2014-2015

Annual Report

Department of
State Civil Service

Byron P. Decoteau Jr.
Interim Director
State Civil Service

Louisiana SCS State Civil Service

Prepared by:
Lindsay Ruiz de Chavez
Public Information Director

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LETTER FROM THE DIRECTOR

I am pleased to present the Louisiana State Civil Service's Fiscal Year 2014-2015 Annual Report. This report includes a snapshot of Louisiana's state government workforce as of June 30, 2015. The goals and mission of State Civil Service are detailed in this report, along with a number of workforce demographics, trends and statistics. The state's workforce is made up of two groups of employees: classified and unclassified. Under the direction of the State Civil Service Commission, our Department has constitutional authority over classified employees. To learn more about classified vs. unclassified employees, readers should refer to Article X of the State's Constitution.

As I reflect upon Fiscal Year 2014-2015, I would be remiss if I neglected to recognize those state employees (both classified and unclassified) who have worked tirelessly to improve the lives of the citizens of Louisiana. Whether those services involve providing medical care, child protection, safe drinking water, or bridges and highways, state agencies cannot fulfill their missions without employing productive and diverse individuals.

As our leaders work toward providing services and attracting new businesses to Louisiana, they are driven by a diverse workforce that excels in leveraging their skills and strengths to make our state a better place. State employees are responsible for bringing to life the vision of Louisiana. I am proud to say that the State Civil Service Commission and the Department continued to work closely with state agencies to provide a fast, effective, low-cost human resources system that ensures quality results and accountability to the public interest. Please take a moment to review our annual report and visit our website at www.civilservice.la.gov to learn more about our department. To learn more about Louisiana State government visit www.louisiana.gov.

Byron P. Decoteau Jr.
State Civil Service Interim Director

ABOUT US

Our mission is to provide human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana."

- State Civil Service Mission

Louisiana State Civil Service is the central personnel agency for the state of Louisiana. Governed by the State Civil Service Commission, our goal is to help state agencies manage their human resources so that they may provide the most effective service to the citizens of Louisiana. In pursuit of this goal, we administer a comprehensive merit-based personnel management program. Our policies are founded upon the principles of equal pay for equal work, equal opportunity, ability based employment and promotion, and freedom from political influence. State Civil Service is established by Article X in the Louisiana State Constitution.

Our vision at State Civil Service is to be recognized by user agencies as a leader and partner in the management of human resources.

Our philosophy is that it is the responsibility of the Louisiana State Civil Service to provide the systems and services that will enable the agencies of Louisiana state government to make merit-based, quality decisions regarding the hiring, training and retaining of those skilled and capable individuals who are essential to providing cost effective, quality services to Louisiana's citizens. The Department shall provide services in an efficient and courteous manner and shall foster work practices that insure that classified employees work in an environment where excellence and productivity are encouraged and recognized.

SCS AGENCY VALUES

ACCOUNTABILITY	•SCS Employees are responsible for ensuring our own performance and work team results contribute to success and surpassing the performance goals of our agency and state.
COMMUNICATION	•We endeavor to provide complete, accurate, timely and up-to-date information to our clients, co-workers and other constituents.
CUSTOMER FOCUS	•We strive to understand and anticipate customer needs and constantly focus on delivering products and services of the highest quality in a timely manner.
INNOVATION	•We encourage the acquisition of new skills, thoughtful risk taking, openness and receptiveness to change.
RESPECT	•We value individual contributions, treat others with dignity and assume positive intent in everyone.
TEAMWORK	•We support each other, blend our diverse talents and backgrounds and willingly share information and resources.

SCS COMMISSION

The State Civil Service Commission is a seven-member body that has final authority over the administration of the State Civil Service system. The Commission serves as an impartial review board that enacts and adjudicates State Civil Service Rules to regulate state personnel activities, and hears appeals from classified state employees and agencies. Commission meetings and hearings are held monthly and are open to the public.

Six of the Commission members are appointed by the governor; the seventh is an employee representative elected by fellow state employees. Each member serves a six-year term.

When choosing an appointed member, the Governor must select from a list of three people nominated by the president of one of the state's major private universities. Current members of the Commission are listed below.

To contact Commission members, call the Department of State Civil Service at (225)342-8272 or reach them via email at civilservicecommission@la.gov.

For Fiscal Year 2014-2015, the Commission consisted of the following members:

Commissioner Name:	Nominated By:	Term Expires:	Congressional District:
David L. Duplantier, Chairman	Loyola University	12/10/2018	1st
John McLure, Vice-Chairman	Louisiana College	12/10/2018	5th
Curtis "Pete" Fremin	Employee Representative	05/01/2017	5th
G. Lee Griffin	Tulane University	12/10/2016	6th
D. Scott Hughes	Centenary College	12/10/2016	4th
Ronald M. Carrere Jr.	Xavier University	12/10/2016	2nd
Sidney J. Tobias Jr. Kimberly Dellafosse	Dillard University	12/10/2014 12/10/2020	3rd

DEPARTMENT GOALS

Provide effective Human Resources (HR) leadership driven by policies that effect transparent and accountable HR practices; resulting in employers having the key tools and skills needed to ensure that employees are empowered and equipped to accomplish the organization's desired outcomes and goals.

Provide a prompt, inexpensive system for resolving removal, discipline, rule violation, and discrimination cases that satisfies due process requirements.

Utilize technology to improve the productivity and effectiveness of State Civil Service and its user agencies.

Provide workforce development services and an objective evaluation of the human resource practices used by state agencies to manage their classified workforce. [Louisiana Constitution, Article X]

Administer the classification and compensation systems by developing and implementing flexible job evaluation and pay policies and practices that can be adapted to meet agencies' unique requirements.

Create and administer programs, rules, assistance procedures and training that promote, encourage, and enhance effectiveness, efficiency, and accountability in state agencies and their employees.

Provide processes and policies that enable state agency managers to fill vacant positions with highly qualified applicants in a timely fashion and in accordance with legal and professional standards.

ORGANIZATIONAL STRUCTURE

The Department of State Civil Service is comprised of the following major divisions.

Administration: Includes the Director's Office and management and finance. Provides fiscal, budgeting and personnel services for the Department, and through a shared services agreement, the division also performs these functions for two other state agencies, the Division of Administrative Law, the Ethics Administration and Municipal Fire and Police. In addition, personnel services are provided for the Board of Tax Appeals.

Accountability: Provides an objective evaluation of the human resource practices used by state agencies to manage the classified work force. It assesses the effectiveness of those practices and the overall adherence to merit principles and compliance with Civil Service Rules.

Appeals: Serves as the clerk of court for the State Civil Service Commission by receiving employee appeals of disciplinary actions or allegations of discrimination, scheduling hearings, issuing subpoenas and compiling the record if judicial review is sought. The Appeals Division staff attorneys also hear and decide cases for the Commission.

Compensation: Maintains the classification system agencies use to allocate positions to appropriate job titles and conducts pay studies to maintain reasonably competitive pay levels and internal equity.

Employee Relations: Provides consultation to state employees, supervisors, managers, human resources professionals and state executives regarding Civil Service Rules, State and Federal Laws, and human resources policies and procedures.

Management Information Services: Provides information, document management, and reporting services to the Department, other state agencies, the legislature, the media and the public.

Staffing: Provides agencies with recruiting, selection and workforce planning services and training, and manages the state's electronic vacancy posting and application system, "LA Careers."

Training & Workforce Development: Manages the statewide Comprehensive Public Training Program for all classified employees.

SCS KEY PERFORMANCE INDICATORS

Key Performance Indicator	***Result***
Number of repeat audit findings	***0***
Percentage of appeal cases offered a hearing or disposed of within 90 days	***98%***
Percentage of appeal decisions rendered in 60 days after submitted for decision	***94.6%***
Turnaround time in days for external Ad Hoc report requests	***1 day***
Turnaround time in days for internal request to Information Services Division	***1.5 days***
Number of Training courses offered at key locations throughout the state	***364***
Percentage of students who pass test conducted in training courses	***100%***
Number of HR Program Accountability Audits	***51***
Number of salary surveys conducted by the Compensation Division	***90***
Number of customized applicant selection procedures	***15***

SCS NOTABLE ACCOMPLISHMENTS

Press Release 1-14-15: Kimberly Dellafosse appointed to the State Civil Service Commission

Press Release 10-30-14: Former and Present Civil Service Commissioners Receive Monte M. Lemann Award

Press Release 10-10-14: State Civil Service Wins Award at National Training Conference

Press Release 8-26-14: State Civil Service Launches Mobile Version of Website

General Circular 2015-022: Recentralization of Work Processes

General Circular 2015-004: SCS Website Update New Job Seekers' Homepage

General Circular 2014-033: New CPTP 2015 Mandatory Training Requirements

SCS staff members created an award-winning video entitled Prohibited Political Activity (https://www.youtube.com/watch?v=ptp1LZ7gBJ0). It is hosted on the State Civil Service YouTube Channel and discusses which political activities a classified state employee is prohibited from participating in as well as which activities are allowed. The video was written, recorded, directed, and produced in house using State Civil Service staff. Furthermore, all roles in the video were also portrayed by SCS staff.

SCS NOTABLE ACTIVITIES IN NUMBERS

Website	**1,096,497**	homepage hits on www.civilservice.la.gov
	429,875	homepage hits accessed by mobile device
	7,015	average number of web visitors per day
Pay Plan Information	**2,023**	classified job titles at the close of FY14-15
	1,182 (3.22%)	classified employees at pay range maximum at the close of FY14-15
	52 (.14%)	classified employees above pay range maximum at the close of FY14-15
Information Services Division	**96%**	percentage of overall systems availability
Staffing Division	**139,385**	subscriptions to job interest cards by job seekers
	384,313	job applications received statewide
	12,621	pre-employment tests administered
	7,755	classified vacancies announced by state agencies LA Careers site
	684	unclassified vacancies announced by state agencies LA Careers site
	88	affirmative action plans reviewed by SCS
Employee Relations Division	**12,092**	employee consultations
	50	agency meetings
	27	layoff avoidance plans approved
	22	layoff plans approved
	1,788	contracts reviewed
Accountability Division	**1,920**	hires and promotions audited in LA Careers Applicant System
	17	requests for investigations received from classified employees
	2	investigations opened
Training Division	**96,534**	students taught through on-line courses
	8,510	students taught through instructor-led courses
	11	agency specific courses taught by request
Compensation Division	**39**	agency pay policies approved
	42	job studies completed
	63	requests for unclassified authority received
	614	requests for temporary unclassified authority received
	3,675	non delegated classified positions allocated
	22	business re-organization plans processed
	118	desk audits of classified positions conducted
Appeals Division	**149**	appeals received (filed and remanded)
	97	hearings conducted

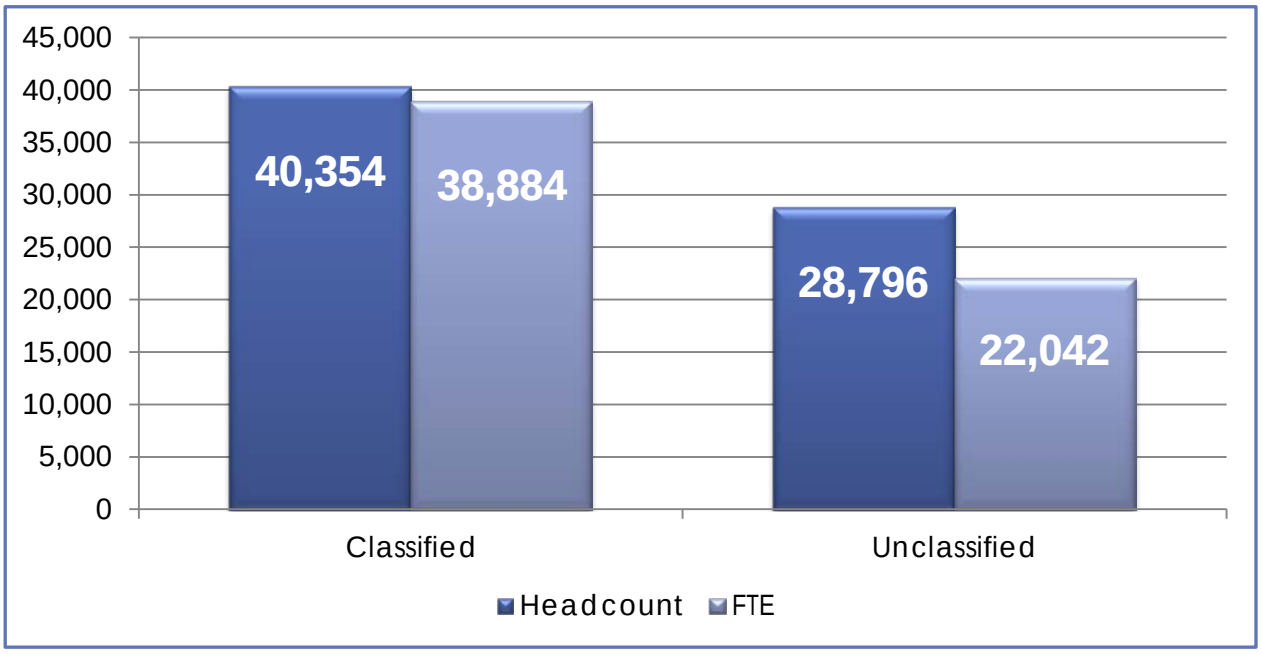
WORKFORCE DEMOGRAPHICS

STATEWIDE EMPLOYEE COUNT: CLASSIFIED vs. UNCLASSIFIED

The chart below depicts the headcount and full-time equivalence (FTE) of classified employees vs. unclassified employees in Louisiana's state government workforce.

- A classified employee provides services to and for the State or any of its instrumentalities.
- Unclassified employees are specifically named in Article X of the Constitution and include, but are not limited to: elected officials, gubernatorial appointees, teaching and professional staff at universities, and members of the military.

State Civil Service has governing authority over classified employees only.



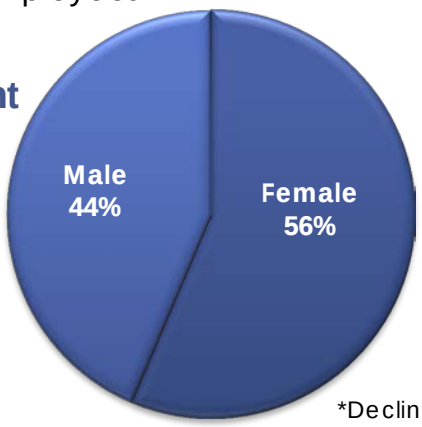
Headcount:	Represents the actual number of employees.
FTE:	Represents the full time or part time assignment of employees. The FTE is .50 for an employee hired to work 20 hours per week. An agency with two employees (headcount) working each 20 hours per week = 1 FTE.

WORKFORCE DEMOGRAPHICS

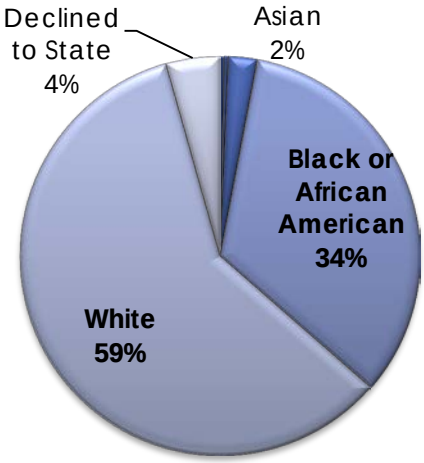
The following information reflects the demographics of the 69,150 employees of Louisiana state government at the end of Fiscal Year 2014-2015. Data includes both classified and unclassified employees.

Statewide Gender Headcount

Gender	Count
Female	38,999
Male	30,089
Declined To State	62



*Declined to State- <1%



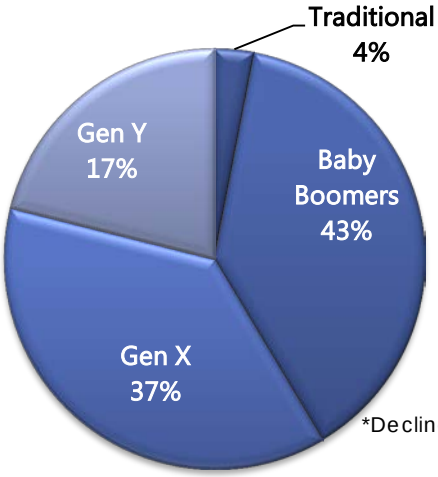
*Amer. Indian/Alaskan: <1% Multi Racial: <1%
Native Hawaiian: <1%

Statewide Race Headcount

Race	Count
American Indian or Alaskan Native*	208
Multi-Racial*	248
Asian	1,589
Native Hawaiian*	47
Black or African American	23,089
White	40,957
Declined To State	3,012

Statewide Generation Headcount

Generation	Count
Traditional Workers (born before 1946)	2,090
Baby Boomers (1946-1964)	26,553
Generation X (1965-1980)	25,934
Generation Y and on (born after 1980)	14,558
Declined To State	15

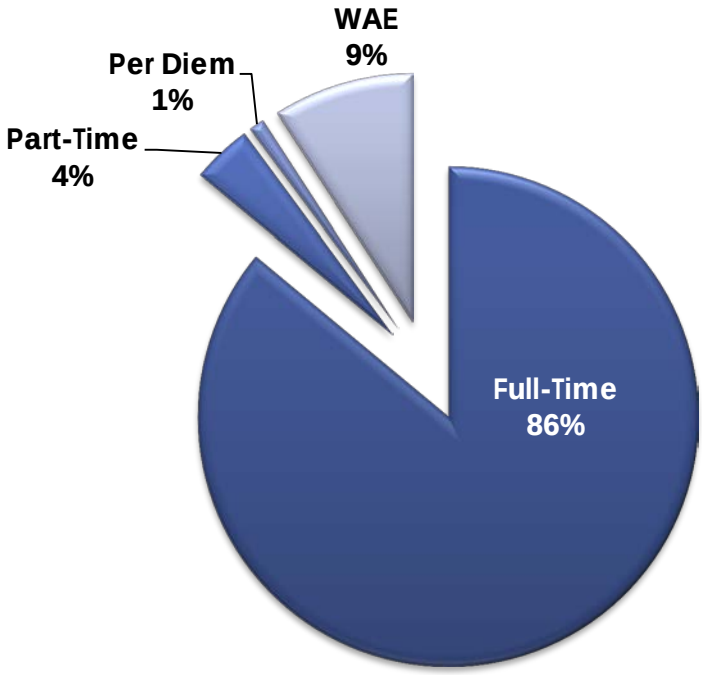


*Declined to State: <1%

WORKFORCE DEMOGRAPHICS

Statewide Employee Headcount by Employee Group

Includes Classified and Unclassified Employees



Employee Group	Count
Full-Time	59,636
Part-Time	2,648
Per Diem	698
WAE	6,168

Employee group is determined by an employee's full time equivalency (FTE) percent. A full-time employee has a 100% FTE percent while a part-time employee will have less than 100% FTE on a regular basis. A Per Diem designation is assigned to an employee paid by a daily stipend. A WAE (While Actually Employed) designation is given when an employee's position involves duties considered seasonal, temporary or intermittent.

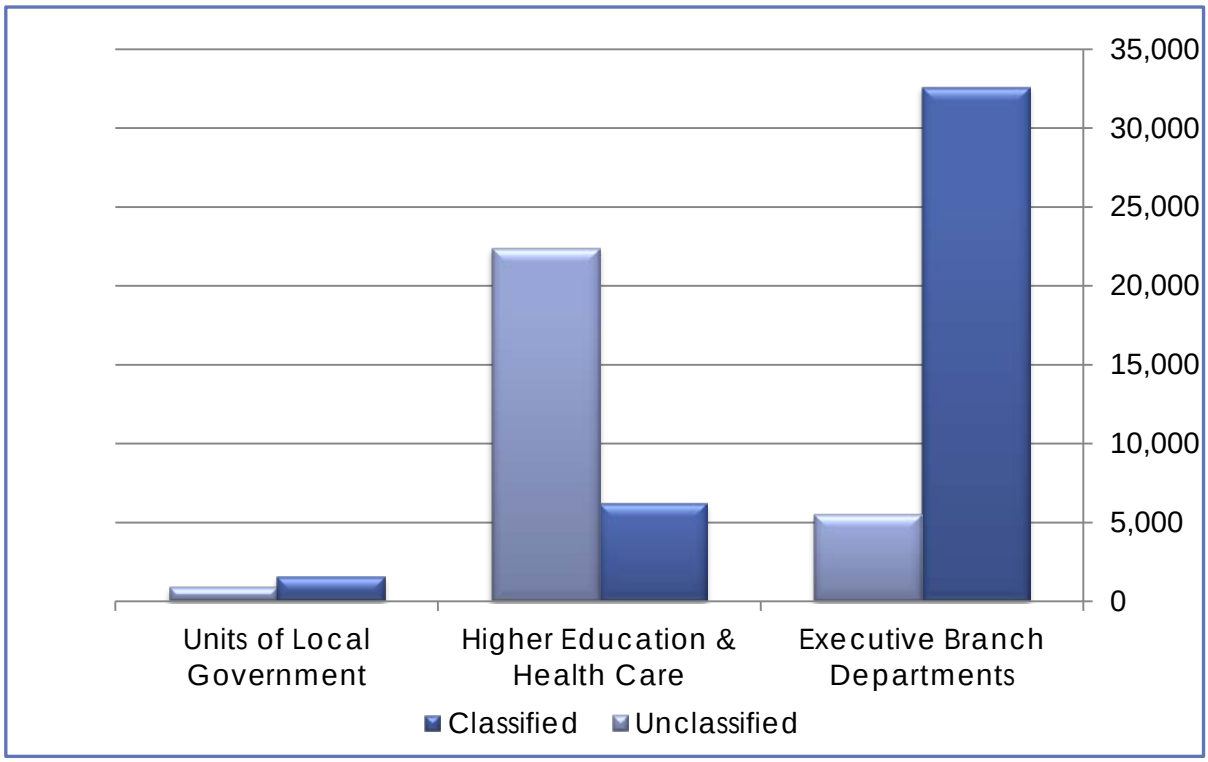
46... Average age of Classified Employee

47... Average age of Unclassified Employee

WORKFORCE DEMOGRAPHICS

Statewide Employee Headcount by Agency Type

Includes Classified and Unclassified Employees



At the close of Fiscal Year 2014 -2015, Louisiana state government employed 69,150 employees. This workforce consisted of 40,354 classified employees and 28,796 unclassified employees. Employees are categorized by agency in which they are employed. The graph above and the chart below depict the number of employees by agency type: Executive Branch Departments, Higher Education[1] and Health Care[2] and Units Local of Government[3].

Agency Type	Classified Headcount	Unclassified Headcount
Executive Branch Departments	32,598	5,522
Higher Education & Health Care	6,192	22,401
Units of Local Government	1,564	873

1. Higher Education: includes Universities, Community Colleges, Technical Colleges, and Health Care Services.
2. Health Care Services: includes Lallie Kemp Regional Medical Center and the Louisiana State University Health Services Division.
3. Units of Local Government: includes employees of local governments who are subject to State Civil Service Rules.

DEPARTMENT HEADCOUNTS

The following table represents the headcount (classified and unclassified) by Department at the close of FY14-15. Headcount is considered the number of actual employees.

Category	Department or Agency Type	Employees
Executive Branch	Department of Health & Hospitals	7,701
Executive Branch	Department of Public Safety & Corrections – Corrections Services	4,943
Executive Branch	Department of Transportation & Development	4,337
Executive Branch	Executive Department (including DOA, Gov's Office, Nat'l Guard, GOHSEP,OCPR,OGB,OFI, etc.	4010
Executive Branch	Department of Children & Family Services	3,623
Executive Branch	Department of Public Safety & Corrections - Public Safety Services	2,652
Executive Branch	Department of Education	1,417
Executive Branch	Louisiana Workforce Commission	1107
Executive Branch	Department of Culture, Recreation & Tourism	1,070
Executive Branch	Department of Wildlife & Fisheries	904
Executive Branch	Department of Veterans' Affairs	846
Executive Branch	Department of Public Safety & Corrections - Office of Juvenile Justice	818
Executive Branch	Department of Revenue	754
Executive Branch	Department of State (includes Registrars of Voters)	715
Executive Branch	Department of Environmental Quality	679
Executive Branch	Department of Agriculture	557
Executive Branch	Department of Justice	529
Executive Branch	Retirement Systems(LASERS, Teachers, School Employees, State Police)	353
Executive Branch	Department of Natural Resources	325
Executive Branch	Department of Insurance	241
Executive Branch	Civil Service Agencies; SCS, Ethics, Division of Administrative Law, Municipal Fire & Police	236
Executive Branch	Department of Economic Development	115
Executive Branch	Public Service Commission	93
Executive Branch	Department of Treasury	81
Executive Branch	Lieutenant Governor's Office	12
Executive Branch	Independent	2
Higher Ed & Health Care	Higher Education	28,020
Higher Ed & Health Care	Health Care Services	573
Quasi-State Agencies	Housing Authorities	1,228
Quasi-State Agencies	Ports, Levee Boards	1,185
Quasi-State Agencies	Louisiana Law Institute	12
Quasi-State Agencies	Independents	11

DEPARTMENT FULL TIME EQUIVALENTS

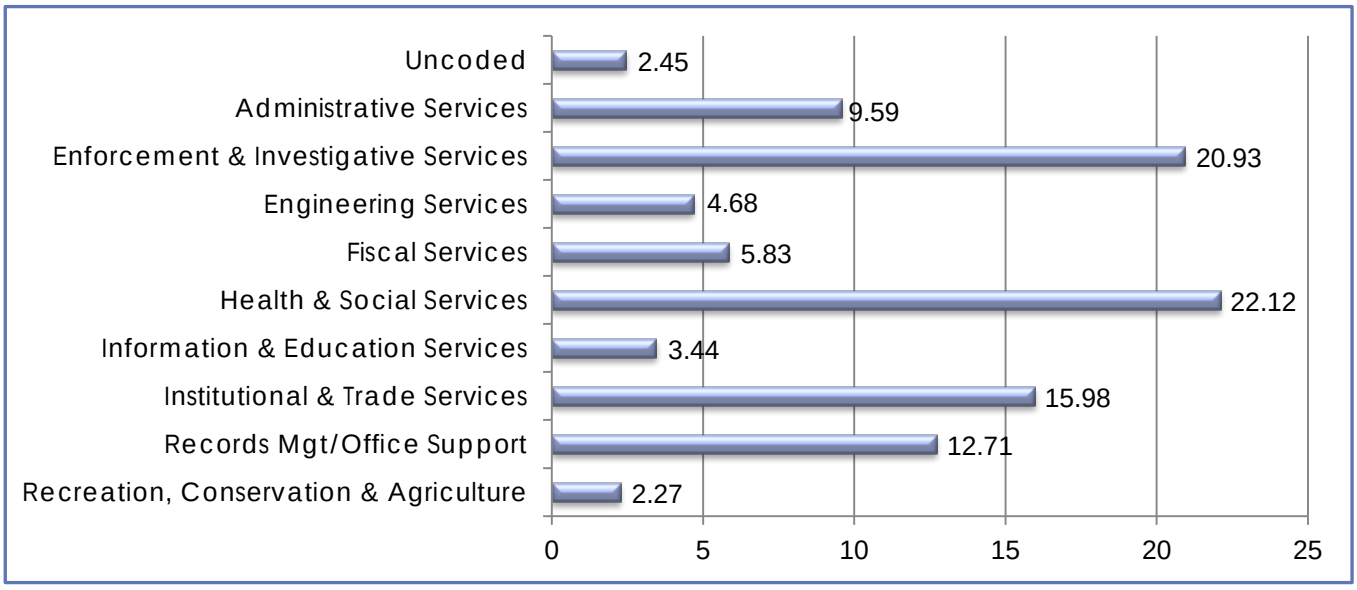
The following table represents the number of Full Time Equivalents (FTE) by Department (classified and unclassified) at the close of FY14-15.

Category	Department or Agency Type	FTE Value
Executive Branch	Department of Health & Hospitals	6,873
Executive Branch	Department of Public Safety & Corrections – Corrections Services	4,792
Executive Branch	Department of Transportation & Development	4,272
Executive Branch	Executive Department (including DOA, Gov's Office, Nat'l Guard, GOHSEP,OCPR,OGB,OFI, etc.	3,652
Executive Branch	Department of Children & Family Services	3,493
Executive Branch	Department of Public Safety & Corrections – Public Safety Services	2,459
Executive Branch	Department of Education	1,257
Executive Branch	Louisiana Workforce Commission	1,012
Executive Branch	Department of Wildlife & Fisheries	847
Executive Branch	Department of Public Safety & Corrections - Office of Juvenile Justice	779
Executive Branch	Department of Veterans' Affairs	767
Executive Branch	Department of Culture, Recreation & Tourism	701
Executive Branch	Department of Revenue	667
Executive Branch	Department of Environmental Quality	660
Executive Branch	Department of Agriculture	541
Executive Branch	Department of State (includes Registrars of Voters)	520
Executive Branch	Department of Justice	504
Executive Branch	Retirement Systems(LASERS, Teachers, School Employees, State Police)	315
Executive Branch	Department of Natural Resources	308
Executive Branch	Department of Insurance	235
Executive Branch	Civil Service Agencies; SCS, Ethics, Div. of Administrative Law, Municipal Fire & Police	164
Executive Branch	Department of Economic Development	106
Executive Branch	Public Service Commission	93
Executive Branch	Department of Treasury	56
Executive Branch	Lieutenant Governor's Office	11
Executive Branch	Independent	2
Higher Ed & Health Care	Higher Education	23,589
Higher Ed & Health Care	Health Care Services	526
Quasi-State Agencies	Ports, Levee Boards	969
Quasi-State Agencies	Housing Authorities	750
Quasi-State Agencies	Independents	6
Quasi-State Agencies	Louisiana Law Institute	4

CLASSIFIED SERVICE STATISTICS

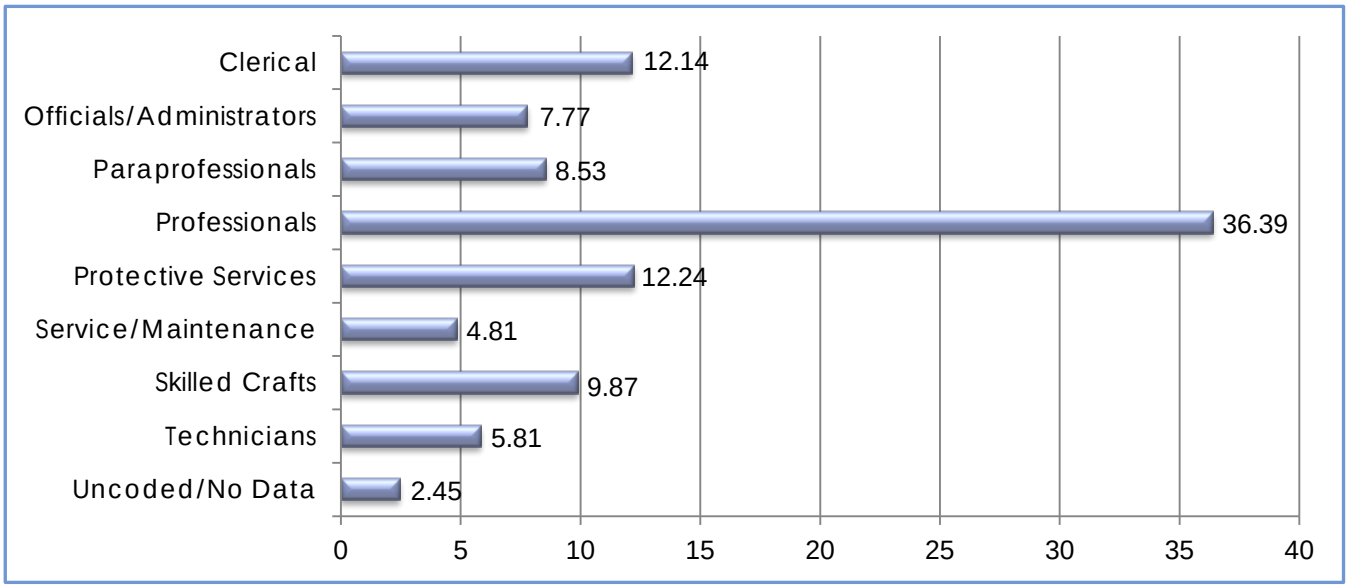
Classified Employees by Occupational Group

The graph below depicts the occupational groups of classified state employees at the close of FY14-15.



Classified Employees by EEO-4 Category

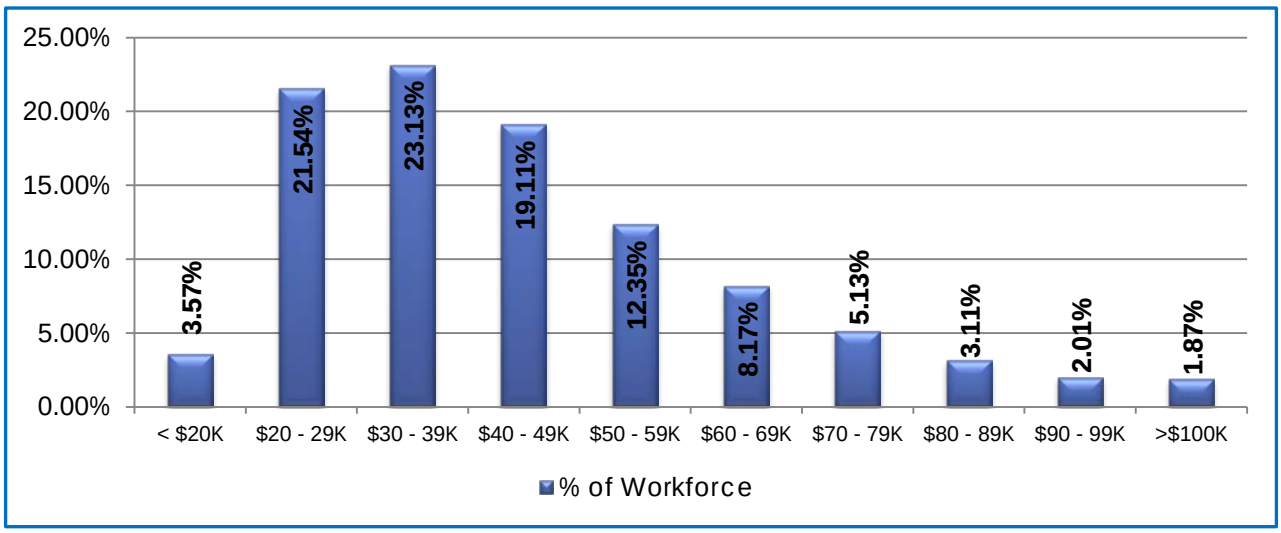
Under Public Law 88-352, Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, all State and local governments that have 15 or more employees are required to keep records and to make such reports to the Equal Employment Opportunity Commission as are specified in the regulations of the Commission. The graph below depicts the state's classified workforce by EEO-4 category at the close of FY14-15.



CLASSIFIED SERVICE STATISTICS

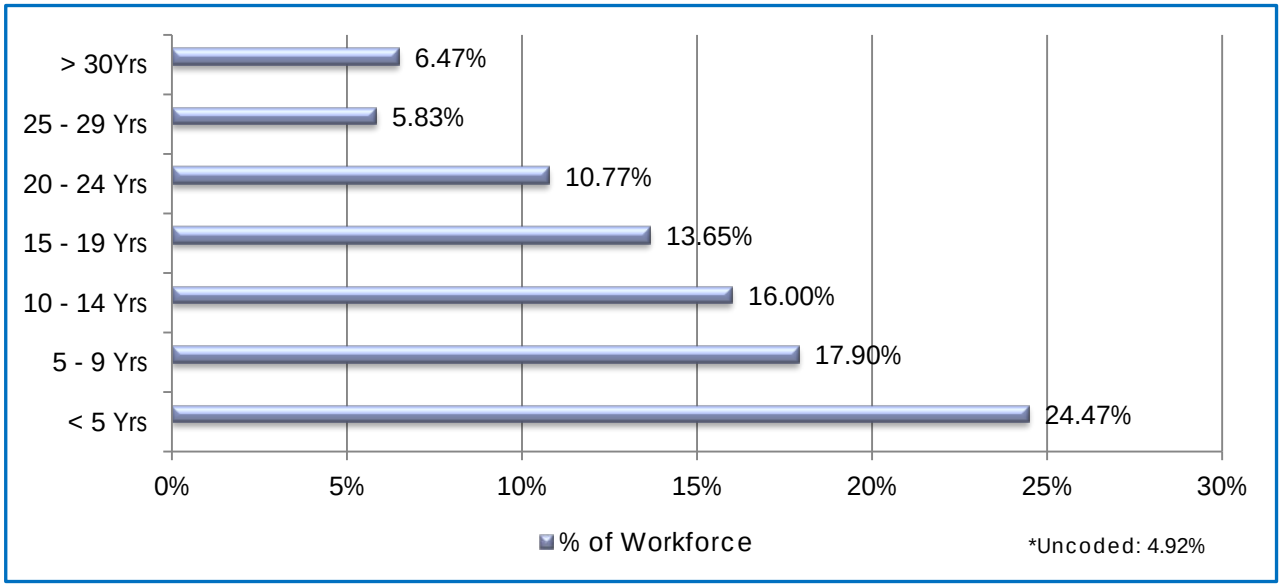
Salary Distribution of Full-Time Classified Employees

The graph below represents the salary distribution of classified state employees. As depicted in the chart, more than 48% of the classified workforce has an annual salary of less than $40,000.



Length of Service – Classified Employees

The data represented below indicates that at the close of FY14-15, 42% of classified employees had less than ten years of state service. Career service employees with more than twenty years of service comprised of approximately 23% of the workforce.

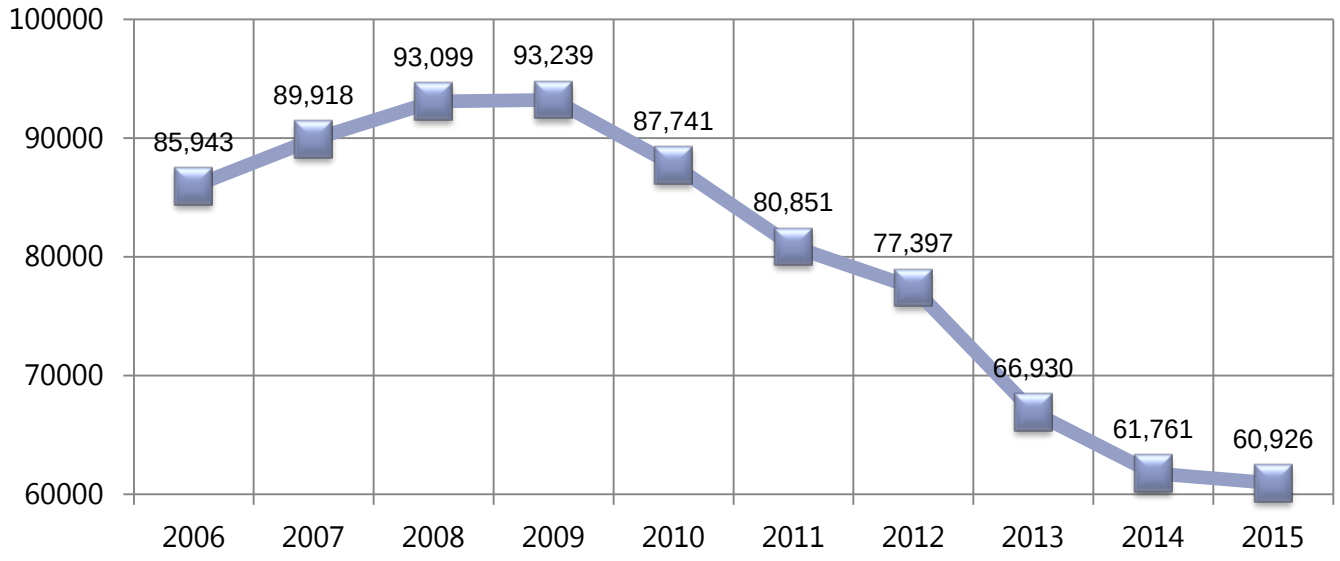


WORKFORCE TRENDS

FTE Employment Levels

The chart below depicts employment levels in Louisiana state government from Fiscal Year 2006 to Fiscal Year 2015. It represents the total Full-Time Equivalents for both classified and unclassified.

FY14-15: 60,926 Full Time Equivalents



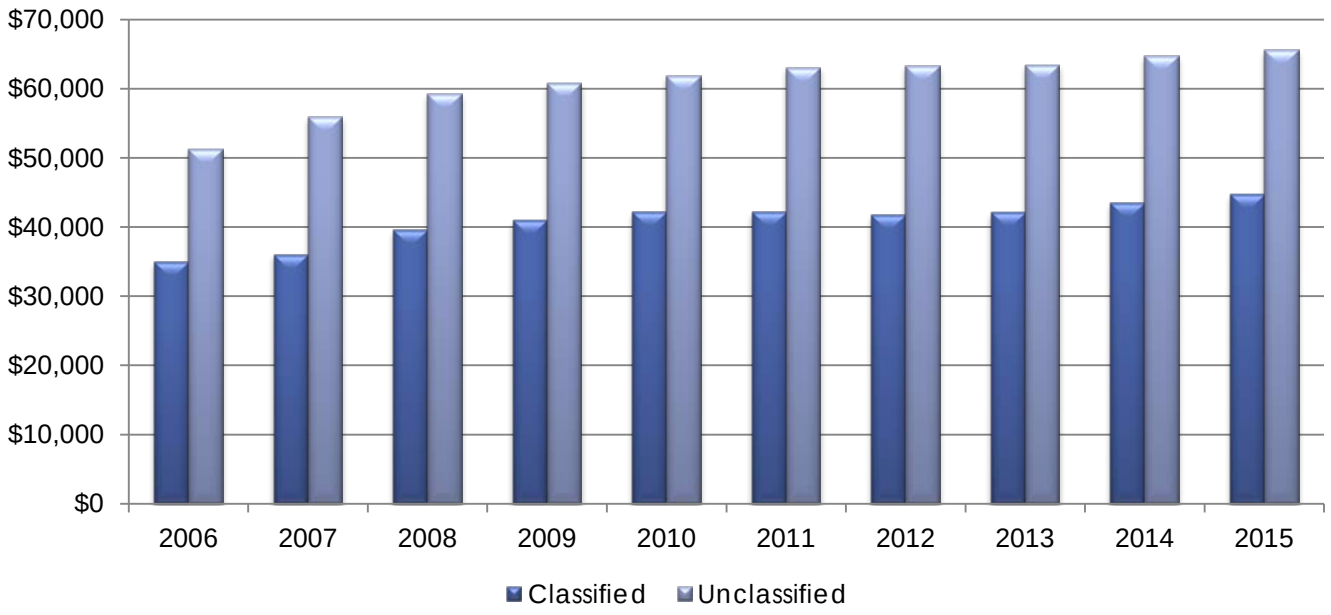
Trend of State Employment Levels 2006 – 2015									
(Total Full-Time Equivalents - Classified & Unclassified)									
2006	**2007**	**2008**	**2009**	**2010**	**2011**	**2012**	**2013**	**2014**	**2015**
85,943	89,918	93,099	93,239	87,741	80,851	77,397	66,930	61,761	60,926

WORKFORCE TRENDS

Average Annual Pay Rate

The chart below depicts the average annual pay rate of for full-time classified employees compared to full-time unclassified employees. Note: The annual rates of pay do not include rates of pay for State Police.

Fiscal Year 2014-2015
CLASSIFIED: $44,738 vs. UNCLASSIFIED: $65,694



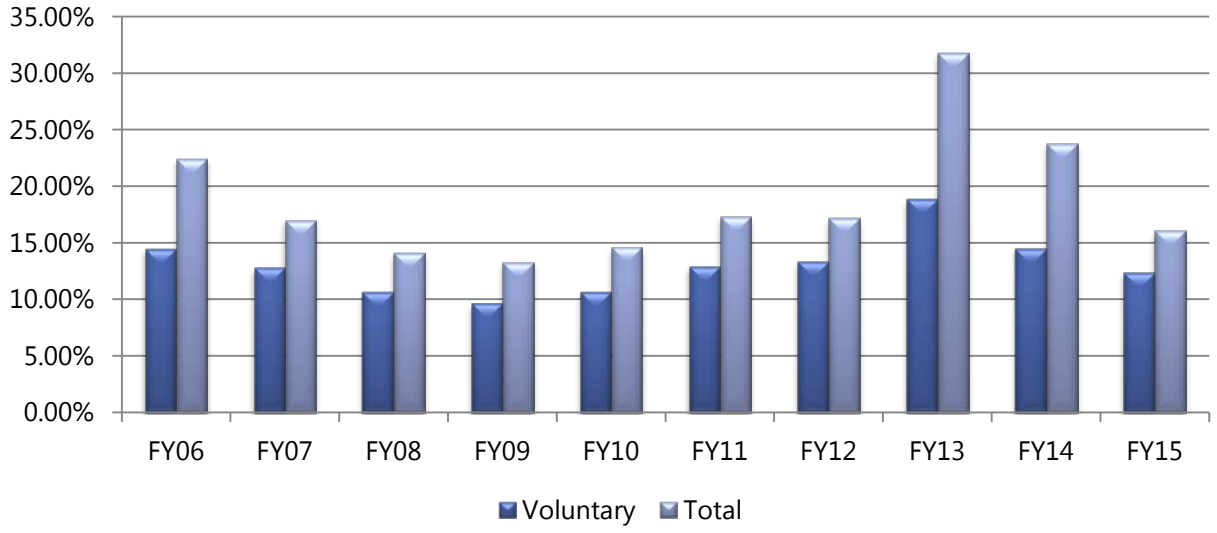
Trend of Average Annual Pay Rates for Full-Time Employees										
(does not include State Police)										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Classified	$34,961	$36,104	$39,619	$40,988	$42,187	$42,208	$41,864	$42,140	$43,525	$44,738
Unclassified	$51,219	$55,933	$59,246	$60,854	$61,861	$63,130	$63,337	$63,426	$64,784	$65,694

CLASSIFIED EMPLOYEE TURNOVER

The data presented in the graph below is based on an analysis of the number of classified employees serving in non-temporary positions who separated from state service during each fiscal year presented. This data does not reflect the following: separations of unclassified employees, separations of temporary classified employees and transfers from one state agency to another.

The data represents Voluntary Turnover, (separation from state service due to resignation, retirement or death) and Total Turnover (Voluntary Turnover plus Involuntary Turnover). Involuntary Turnover represents separation from state service through dismissal, layoff, separation during probationary period, or non-disciplinary removals.

Fiscal Year 2014-2015
Voluntary Turnover: 12.38%
Total Turnover: 16.09%



Trend of Turnover Rates for Classified Employees

	FY 05-06	FY 06-07	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	FY 12-13	FY 13-14	FY 14-15
Voluntary	14.45%	12.80%	10.59%	9.59%	10.62%	12.94%	13.35%	18.89%	14.53%	12.38%
Total	22.40%	16.99%	14.10%	13.28%	14.56%	17.33%	17.17%	31.80%	23.78%	16.09%

NOTE: The privatization of state hospitals and the corresponding layoffs during Fiscal Year 12-13 and Fiscal Year 13-14, in conjunction with a large number of retirements, contributed to the increase in statewide turnover.

FISCAL YEAR REPORTS

The following reports are available upon request. Please contact the Public Information Office at the State Civil Service at (225)342-8274 for more information.

Report on State Employment

This report is compiled by using information collected and maintained pursuant to La. R.S. 42:289 and La. R.S. 42:290. Data is collected by the Department of State Civil Service on a weekly basis and reflects actual data reported by state agencies. This report can be accessed on the Department's website at: http://www.civilservice.louisiana.gov/Publications/WeeklyReport.aspx

Annual Pay Plan Review

State Civil Service is required by Civil Service Rule 6.2 to conduct an annual review of the compensation plan for classified state employees and to recommend appropriate changes based upon the results. The purpose of this review is to provide an analysis of the health of the SCS pay schedules as compared to the market in order to remain competitive in recruiting and retaining qualified personnel. This report can be accessed on the Department's website at:
http://www.civilservice.louisiana.gov/files/publications/annual_reports/2014-2015%20Annual%20Pay%20Plan%20Report.pdf

Report on Spanish Speaking Persons

This report was prepared in response to House Concurrent Resolution Number 110 of the 2010 Regular Session of the Legislature. On an annual basis the report provides information regarding delivery of services to Spanish speaking persons with limited English proficiency. Copies of this report are available upon request.

Workforce Utilization Report:

This report is prepared in compliance with House Concurrent Resolution Number 10 of the 1980 Regular Session of the Louisiana Legislature. It contains data on the employment of women and minorities in state government. Copies of this report are available by request.

FY2014-2015 Annual Payments Report:

Prepared for the State Civil Service Commission, this report outlines payments by state agencies made under Civil Service Rules for Rewards and Recognition,

Optional Pay, Attainment of Advance Degree and Gainsharing & Exceptional Performance Activity. Copies of this report are available by request.

FY2014-2015 Annual Turnover Report

Prepared for the State Civil Service Commission, this report contains data classified employee turnover. This report can be accessed on the State Civil Service website at:
http://www.civilservice.louisiana.gov/files/publications/annual_reports/2014-2015%20Annual%20Turnover%20Report.pdf

FY2014-2015 Report on Turnover Rates:

Prepared for the Joint Legislative Committee on the Budget, this report is compiled in accordance with La. R.S. 42:1601. The report outlines the turnover and turnover rate for each agency and the costs associated with the turnover, the five job classifications with the highest turnover rate and the five agencies and job classifications for which cost of turnover is the highest. Copies of this report are available upon request.

Report on State Employee Layoffs:

Prepared monthly for the Louisiana State Legislature, this report outlines the number of positions targeted for abolishment and the number of employees actually laid off from state service. Copies of this report are available upon request.

CONTACT US

For more information regarding the contents of this report, please contact:

Byron P. Decoteau Jr., PHR
State Civil Service Interim Director
225.342.8272
byron.decoteau@la.gov

OR

Lindsay Ruiz de Chavez
State Civil Service Public Information Director
225.342.8272
Lindsay.Ruiz@La.Gov

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