPLEADOR O LLAME AL DEPARTAMENTO DE SEGUROS DE TEXAS, DIVISION DE COMPENSACION PARA TRABAJADORES AL 1-800-372-7713. TAMBIEN, COMUNIQUESE CON LA COMISION DE SALUD Y SERVICIOS HUMANOS PARA ASEGURARSE QUE LOS REQUISITOS DE LAS REGLAS DE SALUD Y SEGURIDAD DEL H&HSC HAN SIDO CUMPLIDOS.

Nepotism

NEPOTISM BASICS

Julian Ramirez
Assistant District Attorney
Harris County District Attorney's Office
(713) 755-8330

WHO IS A "PUBLIC OFFICIAL"?

- ✓ **Officeholder with authority to appoint**
- ✓ **Member governing body with authority to appoint**
- ✓ **Can't avoid law by delegating authority to employee**

§ 573.041. Prohibition Applicable to Public Official

A public official may not appoint, confirm the appointment of, or vote for the appointment or confirmation of the appointment of an individual to a position that is to be directly or indirectly compensated from public funds or fees of office if:

(1) the individual is related to the public official within a degree described by Section 573.002

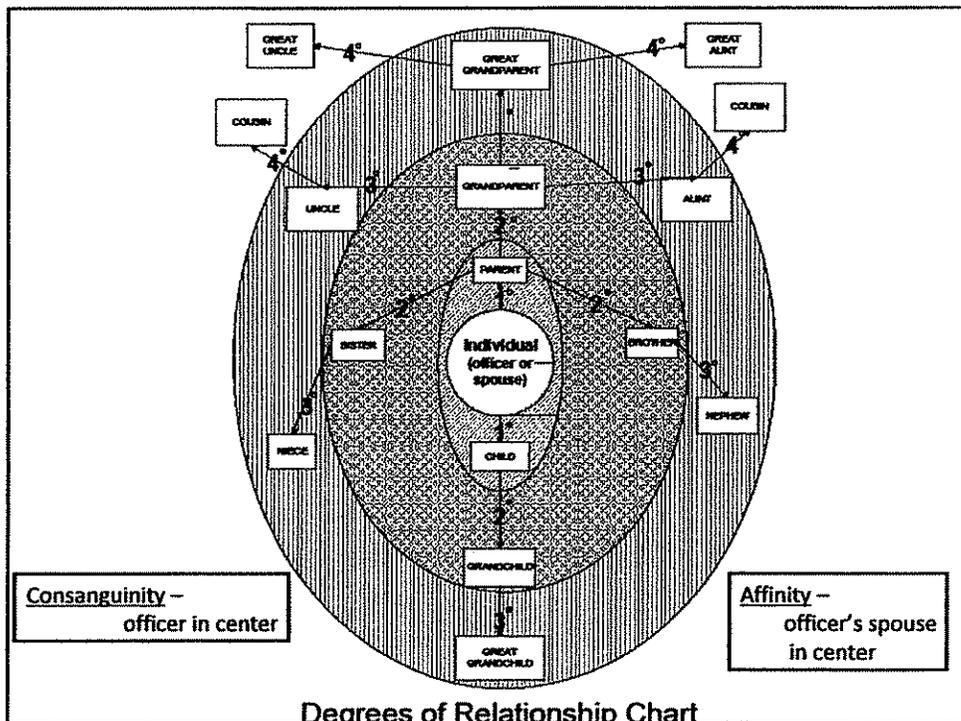
§ 573.002. DEGREES OF RELATIONSHIP.

Except as provided by Section 573.043, this chapter applies to relationships within the third degree by consanguinity or within the second degree by affinity.

“Consanguinity” = by blood

✓ **includes half-blood**

✓ **includes legal adoption**

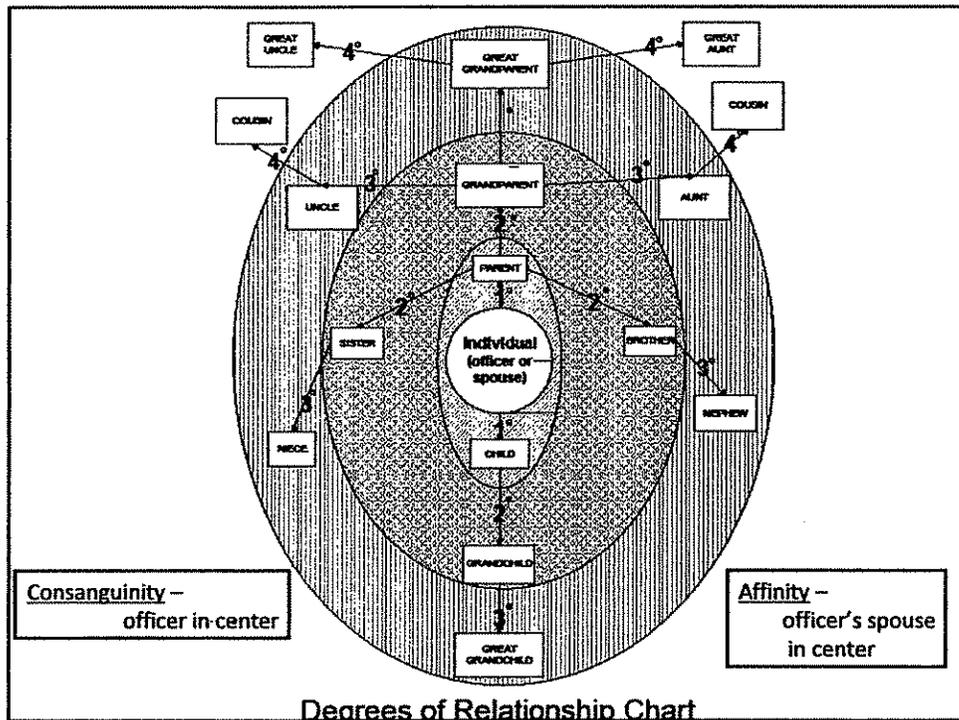


§ 573.002. DEGREES OF RELATIONSHIP.

Except as provided by Section 573.043, this chapter applies to relationships within the third degree by consanguinity or within the second degree by affinity.

“Affinity” = by marriage

- ✓ **includes step-children**
- ✓ **divorce or death: relation
continue so long as
child lives**
- ✓ **common-law counts**



§ 573.043. Prohibition Applicable to District Judge

A district judge may not appoint as official stenographer of the judge's district an individual related to the judge or to the district attorney of the district within the third degree.

§ 573.083. Withholding Payment of Compensation

A public official may not approve an account or draw or authorize the drawing of a warrant or order to pay the compensation of an ineligible individual if the official knows the individual is ineligible.

PENALTIES:

- ✓ Violation = Crime : fine \$100-1,000
- ✓ Violation = Official Misconduct
- ✓ Removal (mandatory) upon conviction

Employment Law

Employment Law Basics

"It was the best of times, it was the worst of times; it was the age of wisdom, it was the age of foolishness; it was the epoch of belief, it was the epoch of incredulity; it was the season of Light, it was the season of Darkness; it was the spring of hope, it was the winter of despair; we had everything before us, we had nothing before us; we were all going directly to Heaven, we were all going the other way."

Charles Dickens, *A Tale of Two Cities*

Eileen C. Begle
Assistant County Attorney
Chief, Employment Law Division
Office of Harris County Attorney
Vince Ryan
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Seminar for Newly Elected and Appointed Officials
December 14, 2010

Employment Law Basics

As an elected or appointed official, in addition to your statutory or constitutional duties, you are also responsible for knowing and complying with all of the laws that affect the employer-employee relationship. And that's quite a bit of law!

Fear not!¹ The Employment Division in the Office of Harris County Attorney Vince Ryan is available to help. This paper is just a summary of the major laws that you or your staff will need to be familiar with while you are in office. Even if you have been in management in the private sector for years, you will quickly learn that life in the public sector is different.

We are available to listen to your concerns and ideas and to provide you with accurate and timely legal advice on all of the subjects addressed below and so much more. Please do not hesitate to contact us, preferably before you make any major moves. It is far easier to defend an employment action when we have helped set up the facts.

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¹ OK, a little bit of fear in this area is probably a good thing.

Three Fastest Ways to Get Sued In Today's Economic Climate

3

Sexual Harassment

(and other Hostile Work Environment Claims)

Title VII of the Civil Rights Act of 1964 (as amended in 1991) prohibits discrimination on the basis of a person's race, color, sex, national origin, and religion. 42 U.S.C. § 2000e. Chapter 21 of the Texas Labor Code prohibits the same thing. In the early 1980s the United States Supreme Court first recognized a claim for sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

In addition to sexual harassment, actions, words, jokes, or comments (spoken, written, or sent electronically) based on an individual's race, color, religion, national origin, age, disability, or any other legally protected characteristic are also forbidden.

The cause of action under either federal or state law includes recovery of compensatory damages limited to \$300,000. Tex. Labor Code § 21.2585 and 42 U.S.C. § 1981a. Both also allow recovery of attorneys fees and costs. Tex. Labor Code § 21.259 and 42 U.S.C. § 2000e-5(k).

2

At-Will Employment is Rarely, if Ever, a Defense

Employment at will is, indeed, a doctrine recognized by Texas courts. What that means is that unless there is a specific agreement to the contrary, either party can terminate an employer-employee relationship at any time for any reason or for no reason at all. *Fed. Express Corp. v. Dutschmann*, 846 S.W.2d 282, 283 (Tex. 1993); *Schroeder v. Tex. Iron Works*, 813 S.W.2d 483, 489 (Tex. 1991). But employers may not terminate an employee for an illegal reason.

The at-will employment doctrine is simply not an effective defense to any type of claim for discrimination or retaliation. Several major employment laws (i.e., *illegal* reasons for firing someone) are summarized in the subsections that follow. These are not the only employment laws!

The bottom line is that any time an employee is terminated, demoted, or otherwise adversely affected at work, juries demand that employers articulate legitimate, non-discriminatory, and non-retaliatory reasons for the decision. Further, juries expect the employer to produce contemporaneous documentation to prove the articulated reason(s) for the termination. Without that documentation, it is extremely difficult, if not impossible, to win a lawsuit on the merits.

A. Title VII of the Civil Rights Act of 1964

As noted above, Title VII prohibits discrimination on the basis of race, color, sex, national origin, and religion. 42 U.S.C. § 2000e. Thus, employers may not refuse to hire, fire, or in any way change the terms, conditions, or privileges of employment based on those protected categories. 42 U.S.C. § 2000e-2(a)(1). It also prohibits retaliation against an employee or applicant because she has opposed any practice made unlawful or made a charge, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing about discrimination. 42 U.S.C. § 2000e-3.

B. Age Discrimination in Employment Act of 1967

The ADEA makes it unlawful to take any adverse action against an applicant or employee because he is at least 40 years old. 29 U.S.C. § 623(a). Originally, this law only protected employees until they were 70 years old. During the Reagan administration, Congress amended the law to have no upper age limit! 29 U.S.C. § 631.

Damages under the ADEA include the actual lost wages plus attorney's fees. Successful plaintiffs may also get liquidated damages if the violation was "willful." Liquidated damages can be any amount up to 100% of the original lost wages. 29 U.S.C. § 626(b). *Purcell v. Seguin State Bank and Trust Co.*, 999 F.2d 950 (5th Cir. 1993). ("Willful" means the employer knew or showed reckless disregard for whether its conduct violates ADEA; but "willful violation does not necessarily occur just because employer knew that ADEA was 'in the picture.'" *Id.* at 955.)

C. Americans With Disabilities Act of 1990

The Americans With Disabilities Act (as amended in 2008) states:

No covered entity shall discriminate against a *qualified individual with a disability* because of the disability of such individual in regard to job application procedures, the hiring, advancement, or discharge of employees, employee compensation, job training, and other terms, conditions, and privileges of employment.

42 U.S.C. § 12112(a). The law imposes three different sets of obligations on employers. The first set deals with the hiring process. Employers may not ask applicants whether they have a disability. However, if an applicant has an obvious disability or discloses that she has a disability, then the employer may ask the applicant whether she can perform the essential functions of the job with or without an accommodation. If the applicant states that she will require an accommodation, the employer may ask what type of accommodation would be needed.

Employers may require post-offer medical examinations only if the employer requires all employees in the same job category to undergo such evaluation. 42 U.S.C. § 12112(b)(6). The examination itself does not have to be job-related; however, if the employer establishes any exclusionary criteria, then the criteria must be job-related and consistent with business necessity. 42 U.S.C. § 12112(d). Employers may require employees to undergo a medical examination at any time if it is job-related and consistent with business necessity.

Once the employer hires an individual with a disability, the employer must ensure that she enjoys the same benefits and privileges of employment as similarly-situated employees without disabilities, including: training programs; services (like an EAP, credit unions, cafeterias, lounges, gymnasiums, auditoriums, transportation); and social functions. If the employer provides information about any of these benefits and privileges of employment, then the employer must provide the same information to employees with disabilities through some effective means, regardless of whether the employee needs the information to perform the job.

The prohibition against discriminating against individuals with disabilities with respect to the "terms, conditions, and privileges of employment" includes a requirement to provide a work environment free from harassment based on disabilities. *Flowers v. Southern Regional Physician Services, Inc.*, 247 F.3d 229 (5th Cir. 2001) (employee subjected to 4 drug tests in one week after disclosing she had HIV and fired within 8 months of disclosure).

Finally, employers must provide reasonable accommodations to enable qualified individuals with disabilities to perform the job. 42 U.S.C. § 12112(b)(5)(A). Employers are excused from providing reasonable accommodations if it would be an *undue hardship* or if the applicant or employee would pose a *direct threat* to his own health and safety or the health and safety of others in the workplace. 42 U.S.C. § 12112(b)(5)(A).

Disabilities include both physical and mental impairments. Further, the ADA (the 2008 amendments) greatly expands the definition of who

qualifies as disabled under the law to capture just about anyone. 42 U.S.C. § 12112 (3)(2)(B).

The damages available under the ADA are the same as under Title VII. 42 U.S.C. § 12117(a). *See above.*

D. Family & Medical Leave Act of 1993

The Family & Medical Leave Act gives eligible employees several entitlements, including time off work, benefits protection, and job restoration rights when the employee or his spouse, parent, or child is hospitalized or has a serious health condition. 29 U.S.C. § 2601, *et. seq.*

Since 2008, FMLA also gives eligible employees leave for “qualifying exigencies” related to a military activation and to care for “next of kin” recovering from an illness or injury sustained in the line of active military duty.

Employees are eligible if they have worked for Harris County (in any department) for a total of 12 months (need not be consecutive months) and have actually worked 1,250 hours in the 12 month period immediately preceding the leave. Therefore, most full time employees are eligible.

Like all employment laws, in addition to the employee’s rights under FMLA, the employer is also prohibited from retaliating against an employee who exercises those rights. 29 U.S.C. § 2615.

E. The Texas Whistleblower Act

State law protects public employees from adverse employment actions based on their whistle-blowing activities. The Texas Whistleblower Act provides:

- (a) A state or local governmental entity may not suspend or terminate the employment of, or take other adverse personnel action against, a public employee who in good faith reports a violation of law by the employing

governmental entity or another public employee to an appropriate law enforcement authority.

(b) In this section, a report is made to an appropriate law enforcement authority if the authority is a part of a state or local governmental entity or of the federal government that the employee in good faith believes is authorized to:

- (1) regulate under or enforce the law alleged to be violated in the report; or
- (2) investigate or prosecute a violation of criminal law.

Tex. Gov't Code Ann. § 554.002.

As we would expect in employment law, the Act is remedial in nature and thus courts construe it liberally. *E.g.*, *Davis v. Ector County, Tex.*, 40 F.3d 777, 785 (5th Cir. 1994); *Stinnett v. Williamson County Sheriff's Dep't*, 858 S.W.2d 573, 575 (Tex. App.—Austin 1993, writ denied); *Castaneda v. Texas Dep't of Agriculture*, 831 S.W.2d 501, 503 (Tex. App.—Corpus Christi 1992, writ denied).

The Act "evidences two legislative purposes: to protect public employees from retaliation by their employer when, in good faith, employees report violation of law, and in consequence, to secure lawful conduct on part of those who direct and conduct the affairs of public bodies." *Tarrant County v. Bivins*, 936 S.W.2d 419, 421 (Tex. App.—Fort Worth 1996, no writ); *Texas Dep't of Human Services v. Green*, 855 S.W.2d 136, 143 (Tex. App.—Austin 1993, writ denied). Stated another way, the Act "is designed to enhance openness in government and compel the government's compliance with law by protecting those who inform authorities of wrongdoing." *Davis*, 40 F.3d at 785 (quoting *Castaneda*, 831 S.W.2d at 503); *Wagner v. Texas A & M University*, 939 F. Supp. 1297, 1321 (S.D. Tex. 1996).

F. First Amendment of the United States Constitution

Public employees who blow whistles or engage in other speech may also be protected by the First Amendment. Public employees do not enjoy an unfettered right to free speech. However, they do have a right to speak out as citizens on matters of public concern. Courts traditionally engage in a balancing test to see whether the employee's interest in commenting on the matter of public concern outweighs the government's interest in promoting efficiency of the services it performs. *Pickering v. Bd. of Educ.*, 391 U.S. 563, 568 (1968). To determine whether an employee's speech involves a matter of public concern, courts look at the "content, form, and context of a given statement, as revealed by the whole record." *Connick v. Myers*, 461 U.S. 138, 147-48 (1983).

In 2006 the United States Supreme Court held that "when public employees make statements pursuant to their official duties, the employees are not speaking as citizens for First Amendment purposes, and the Constitution does not insulate their communications from employer discipline." *Garcetti v. Ceballos*, 547 U.S. 410, 421 (2006). The Court concluded that when the speech "owes its existence to a public employee's professional responsibilities," it is not the speech he might enjoy as a private citizen. *Id.* at 422. This interpretation does not mean a public employer can fire an employee for any utterance so long as it was made in the work place or is made about the work itself. It's just another defense we can try to establish.

1

Fair Labor Standard Act of 1938

The Fair Labor Standards Act ("FLSA" or "Act") was the very first of all the employment laws. Congress enacted the FLSA in 1938 to help alleviate the extremely high unemployment rates of the Great Depression and the oppressive working conditions for those men, women, and children who did have jobs. The law has three main components: a minimum wage requirement, a maximum hours requirement, and child labor restrictions.

The minimum wage and maximum hour requirements only apply to "nonexempt" employees.² The Act identifies three major exemptions: the Executive, Professional, and Administrative exemptions. 29 U.S.C. § 213(a)(1). Another exemption that most of us have to grapple with is the Computer exemption. 29 U.S.C. § 213(a)(17).

The test for those exemptions is set out on Auditor's Form 130 (attached hereto as Exhibit 1). When a department classifies an employee as exempt, the department must send a completed Form 130 to the Auditor.

Collective action lawsuits against employers who erroneously classify non-exempt employees as exempt or who require non-exempt employees to work "off the clock" are the lawsuit "du jour". While the ultimate burden is on an employee to prove that he performed work for which he was not paid, these cases really put the burden on the employer to show that an employee did not work. They are very difficult to defend. And the fact that the employee only has estimates of the number of hours he worked without getting paid is not fatal to his claim.

[W]here the employer's records are inaccurate or inadequate and the employee cannot offer convincing substitutes . . . the solution . . . is not to penalize the employee by denying him any recovery . . . In such a situation . . . an employee has

² Volunteers, elected officials, and the personal staff, policymakers, and legal advisors appointed by elected officials are not included in the definition of "employee" under the Act. 29 U.S.C. §§ 203(e)(4)(A) and 203(e)(2)(C).

carried out his burden if he proves that he has in fact performed work for which he was improperly compensated and if he produced sufficient evidence to show the amount and extent of that work as a matter of just and reasonable inference.

Anderson v. Mt. Clemens Pottery Co., 328 U.S. 680, 687-88 (1946). Once the employee comes forward with enough evidence to show a “just and reasonable inference” that he worked the extra hours, the employer has the burden to show the inference is not reasonable. Otherwise, the court can award damages based on the employee’s approximation, i.e., his completely self-serving testimony. *Hodgson v. American Concrete Const. Co.*, 471 F.2d 1183, 1186 (6th Cir.) cert. denied sub nom. *American Concrete Const. Co. v. Brennan*, 412 U.S. 949 (1973).

The FLSA includes the usual array of penalties we would expect: unpaid wages, attorney’s fees, and costs. 29 U.S.C. § 216(b). The Act also includes criminal penalties for “willful violations.” Employers can be liable for a fine of not more than \$10,000 or imprisonment for not more than 6 months, or both. 29 U.S.C. § 216(a). In a suit by the DOL, employers can be subject to civil penalties for willful or repeated violations. Civil penalties may not exceed \$1,000 per violation. 29 U.S.C. § 216(b).

If those penalties aren’t enough to ensure compliance, the Act also includes two unique provisions that give FLSA claims a higher place in the plaintiff bar’s dreams. The first is liquidated damages. 29 U.S.C. § 216(b). While liquidated damages are not automatic, the burden on the employer to escape them is onerous. The employer must show both good faith and reasonable grounds for believing its actions met the requirements of the FLSA. If an employer proves both prongs of the exception, then the trial court has discretion to award no liquidated damages, partial liquidated damages, or full liquidated damages. *Lee v. Coahoma County, Miss.*, 937 F.2d 220, 226-27 (5th Cir. 1991).

The other provision unique to the FLSA is the statute of limitations. Like most employment law claims, the statute of limitations under the FLSA is two years. However, if the employer’s violation was “willful,” then the

Act adds a third year. 29 U.S.C. § 255(a). That's three years to file the lawsuit and three years worth of unpaid wages to recover.

Luckily, the burden for stretching the statute of limitations an extra year is on the plaintiff and proving a "willful" violation is difficult. A violation is "willful" only if the employer knew or showed reckless disregard about whether its conduct violated the FLSA. *McLaughlin v. Richland Shoe Co.*, 486 U.S. 128, 133 (1988). Thus, an employer can act unreasonably, but not recklessly, and still avoid the extra year of exposure. *McLaughlin*, 486 U.S. at 135.

Conclusion

Employees are every employer's most valuable asset. We have to be familiar with our responsibilities so that we protect their legal rights while ensuring efficient government operations. It's not always easy. But it is always the right thing to do.

Exhibit 1

Auditor's Form 130

DETERMINATION OF WAGE/HOUR LAW EXEMPTION

Employee Name		Organization/Program Number	Date Assumed Present Position
Pos. #	Pos. Title	Present Monthly Salary	

INSTRUCTIONS

1. Complete information above.
2. Review and answer the questions below by marking the appropriate check box(es) to the left.
3. Indicate under "Employee Status," whether employee qualifies as an exempt employee (i.e., exempt from receiving overtime pay under white-collar exemptions). **To qualify for exemption under any one of the categories below, all boxes within a category must be marked "Y" (except for Personal Staff/Policy maker category).**

GENERAL INFORMATION AND DEFINITIONS

Whether an employee qualifies for one of the exemptions defined below cannot be determined by the job title or even the job description. The department must base the determination on an accurate analysis of what the employee actually does on a day-to-day basis. If you have any questions about whether an employee is exempt, please contact the Office of County Attorney Mike Stafford.

As used in this form, the phrase **primary duty** means the principal, main, major or most important duty that the employee performs. Determination of an employee's primary duty must be based on all the facts in a particular case, with the major emphasis on the character of the employee's job as a whole. Factors to consider when determining an employee's primary duty include, but are not limited to:

- the relative importance of the exempt duties as compared with other types of duties;
- the amount of time spent performing exempt work;
- the employee's relative freedom from direct supervision; and
- the relationship between the employee's salary and the wages paid to other employees for the kind of nonexempt work performed by the employee.

Generally, employees who spend more than 50% of their time performing exempt work will satisfy the **primary duty** requirement.

The phrase **customarily and regularly** means a frequency that must be greater than occasional but which may be less than constant. Tasks or work performed **customarily and regularly** includes work normally and recurrently performed every work week. It does not include isolated or one-time tasks.

PERSONAL STAFF/POLICYMAKER

Y	N	
<input type="checkbox"/>	<input type="checkbox"/>	<p>1. Is the individual in a highly sensitive position of responsibility on the staff of an elected official?</p> <p>This is limited to those few people who are personally selected by the elected official, receive assignments from and report directly to the elected official in carrying out his official duties, have a close working relationship with the elected official, and are entrusted with confidential material.</p>
<input type="checkbox"/>	<input type="checkbox"/>	<p>2. Is the individual appointed by the elected official to serve on a policymaking level?</p> <p>Policymakers are those employees personally selected by the elected official whose responsibilities require more than simple ministerial competence, whose decisions create or implement policy, and whose discretion in performing duties or in selecting duties to perform is not severely limited by statute, regulation, or policy determination made by supervisors. A policymaker also may be an individual who controls or exercises a role in a decision making process as to the goals and general operating procedures of an office.</p>

Y	N	EXECUTIVE EMPLOYEE
<input type="checkbox"/>	<input type="checkbox"/>	<p>1. Does the employee earn a salary of at least \$455 per week?</p>
<input type="checkbox"/>	<input type="checkbox"/>	<p>2. Does the employee's primary duty consist of the management of the enterprise in which he/she is employed or of a customarily recognized department or subdivision thereof?</p> <p>Examples of management duties include:</p> <ul style="list-style-type: none"> • interviewing, selecting, and training of employees; • setting and adjusting their rates of pay and hours of work; • directing their work; • maintaining their production records for use in supervision or control; • appraising employees' productivity and efficiency for the purpose of recommending promotions or other changes in their status; • handling their complaints and grievances; • disciplining employees; • planning the work; • determining techniques to be used; • apportioning the work among the workers; • determining the type of materials, supplies, machinery, equipment or tools to be used; • controlling the flow and distribution of materials or supplies; • providing for the safety and security of the employees or the property; • planning and controlling the budget; and • monitoring or implementing legal compliance measures.
<input type="checkbox"/>	<input type="checkbox"/>	<p>3. Does the employee customarily and regularly direct the work of two or more other employees?</p> <p>The supervised employees must include at least two full-time employees or the equivalent. For example, one full-time employee and two part-time employees of whom one works mornings and one afternoons; or four part-time employees, two working mornings and two working afternoons. However, an employee who merely assists the manager of the department and supervises only in the absence of the manager does not meet this requirement. A shared responsibility for the supervision of the same two or more employees in the same department does not satisfy this requirement.</p>
<input type="checkbox"/>	<input type="checkbox"/>	<p>4. Does the employee have the authority to hire or fire other employees or are the employee's suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees given particular weight?</p> <p>Factors to consider when determining if an employee's suggestions and recommendations are given "particular weight" include, but are not limited to:</p> <ul style="list-style-type: none"> • whether it is part of the employee's job duties to make such suggestions and recommendations; • the frequency with which such suggestions and recommendations are made or requested; and • the frequency with which the employee's suggestions and recommendations are relied upon. <p>An employee's suggestions and recommendations may still be deemed to have "particular weight" even if a higher level manager's recommendation has more importance and even if the employee does not have authority to make the ultimate decision.</p>

		PROFESSIONAL EMPLOYEE
<input type="checkbox"/>	<input type="checkbox"/>	1. Does the employee earn a salary of at least \$455 per week?
<input type="checkbox"/>	<input type="checkbox"/>	2. Does the employee's primary duty consist of:
<input type="checkbox"/>	<input type="checkbox"/>	a) work requiring advanced knowledge, which is predominantly intellectual in character and includes work requiring the consistent exercise of discretion and judgment; <u>and</u>
<input type="checkbox"/>	<input type="checkbox"/>	b) the advanced knowledge is in a field of science or learning, which includes the traditional professions of law, medicine, theology, accounting, actuarial computation, engineering, architecture, teaching, various types of physical, chemical and biological sciences, pharmacy, and other similar occupations as opposed to advanced knowledge in the mechanical arts or skilled trades, which knowledge is not in a field of science or learning; <u>and</u>
<input type="checkbox"/>	<input type="checkbox"/>	c) the advanced knowledge is customarily acquired by a prolonged course of specialized intellectual instruction.
<p>The learned profession must generally call for, at a minimum, a bachelor's degree in the field (i.e., accountant, architect, attorney, chemist, doctor, engineer, nurse, psychiatrist, psychologist, teacher, etc.). The professional exemption does not apply to jobs that customarily may be performed with only the general knowledge acquired by an academic degree in any field with knowledge acquired through an apprenticeship or with training in the performance of routine mental, manual, mechanical or physical processes. If most employees in the position have acquired their skill by experience rather than by advanced specialized intellectual instruction, the professional exemption does not apply.</p>		
		COMPUTER EMPLOYEE
<input type="checkbox"/>	<input type="checkbox"/>	1. Does the employee earn a salary of at least \$455 per week <i>or</i> get paid hourly at a rate not less than \$27.63/hour?
<input type="checkbox"/>	<input type="checkbox"/>	2. Does the employee's primary duty consist of:
<input type="checkbox"/>	<input type="checkbox"/>	a) the application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications; <u>or</u>
<input type="checkbox"/>	<input type="checkbox"/>	b) the design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications; <u>or</u>
<input type="checkbox"/>	<input type="checkbox"/>	c) the design, documentation, testing, creation or modification of computer programs related to machine operating systems; <u>or</u>
<input type="checkbox"/>	<input type="checkbox"/>	d) a combination of the duties listed above, the performance of which requires the same level of skill.

		ADMINISTRATIVE EMPLOYEE
Y	N	
<input type="checkbox"/>	<input type="checkbox"/>	1. Does the employee earn a salary of at least \$455 per week?
<input type="checkbox"/>	<input type="checkbox"/>	<p>2. Does the employee's primary duty consist of the performance of office or non-manual work directly related to management or general business operations?</p> <p>Work directly related to management or general business operations includes, but is not limited to, work in functional areas such as tax; finance; accounting; budgeting; purchasing; procurement; advertising; marketing; research; safety and health; personnel management; human resources; employee benefits; labor relations; public relations; government relations; computer network, internet and database administration; legal and regulatory compliance; and similar activities.</p>
<input type="checkbox"/>	<input type="checkbox"/>	<p>3. Does the employee's primary duty include the exercise of discretion and independent judgment with respect to matters of significance?</p> <p>The exercise of discretion and independent judgment involves the comparison and the evaluation of possible courses of conduct, and acting or making a decision after the various possibilities have been considered. Factors to consider when determining if an employee exercises discretion and independent judgment with respect to matters of significance include, but are not limited to:</p> <ul style="list-style-type: none"> • whether the employee has authority to formulate, affect, interpret, or implement management policies or operating practices; • whether the employee carries out major assignments in conducting the operations of the business; • whether the employee performs work that affects business operations to a substantial degree, even if the employee's assignments are related to operations of a particular segment of the business; • whether the employee has authority to commit the employer in matters that have significant financial impact; • whether the employee has authority to waive or deviate from established policies and procedures without prior approval; • whether the employee has authority to negotiate and bind the County on significant matters; • whether the employee provides consultation or expert advice to management; • whether the employee is involved in planning long- or short-term business objectives; • whether the employee investigates and resolves matters of significance on behalf of management; and • whether the employee represents the County in handling complaints, arbitrating disputes or resolving grievances. <p>The exercise of discretion and independent judgment implies that the employee has authority to make an independent choice, free from immediate direction or supervision. The fact that an employee's decision may be subject to review and that upon occasion the decisions are revised or reversed after review does not mean that the employee is not exercising discretion and independent judgment.</p> <p>The exercise of discretion and independent judgment must be more than the use of skill in applying well-established techniques, procedures or specific standards described in manuals or other sources.</p>

Y		N		EMPLOYEE STATUS			
<input type="checkbox"/>	<input type="checkbox"/>	1. Is this employee exempt?		If you have any questions about whether an employee is exempt, please contact the Office of County Attorney Mike Stafford. (All boxes within a category must be "Y" to qualify for exemption, except for Personal Staff/ Policymaker category.)			
_____ Supervisor Signature		_____ Date		_____ Elected Official/Department Head Signature		_____ Date	
_____ Employee Signature				_____ Date			

Budget Process Basics

**Director & Budget Officer
Management Services
Dick Raycraft
713-755-5113**

Director

Budget Management
Amir Rashid
713-755-6747

Deputy Director

Budget Management – Budgeting & Analysis
Tony Guardiola
713-755-6049

Budget Analysts & Assistant

Judith Marshall 713-755-4491
Julie Tran 713-755-4652
Carol Lanneau-Parker 713-755-3442
Tammy Miscisin 713-755-4492

Management Services
Budget Process for Fiscal Year 2011-12

Economic Uncertainty

Harris County government revenue sources have continued to decline and projections show that expenditures must be reduced further. Reserves supporting the county general fund have been depleted and deeper reductions in spending have become unavoidable. While the salary and hiring freeze has had some impact on labor expenses, further steps are necessary to bring expenditures in line with expected revenue.

Budget Process Changes

Management Services has been meeting with certain department heads, and more meetings will be scheduled, regarding the financial condition of the general fund and asking that they consider what services or functions they would have to reduce or discontinue should the new budget be cut by 10% or more. The initial step in the FY 2011-12 budget process will be for departments to complete the attached Budget Reduction Worksheet and provide it to Management Services by December 13. Each department head should use the worksheet to provide a plan for a 10% reduction for their new budget and address how that would impact services to the public.

Management Services will review the Budget Reduction Worksheets and develop a set of preliminary budget allocation amounts which will be provided to departments in early January so that budget forms can be adjusted as may be necessary. Management Services and aides to court members will meet with departments later in January. A budget calendar is attached for reference.

Budget Reduction Considerations

All departments in Harris County are likely to face reductions in spending for FY 2011-12. Management Services will work with each department to help them minimize the effect of these reductions on the quality of service they provide to the public. Efforts will be made to assist department heads in obtaining flexibility for managing with reduced resources. Concepts of zero-based and activity-based budgeting will be implemented to the extent necessary to help develop budgets that can be met.

Until the economy improves and general fund reserves can be rebuilt, it is likely that operating budgets will remain tight and will require reduction or elimination of certain services or programs and these changes could last several years or become permanent.

New expenditure controls are being developed to help departments remain within budget allocations. Further cuts in services may be necessary should economic conditions become worse by mid-year.

Budget Hearing Schedule

As shown in the attached calendar, budget hearings will be held in late January. Preliminary revenue estimates prepared by the County Auditor will be available for guidance and reference. A preliminary budget presentation to Commissioners Court will be made in February. A final revenue estimate will be prepared by the Auditor and the FY 2011-12 budget will be considered for adoption by the court in early March.

FY 2011 – 2012 Budget Schedule

Date

2010

- 11/15 Departments have access to the expense and revenue screens in the BID (Budget Item Detail) module.
- 11/17 Budget Reduction Worksheets and budget preparation request forms are distributed to departments by the Office of Budget Management.
- 12/13 Deadline for completion of revenue screens in the BID module.
- 12/13 Deadline at 5:00 P.M. for submission by departments of Budget Reduction Worksheets to the Budget Office, Room 938, Administration Building.

2011

- 01/03 Preliminary budget allocation amounts provided to departments so that budget forms can be adjusted as necessary.
- 01/14 Deadline at 5:00 P.M. for submission by departments of budget preparation request forms to the Budget Office, Room 938, Administration Building.
- 01/26 – 01/28 Budget Review Committee meets with department heads regarding plans and objectives.
- 02/07 Preliminary revenue estimate will be received from Auditor.
- 02/22 Commissioners Court reconvenes hearings at 9:00 A.M. to consider the report of the Budget Officer regarding budgets for departments, budget request adjustments, alternate budget plans and policy matters.
- 03/01 Final revenue estimate received from Auditor.
- 03/08 Commissioners Court meets at 10:00 A.M. for public hearing and adoption of the budgets for Harris County and the Flood Control District.
- June** Capital Improvement Projects
- September** Mid-Year Review

Budget information can be accessed from the Harris County Web page at the following link <http://www.co.harris.tx.us/budget/>.

Harris County - Office of Budget Management - Home - Windows Internet Explorer

http://www.co.harris.tx.us/budget/

Home Contact Us

HC Home - HC (A-Z) - Court Agenda - County Directory - Employees - County Holidays - Related Links

Welcome to Harris County Office of Budget Management Website!

Fiscal Year 2011-2012

*Adobe Reader is required
Click on image to download.

Requests

- [Introduction](#)
- [Manual](#)
- [Contents](#)
- [Budget Process Schedule](#)
- [Bid Account Categories](#)
- [CDD Report List Budget](#)
- [Monitoring Reports and Forms](#)
- [Blank Transfer Form](#)
- [Position Change Request Form](#)
- [Account Code Structure \(Funds\)](#)
- [Account Code Structure \(Depts\)](#)
- [Account Code Structure \(Object Codes\)](#)
- [Blank Budget Forms](#)
- [Purchasing Guidelines](#)

Fiscal Year 2010-2011

Approved Budgets

- [Budget Letter](#)
- [Policy Issues](#)
- [Organization Budgets](#)
- [Funds Appropriations](#)

Fiscal Year 2009-2010

Budget Book

- [Introduction](#)
- [Budget Letter](#)
- [Departments](#)
- [Revenue Estimate](#)
- [Capital Improvement Program](#)
- [Schedules](#)

Frequently Asked Questions and Answers about the Operations Budget

1. How did my budget get set up the way it is?

Commissioners Court (CC) approved your Total budget amount, and the department provided the allocation. If your budget request was different than the CC approved amount, then the Office of Budget Management (OBM) contacted you. You were asked to provide us with adjustments so your budget total would equal what CC approved. You were also reminded to make sure that your labor/benefits category was adequately funded. In addition, our office will request you to adjust your labor/benefit allocation if it is lower than our estimate.

2. What can I do to clear up my negative available balances or put more budget in a specific object code?

Budget can be reallocated with a budget transfer (County Auditor's Form #1278). Complete a transfer form and send the signed form to the Office of Budget Management (OBM). Enroll in the budget transfer class offered by ITC to learn how to input a transfer into the system.

3. Why did the system BLOCK my Purchase Order (PO) request when I have enough budget in the org key and object code?

- a. **Make a note of the BLOCK message and contact OBM.**
- b. **The budget edit reads your budget differently than your CDD report presentation. For most departments, the budget edit divides your budget into three ACCOUNT CLASS (CLAS) levels. These CLAS levels are 6000-Labor, 6100-Other, and 6103-Utilities. (Some departments may have additional CLAS levels such as 6101-Court Costs, 6102-Judges, and 7001-Transfers Out.) Most BLOCKS occur in CLAS 6100-Other, which usually consists of all of your budget categories (Material & Supplies, Building & Equipment, Transportation & Travel, etc.) except labor/benefits and utilities. If your available balance in CLAS 6100-Other is less than your PO request amount, you will receive a BLOCK even though you have adequate budget in the org key and object code.**

4. What action should I take when I receive a BLOCK?

- a. **Make a note of the BLOCK message. (Most BLOCK messages will read something like this, "BLOCK: Act CLAS 6100 over FY11 adjusted budget by \$\$\$).**
- b. **Contact OBM and provide them with the BLOCK message.**
- c. **OBM will provide you with a plan of action – transfer budget, reduce encumbrances, etc.**

5. When do most BLOCKS occur?

A BLOCK can occur at anytime during the fiscal year.

6. Is there a report that allocates my budget by CLAS?

Yes, there are two reports that I use. One is a CDD report entitled GL_ABAL_DEPT_BC2-GL: Available Balance by Account Class And the other report can be run by using Interactive Inquiry.

The CDD report can be accessed by the following.

- a. Go to the IFAS tree
- b. Click on the plus (+) sign for CDD Reports
- c. Click on the plus (+) sign for Dept Management Reports
- d. Double click on GL_ABAL_DEPT_BC2
- e. Fill in the appropriate fields on the Prompts box
- f. Click OK or press Enter

Prompts

Enter the Report Date:
12/31/2010

Print Detail Object Code Information:
Y

Enter the Fiscal Year:
2011

Enter the Ledger:
HC

Enter the GL Orgkey:
F

Enter the Fund/Grant Number:
1000

Enter the Department Number:
203

OK
Cancel

Interactive Inquiry also provides this information. The steps to run this report are below.

- a. Go to the IFAS tree**
- b. Click on the plus (+) sign for GL: General Ledger**
- c. Double click on IQ: Interactive Inquiry**
- d. Type BA for Budget to Actual figures**
- e. Press enter for No if you don't want a Hard Copy**
- f. Type Y to show encumbrances (Your available balance will be distorted if you don't show encumbrances.) and press enter**
- g. Press enter for GL side**
- h. Press enter for Adjusted Budget**
- i. Type CLAS to show budget at Account Class Level**
- j. Type 01 for Organization Key**
- k. Type 13,17,18 for key type, fund number, and department**
- l. Type C for key type (Control Key)**
- m. Type 1000 for general fund (or fund desired)**
- n. Type 203 for department (your 3-digit department number)**
- o. Press enter indicating that you don't want budgeted accts. only**
- p. Press enter for current fiscal year**
- q. Press enter for current month**
- r. Press enter so balances won't be displayed a percentages**
- s. Press enter for YTD Actual to YTD Budget**
- t. Press enter to use All Defaults**

7. What if I need more budget?

Communication is very important in resolving this issue. Contact OBM informing them of your budget needs and the timing of those needs. OBM will assist in providing you with a plan of action. Sometimes, transferring budget from one object code to another will be sufficient. Other sources of funding may be the answer. Commissioners Court would have to consider any additional budget after the adoption of the budget. If it is determined that funds are available, the Court may approve additional budget.

8. How is my available balance derived?

Adjusted Budget – YTD Expenditures – Open Encumbrances = Available Balance

9. What impact does an open encumbrance have on the available balance?

The higher the open encumbrances, the lower your available balance. Always make sure that your POs are current and, if possible, are set up for at least the amount needed for the present fiscal year. This is especially important near the end of the fiscal year.

10. What happens to encumbrances at the end of the fiscal year when POs don't get paid in the same fiscal year?

The open encumbrance amounts remaining on the last day of the fiscal year are rolled over to the new fiscal year. An open encumbrance balance is made up of open purchase orders. Although the open encumbrances roll over to the new fiscal year, they may require that new fiscal year appropriations be allocated in order to ensure that the budget matches beginning open encumbrances.

11. Should I make changes in the Budget Item Detail (BID) Module if my approved appropriation is different than what I requested?

No, the data input into BID should represent your request. Please do not change BID to reflect your approved appropriation. The BID module will be closed so no changes can be made once your request is final.

Purchasing Act



**Kelly E. Johnson, C.P.M., C.P.C.M.
Harris County Purchasing Agent**

MEMORANDUM

TO: Newly Elected Officials
FROM: Kelly E. Johnson *KEJ*
DATE: December 1, 2010
SUBJECT: Harris County Purchasing Information

Congratulations on your election success and welcome to Harris County, one of the finest counties in the nation.

The mission of the Office of the Purchasing Agent is to acquire appropriate goods and services essential to the operation of Harris County government and certain other governmental agencies in a timely and prudent manner, considering quality, value, and economy. All purchases are made in compliance with Texas Local Government Code (LGC), other relevant law and best business practices. Through anticipation of County requirements, proper planning, preparation and development of its employees, the Purchasing Office actively pursues opportunities for cost savings, economies of scale and broadening and diversification of its vendor base.

We encourage you to review the Purchasing Agent Rules and Procedures located on the County intranet at www.hcintranet.net and to visit our website at www.hctx.net/purchasing/ to learn more about mandatory procurement requirements, the procurement functions we perform, and to view the many contracts available to you.

Attached is information describing Purchasing responsibilities and related functions, an employee telephone/email address list, and an organization chart.

Please feel free to give us a call to answer questions or to assist with any purchase you need to make. We look forward to working with you and, again, we wish you great success in your new positions.

KEJ:lmw
Attachments

Office of the Purchasing Agent

The Harris County Purchasing Agent is responsible for purchases of goods and services for Harris County; Harris County Flood Control District; Harris County Hospital District; Community Health Choice, Inc.; Harris County Toll Road Authority; Community Supervision & Corrections; and Harris County Juvenile Probation.

The Office of the Purchasing Agent is divided into three major divisions: **Purchasing Operations**, **Purchasing Services** and **Fleet Services**.

PURCHASING OPERATIONS

Purchasing Operations consists of two groups:

1. Medical, Pharmaceutical, and Technology – Responsible for procurement of medical equipment, supplies and services; pharmaceutical supplies and services; computer and telecommunication hardware, software systems and supplies; various personal and professional service contracts.
2. Industrial/Construction – Responsible for procurement of rolling equipment and supplies, lumber, plumbing, hardware, tools, building services, engineering support, insurance, printing, furniture, service contracts, and construction.

The Purchasing Agent supervises the procurement of products and services necessary to support Harris County and other governmental entities. Most purchases are initiated by a request from an end user. The County has term contracts for goods and services which are utilized on a regular basis. These contracts result from competitive bids and requests for proposals (RFP's) and generally are one year in length with one (1) or more renewal options.

Informal Quotations

Purchases of goods and services for \$50,000 or less do not require publication in a newspaper. These purchases are at the discretion of the Buyer and the requirements of the end user. It is the responsibility of the Buyer to obtain adequate information and price quotes to evaluate the required products or services as the time frame and workload allow. The buyer may request quotes verbally or in writing.

Advertised Bids and Requests for Proposals (RFP)

The County Purchasing Act (Texas Local Government Code, §262.021 *et seq.*), as amended, provides that notice of a proposed purchase exceeding \$50,000 must be published at least once a week in a newspaper of general circulation with the first day of publication being at least 14 days before the date of bid opening. Generally, projects exceeding \$50,000 are advertised in the Houston Chronicle, Friday edition, in the Classified Section under Bids and Proposals.

It is the policy of the Purchasing Agent to consider total cost when making an evaluation to determine the lowest and best bid/proposal. Total cost evaluations may include items such as

quality, durability, and user recommendation/experience with the product or service, past performance and other items as applicable.

The Purchase Order is the County's official instrument of procurement.

Purchasing Office hours are 7:30 a.m. to 4:30 p.m. Monday through Friday.

PURCHASING SERVICES

Purchasing Services has three major functions:

1. Warehousing - Responsible for storage and disposal of surplus and confiscated items, including auction services. Most vehicles and heavy equipment are auctioned by an out-sourced auctioning company. The County also auctions surplus and confiscated property online at <http://www.publicsurplus.com/sms/hctx,tx/browse/home>. Items can be viewed at the Purchasing Services warehouse at 601 Lockwood. For more information, call (713) 368-8800.
2. Recycling - Responsible for operation of the County recycling program, including the sale of recycled commodities such as paper, cardboard, plastic, metals, etc. The County recycling operation has been recognized statewide and nationwide as a leader in the recycling/reuse effort.
3. Inventory - Responsible for maintenance of personal property inventory with a defined unit value of generally \$500 or more. This includes tagging County assets of \$5,000, tracking other inventory items, and inspection of rolling equipment upon receipt. County surplus items are transferred to County departments as applicable.

FLEET SERVICES

Commissioners Court approved the transfer of Fleet Services to Purchasing effective July 2010 with the objective of reducing costs and improving efficiency through centralization of County fleet operations, outsourcing installation of specialized law enforcement equipment, and standardization of vehicles and equipment. Fleet Services is responsible for total fleet management of all general fund vehicles including:

1. Maintenance of County vehicles;
2. Purchase of all County vehicles, equipment installed on those vehicles, repair parts and labor;
3. Oversight of all repair work;
4. Oversight of installation of specialized equipment installation on law enforcement vehicles for multiple law enforcement agencies; and
5. Coordination with Information Technology Center for installation and repair of radios and other electronic equipment.

THE COUNTY PURCHASING ACT
§ 262.021

Barbara Armstrong
Assistant County Attorney
General Counsel to the HC
Purchasing Agent

**§262.023 Competitive Requirements
for Certain Purchases**

- Comply with the competitive bidding or proposal procedures in this subchapter
- Call Purchasing!

Competitive Bidding Procedures

- Each purchase goes through Purchasing and has an assigned buyer
- Notice – takes at least 14 days [3 consecutive Fridays]
- Pre-bid conference [see your buyer]
- Open Bids/Proposals
- Award Contract
 - Award lowest [bid] or advertise lowest and best; or
 - Reject all bids and publish a new notice

County Departments

- Assume all purchases must be bid or be a Request For Proposal (“RFP”) – call buyer
- Under \$50,000 – solicit quotes from three (3) different vendors
- Over \$50,000 – must bid or RFP unless an exception applies - or –
- Use an existing contract – JOC, TexMas, Premier, DIR

County Departments

- All awards must have a Purchase Order
- If an RFP – must have a contract – this takes time!
- All contracts over \$50K – placed on the CCt agenda for approval and signed by the County Judge
- Generally, contracts under \$50k are signed by the Purchasing Agent

County Departments

- All inter-local agreements or contracts for real property transfers go to Commissioners' Court for approval regardless of the amount

Exceptions to the Bid Requirement

- Discretionary Exemptions – no bid or RFP required if:
 - Personal or professional services
- Or Commissioners Court declares the purchase:
 - Sole source
 - Emergency [calamity, public health and safety, unforeseen damage to public property]
 - Community and economic development

ETHICS



Tex. Loc. Gov't Code §262.023(C)

- All separate, sequential, or component purchases of items ordered or purchased with the intent of avoiding the requirements of this subchapter, from the same supplier by the same county officer, department, or institution are treated as if they are part of a single purchase and of a single contract.

What?

- Component purchases – component parts of an item that in purchasing practices would be purchased in one purchase
- Separate purchases – purchases, made separately, of items in the normal purchasing practices would be purchased in one purchase
- Sequential purchases – purchases, made over a period, of items in normal purchasing practices would be purchased in one purchase

Criminal Penalties

County officer or employee commits an offense if the officer or employee intentionally or knowingly:

- **makes or authorizes** separate, sequential, or component purchases to avoid the competitive bidding requirements of Section 262.023; or
- violates Section 262.023 other than above.



§262.023 Removal; Ineligibility

Upon final conviction of the county officer

- Immediate removal from office;
- For four years after date of final conviction, ineligible:
 - To be candidate for or appointed to public office in the state;
 - Employed by the county with which the person served; and
 - Receive compensation through a contract with the county.

Questions

- Please call the Purchasing Office if it has to do with processes.
- Please call me if it has to do with the statutes.