

MEMORANDUM

State of Alaska
Department of Administration
Division of Personnel & Labor Relations

To: Nicki Neal
Director

Date: September 12, 2008

Thru: Cindy Gouveia *CG*
Classification Studies Supervisor

Phone: 465-4075
Fax: 465-1029
E-mail: cindy.gouveia@alaska.gov

From: Carl Swanson *CS*
Classification and Compensation Analyst

Phone: 465-4086
Fax: 465-1029
E-mail: carl.swanson@alaska.gov

Subject: Vocational Rehabilitation Management Study

Introduction:

In 2007 a classification study of many of the jobs in the Division of Vocational Rehabilitation was completed. That study is known as "the 2007 DVR Study." It has also been referred to as "the DVR Job Classes Study."

Following the release and publication of that study, the Department of Labor and Workforce Development (DOLWD), Division of Vocational Rehabilitation (DVR), and the Alaska Public Employees Association (APEA) requested a classification study of the two-position job class, Chief, Vocational Rehabilitation, class code PF0472. This request also included the Assistant Chief, Vocational Rehabilitation Services and the Vocational Rehabilitation Manager job classes. The request submitted by DVR states in part,

"we are requesting a supervisory managerial job class study be performed on the two Chiefs, one Assistant Chief and the Rehabilitation Manager positions in the Division of Vocational Rehabilitation. These positions were not included in the recently concluded DVR Job Classes Study. [The study analyst] indicated she believes these job classes need to be analyzed as part of a future study of equivalent type supervisory management job classes in the Memorandum she wrote dated 2/12/2007, subject: DVR Job Classes Study (FINAL Effective 4/17/07)."

The Assistant Chief, Vocational Rehabilitation Services and the Vocational Rehabilitation Manager job classes were in fact included in the 2007 DVR study, and an internal salary

alignment analysis was documented, with the study memorandum including the following language,

“It should be noted that positions allocated to the new expert VR Counselor IV (R20) job class will not be supervised by either the VR Manager or Assistant Chief, VR Services, therefore that argument cannot be used support range increases of the latter two job classes. This analyst believes that the latter two job classes need to be analyzed as part of a study in the future, of equivalent type supervisory/managerial job classes. This has been a recognized need for some time and would involve a number of job class series involving the majority of departments. These and previously stated reasons override the justification to increase the range assignment from R20 to R21 of the VR Manager job class, or two ranges above their subordinate “master” VR Counselor or Evaluator III positions.”

Some have interpreted the above as saying that a salary review was not performed as part of the study, but instead would be addressed at some point in the future. This analyst views that as simply a misinterpretation, especially given the fact that the study memo included the salary analysis (see pages 14 and 15 of the 2007 DVR study memo). Nonetheless this is clearly a factor in the requests for a study and for a salary analysis.

Note that the Chief, Vocational Rehabilitation job class was not intended to be included in the 2007 DVR Study, and therefore was not in the agreed upon scope of the study, and was appropriately not included in that study.

In response to the requests from the DVR and the APEA we have agreed to conduct a classification study of the Chief, Vocational Rehabilitation job class, and to perform an internal alignment salary review of the Assistant Chief, Vocational Rehabilitation Services and Vocational Rehabilitation Manager job classes.

Study Scope:

The job class reviewed for this study is Chief, Vocational Rehabilitation. Also included in this report is an internal alignment salary review only, of the Assistant Chief, Vocational Rehabilitation Services and the Vocational Rehabilitation Manager job classes. This report will first address the Chief, Vocational Rehabilitation classification study, then address the salary analysis for the Assistant Chief, Vocational Rehabilitation Services, and for the Vocational Rehabilitation Manager job classes.

Study Contacts:

The study contact was the Director of DVR. The Director, the Administrative Manager and the job class incumbents provided occupational information for the study.

History of Job Class:

The Chief, Vocational Rehabilitation was established effective 11/1/1967. It has been revised in 1969, 1971, 1974, 1978, 1984 and 2008. The minimum qualifications were earlier revised in 2008 in conjunction with a recruitment process.

Class Analysis:

The state's classification plan provides for the grouping of positions into job classes when they are sufficiently similar with respect to duties and responsibilities, degree of supervision exercised and received, and entrance requirements so that: 1) the same title can be used to clearly identify each position; 2) the same minimum qualifications for initial appointment can be established for all positions; 3) the same rate of basic pay can be fairly applied to all positions; and 4) employees in a particular class are considered an appropriate group for purposes of layoff and recall. Job classes should be constructed as broadly as is feasible as long as the tests of similarity are met.

As detailed in the FY '09 Operating Budget, the Division of Vocational Rehabilitation is a combined federal/state program under the authority of the Rehabilitation Act of 1973, as amended in 1998. The division works to assist in accomplishing the individualized employment goals of each person with a disability. A full array of vocational rehabilitation services, independent living services, support and assistance in employment, assistive technology, and referrals are offered. In partnership with other state agencies, private sector businesses, vendors, and non-profit organizations, individuals are assisted in obtaining and maintaining employment.

The division adjudicates claims on behalf of the Social Security Administration for Title II and Title XVI applicants for disability benefits and provides referrals for services. In addition, the division is the agency responsible for executive branch compliance with the Americans with Disabilities Act and Alaska Administrative Order #129 relating to the Americans with Disabilities Act.

There are two positions currently classified as Chief, Vocational Rehabilitation. They oversee two distinct organizations within the Division of Vocational Rehabilitation: 1) Vocational Rehabilitation Services/Client Services and 2) Disability Determination Services. It was anticipated at the onset that these two positions might be classified into different job classes as a result of this study. This has proven to be the case.

An updated position description was submitted for this study for PCN 052006. An updated position description was submitted for PCN 052132 earlier this year and at that time was processed as an update. It was resubmitted for this study. In addition, desk audit interviews were conducted with both incumbents and a follow up meeting was held with the positions' supervisor. This job class is not part of a class series.

PCN 052006 is located in Anchorage at the DVR offices on Muldoon Road. It reports to the Director of DVR, located in Juneau. This position oversees the Vocational Rehabilitation Services section, comprised of 80 subordinates in various locations statewide. A desk audit interview via telephone was conducted with the incumbent in June, 2008.

This position is responsible for planning and administration of the field services/client services for the vocational rehabilitation services of the Division of Vocational Rehabilitation including services to the blind. Note that in some states, services to the blind are in an organization distinct from the vocational rehabilitation services. There have not been substantial changes to the duties and responsibilities of this position. The main purpose for the position is to provide leadership, vision and direction to this section. This is a supervisory class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of subordinates. This job remains properly classified as Chief, Vocational Rehabilitation. The class specification has been updated to include the current mix of duties, and to reflect that this class is now designed to be used only for the head of the Vocational Rehabilitation Services section of DVR. Chief, Vocational Rehabilitation Services (revised title) is once again a single-position job class.

PCN 052132 also reports to the Director of DVR. It is located in Anchorage at the DVR offices on E. Ship Creek Avenue. This position oversees the Disability Determination Services section (DDS), comprised of 26 subordinate staff, all located at the E. Ship Creek Ave. office. A desk audit interview was conducted via telephone in May of this year with the outgoing incumbent. The main purpose of this position is to manage the operation of the Alaska Disability Determination Services (DDS) Section. DDS is responsible for adjudicating statewide Social Security and Supplemental Security Income (SSI) disability claims.

Twenty four years have elapsed since the Chief, Vocational Rehabilitation job class was revised to incorporate the disability determination work of PCN 052132. The 2008 review has revealed that the current duties and responsibilities of 052132 are not sufficiently similar to those of PCN 052006, such that they should continue to share the same job class. A recent recruitment effort highlighted the need for a distinct class with its own minimum qualifications. For these reasons a new job class has been developed to address the unique duties and responsibilities. The new class is Chief, Disability Determination Services, class code PD047. The Chief, Disability Determination Services is a single-position job class responsible for the management and supervision of professional and technical subordinates engaged in disability determination services. The Chief is distinguished from positions in the Disability Adjudicator II job class by the broader scope of responsibility of a section chief for the oversight of the planning, supervision, and coordination of all functions of the Disability Determinations Services section. This is a supervisory class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of subordinates.

Class Title:

A class title should be the best descriptive title for the work. It is intended to concisely and accurately convey the kind and level of work performed and should be brief, easily recognized, gender neutral, and understood by potential applicants.

Now that the Chief, Vocational Rehabilitation job class has been redefined, and does not include the Disability Determination Services section chief, the title must be re-examined as well. Chief, Vocational Rehabilitation Services is a more specific title that references the fact that this class

now only applies to one position in the Vocational Rehabilitation Services section. Accordingly, the title is changed to Chief, Vocational Rehabilitation Services.

For the other body of work, which formerly used the Chief, Vocational Rehabilitation title and class, a new title must be established. The class title of Chief, Disability Determination Services is a precise and appropriate designation. Assignment of this title provides a clear, descriptive name for the role of this position. Chief, Disability Determination Services is therefore established as the title for this new job class.

Minimum Qualifications:

The minimum qualifications established for a job class must relate to the knowledge, skills, and abilities needed to perform the work and must not create an artificial barrier to employment of individuals in protected classes. Required training should be limited to the basic formal training that customarily prepares individuals for work in the field. Experience requirements are intended to ensure new employees can successfully perform the work after a period of orientation or familiarization. Required experience should be directly related to the actual duties of positions in the class and should not be equivalent to the work to be performed.

For the redefined Chief, Vocational Rehabilitation Services, the minimum qualifications have been more closely tailored to the specific work of this class. Now that two substantively different positions no longer will be sharing one job class, it has been possible to assign minimum qualifications (MQs) that more precisely match the work. Accordingly, the disability determination MQ language which was previously included, has now been removed. The logical career ladder from subordinate classes in VRS is addressed in these MQs.

For the new class, Chief, Disability Determinations Services, new MQs had to be developed. The MQs have been established to specifically serve this one-position job class and focus on the disability determination body of work. They are consistent with the most recent revision to the MQs for the Chief, Vocational Rehabilitation class which was used for the 2008 recruitment for the Chief of the disability services function. Experience as a Disability Adjudicator is specifically provided for in these MQs.

Class Code:

A Class Code is assigned based on the placement of the job class in the classification schematic of Occupational Groups and Job Families. Occupational Groups are made up of related Job Families and encompass relatively broad occupations, professions, or activities. Job Families are groups of job classes and class series that are related as to the nature of the work performed and typically have similar initial preparation for employment and career progression.

The Chief, Vocational Rehabilitation Services is in the PF04 Vocational Rehabilitation family within the PF Social, Benefit, and Employment Services occupational group. This group includes families of classes that advise on, administer, supervise, or perform services in the social sciences, benefit or assistance programs, and social work and employment services. The PF04 Vocational Rehabilitation family includes classes of positions that advise on, administer or supervise vocational

rehabilitation programs or perform vocational rehabilitation counseling services. Initial preparation for employment is typically through advanced education or experience with subsequent career progression based on progressively responsible experience.

Accordingly, Chief, Vocational Rehabilitation Services continues to be assigned class code PF0472. There have been no changes to the subject job class which warrant any modification to the class code number. Therefore it is unchanged.

The new class, Chief, Disability Determination Services, is assigned class code PF0186. This denotes its placement in the PF01 Public Programs job family and reflects the relationship with the subordinate classes, Disability Adjudicator I & II (PF0183 and PF0184, respectively) and Disability Adjudicator Associate I & II (PF0181 and PF0182). The PF04 family includes classes of positions that advise on, administer, supervise, or perform services in a social, government benefit, or public assistance program. Initial preparation for employment is typically through training or experience with subsequent career progression based on progressively responsible experience. Note that in the case of Disability Adjudicators, Associates and the Chief, Disability Determination Services, a baccalaureate degree is required.

AKPAY Code:

AKPAY Codes are assigned to job classes for use in legacy computer systems which cannot use the six-digit Class Codes. For the Chief, Vocational Rehabilitation, the AKPAY code is unchanged, as P3328 remains the appropriate AKPAY code for this class. For the Chief, Disability Determination Services, a new code had to be assigned. This code is K0059.

Fair Labor Standard Act (FLSA)

The positions in this study are covered by the minimum wage and maximum hour provisions of the Fair Labor Standards Act of 1938, as Amended (FLSA). While exemption from the provisions of the Act are determined based on the specific circumstances of an individual employee on a work-week basis, there are general aspects of the classes and their influence on the exemptions for employees in bona fide executive, professional, or administrative positions that can be addressed in general.

The review of the duties of PCN 052006 reveals that it meets the tests for the Executive Exemption. It meets the salary test as the salary exceeds \$455/week. It meets the primary duty test by managing a customarily recognized department or subdivision of the enterprise - the DOLWD, DVR Vocational Rehabilitation Services section. Additionally, an incumbent of this job customarily directs the work of an organization of 80 permanent staff positions. Finally, an incumbent's suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees are given particular weight.

PCN 052132 also meets the tests for the Executive Exemption. It meets the salary test as the salary exceeds \$455/week. It meets the primary duty test by managing a customarily recognized department or subdivision of the enterprise - the DOLWD, DVR Disability Determination Services section. Additionally, an incumbent of this job customarily directs the work of an

organization of 26 permanent staff positions. Finally, an incumbent's suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees are given particular weight.

Salary analysis:

The salary range of a job class is determined based on internal consistency within the state's pay plans, in accordance with merit principles, with the goal of providing fair and reasonable compensation for services rendered and maintaining the principle of like pay for like work. In evaluating internal consistency, the difficulty, responsibility, knowledge, skills, and other characteristics of a job are compared with job classes of a similar nature, kind, and level in the same occupational group and job family or related job families.

In the PF04 Vocational Rehabilitation family, there are no other Chief job classes to compare with. Therefore comparison must be made with jobs outside of this family, but within the same occupational group. Within the PF Social, Benefit, and Employment Services occupational group, there is only one other chief job class, the Chief, Public Assistance Field Operations. It is located in the PF01 Public Programs family, shown below.

PF01 Public Programs

This family includes classes of positions that advise on, administer, supervise, or perform services in a social, government benefit, or public assistance program. Initial preparation for employment is typically through training or experience with subsequent career progression based on progressively responsible experience.

Job Class Code	Range	Category	Title
PF0101	14	A	CHILD SUPPORT SPECIALIST I
PF0102	16	A	CHILD SUPPORT SPECIALIST II
PF0103	18	A	CHILD SUPPORT SPECIALIST III
PF0105	21	B	CHILD SUPPORT MANAGER
PF0111	13	A	ELIGIBILITY TECHNICIAN I
PF0112	14	A	ELIGIBILITY TECHNICIAN II
PF0113	15	A	ELIGIBILITY TECHNICIAN III
PF0114	16	A	ELIGIBILITY TECHNICIAN IV
PF0116	16	A	ELIGIBILITY QUALITY CONTROL TECHNICIAN I
PF0117	18	A	ELIGIBILITY QUALITY CONTROL TECHNICIAN II
PF0121	16	B	MEDICAL ASSISTANCE ADMINISTRATOR I
PF0122	18	B	MEDICAL ASSISTANCE ADMINISTRATOR II
PF0123	20	B	MEDICAL ASSISTANCE ADMINISTRATOR III
PF0124	21	B	MEDICAL ASSISTANCE ADMINISTRATOR IV
PF0131	10	A	PFD TECHNICIAN I
PF0132	12	A	PFD TECHNICIAN II
PF0133	14	A	PFD TECHNICIAN III
PF0134	15	A	PFD TECHNICIAN IV
PF0136	16	B	PFD SPECIALIST I
PF0137	18	B	PFD SPECIALIST II
PF0139	22	B	PFD MANAGER

PF0141	16	B	PROJECT ASSISTANT
PF0142	18	B	ASSOCIATE COORDINATOR
PF0151	16	B	PUBLIC ASSISTANCE ANALYST I
PF0152	18	B	PUBLIC ASSISTANCE ANALYST II
PF0153	19	B	PUBLIC ASSISTANCE FIELD SERVICES MANAGER I
PF0154	21	B	PUBLIC ASSISTANCE FIELD SERVICES MANAGER II
PF0157	21	B	PUBLIC ASSISTANCE PROGRAMS OFFICER
PF0160	12	A	WORKERS' COMPENSATION TECHNICIAN
PF0161	16	B	WORKERS' COMPENSATION OFFICER I
PF0162	18	B	WORKERS' COMPENSATION OFFICER II
PF0171	20	B	SOCIAL SERVICES PROGRAM COORDINATOR
PF0172	21	B	SOCIAL SERVICES PROGRAM OFFICER
PF0173	23	B	SOCIAL SERVICES PROGRAM ADMINISTRATOR
PF0181	13	A	DISABILITY ADJUDICATOR ASSOCIATE I
PF0182	16	A	DISABILITY ADJUDICATOR ASSOCIATE II
PF0183	18	B	DISABILITY ADJUDICATOR I
PF0184	20	B	DISABILITY ADJUDICATOR II
PF0193	22	B	CHIEF, PUBLIC ASSISTANCE FIELD OPERATIONS

In the study memo for the 2007 DVR Study, a salary analysis is provided which makes a detailed comparison of the Chief, Vocational Rehabilitation with the Chief, Public Assistance Field Operations. It states,

“(Vocational Rehabilitation Manager-Assistant Chief, Vocational Rehabilitation Services)”

There are two positions allocated to the Chief, Vocational Rehabilitation, job class, both reporting to the division director. One is responsible for operational disability determination/adjudication services and is not part of this study. However, the parallel operational vocational rehabilitation service side of the division is managed by the second Chief, Vocational Rehabilitation (R22). This latter position was not part of the study, but the incumbent functioned as the key departmental contact/occupational consultant for the study. The Chief, Vocational Rehabilitation gives direction, leadership and supervision to one Assistant Chief, VR Services (R21), that in turn directly supervises two Vocational Rehabilitation Managers (R20) responsible for the operations of the Southeast and Northern Regions. The Chief, VR, also gives direction, leadership and supervision to four Anchorage-based Vocational Rehabilitation Managers responsible for operations in all other areas of the state.

The Chief, Vocational Rehabilitation, job class, was assigned R22 based on the traditional classification practice of assigning that same range to section chief positions responsible for statewide management and direction of service operations. It was noted that the two Chief, VR, positions do not have the delegated authority and decision-making reflective of the majority of deputy director positions in state government, which are assigned R23 and above. A deputy director typically has recognized line authority over all division functions; assists the division director with management; and has authority to set policy for

the agency in complying with federal law and requirements. Though not part of the study but impacting the range assignments of lower level job classes, the Chief, VR, job class should continue be limited to R22 until such time as a study is conducted of equivalent type managerial job classes, such as the Chief, Public Assistance Field Operations (R22).

Secondly, a good comparison can be made between the job classes of the Assistant Chief, VRS, the VR Managers, and the Public Assistance Field Services Manager II (R21) job class. The latter includes four regional managers of field services, each reporting directly to the Chief, PA Field Operations of the Division of Public Assistance. These four supervisory/managerial positions have duties, responsibilities and authority as full assistants to the Chief, PA Field Operations, and manage and supervise extensive and large regional operations known as the Central Region, Coastal Region, Northern Region, and Southeast Region. Each DPA region involves a larger number of professional, technical and support staff providing benefits and counseling to those in need; each region operates within strict federal mandates and regulations, including extensive training requirements. The Public Assistance Field Services Manager II positions perform a dual role that consists of programmatic and administrative management responsibilities and authority. The scope and complexity of the regional service operations are equivalent (R20) to and possibly exceed that true of the Vocational Rehabilitation Managers. Secondly, their assistant role (R21) to the Chief, PA Field Operations, is similar to the Assistant Chief, VR Services, regarding long-range planning, training, formulation of policy development, compliance with federal regulations and requirements, complaint resolution, budget development, etc..

It should be noted that positions allocated to the new expert VR Counselor IV (R20) job class will not be supervised by either the VR Manager or Assistant Chief, VR Services, therefore that argument cannot be used support range increases of the latter two job classes. This analyst believes that the latter two job classes need to be analyzed as part of a study in the future, of equivalent type supervisory/managerial job classes. This has been a recognized need for some time and would involve a number of job class series involving the majority of departments. These and previously stated reasons override the justification to increase the range assignment from R20 to R21 of the VR Manager job class, or two ranges above their subordinate "master" VR Counselor or Evaluator III positions.

In summary, the range assignments for the VR Manager and Assistant Chief, VR Services, job classes continue to be R20 and R21, respectively."

In the 2008 study it was found that there are additional comparisons to be made, especially in light of some changes that have occurred since the 2007 DVR Study memo was completed. The 2007 memo (see above) referenced the Deputy Director class. Effective January 16, 2008, two Deputy Director classes were established at SR-24 (K0051) and SR-25 (K0054). Formerly

Deputy Director classes were usually set at SR-23 and SR-24. To avoid confusion, as of September 1, 2008 the (classified service) Deputy Director I class was re-titled to Division Operations Manager. Concurrent with this, the (partially exempt) Deputy Director II class was re-titled to Deputy Director.

As mentioned earlier, the Chief, Vocational Rehabilitation (SR-22) reports to the Division Director (SR-27) of the DOLWD Division of Vocational Rehabilitation. In 2006 the salary range for the Division Director - PX job class (PA0112/P1901) was raised from SR-26 to SR-27. Prior to this increase, the differential between the Chief, Vocational Rehabilitation and the Division Director was four salary ranges. This slight easing of some of the salary compression at the higher levels, relative to the lower subordinate job classes, then makes it possible to consider a slight increase to the salary range assigned to the Chief, Vocational Rehabilitation.

Of the two “deputy director” job classes, the Chief, Vocational Rehabilitation is more comparable to Division Operations Manager, as both are in the classified service. A Division Operations Manager, under the general direction of a Division Director or equivalent, is the principal assistant to the Director. Division Operations Managers serve as subject matter experts in the matters of their division and are assigned supervisory responsibility over a significant portion of the division’s sections or programs. Division Operations Managers exercise authority for planning, organizing, directing, coordinating, and controlling the activities and resources for the areas supervised. During the Division Director’s absence, the Divisions Operations Manager assumes acting status. This is a supervisory class with substantial responsibility for the exercise of independent judgment in appointing, promoting, transferring, suspending, discharging and adjudicating the grievances of subordinates.

In comparison, the Chief, Vocational Rehabilitation is a subject matter expert, and is assigned supervisory responsibility over a large section which represents the majority of the Division of Vocational Rehabilitation’s staff. The incumbent of this position *may* fill in for the Director in their absence. Other staff may also. Out of a total of 127 DVR positions (FY’09 Budget) the Vocational Rehabilitation Services section has 86 permanent positions or 67% of the Division staff. Note that there are neither Deputy Director nor Division Operations Manager job classes in DVR.

The Chief, Vocational Rehabilitation job class, at SR-22, was set appropriately one range below the lower level of Deputy Director (SR-23). Now that the Division Operations Manager (Deputy Director I) job class is assigned SR-24, it would not be inappropriate to recommend that the Chief, Vocational Rehabilitation be assigned a salary range which would maintain that one range differential. An increase to SR-23 would be in keeping with the changes to the salary hierarchy of the Chief, Vocational Rehabilitation, Division Operations Manager/Deputy Director I and Division Director job classes. It would restore the four range differential from the Division Director job class. For these reasons, an increase to the salary range assigned to the Chief, Vocational Rehabilitation Services, to SR-23, is therefore recommended.

As a new job class, the Chief, Disability Determination Services class requires a salary analysis to set the appropriate salary range assignment. A comparison was made with the Chief, Vocational Rehabilitation Services. Whereas the Chief, Vocational Rehabilitation Services

oversees an organization of 86 positions in the Southeast, Northcentral, Anchorage-Kodiak, Muldoon, Bragaw-Eagle River and Mat-Su/Kenai regional offices, the Chief, DDS oversees a *much* smaller organization. There are just 27 positions in DDS, all located in the same office. The staff size and geographical dispersion is much narrower which results in significantly less organizational complexity.

Program complexity is another area in which these two positions/classes differ. The DDS program is essentially an entitlement program whereas VRS Client Services covers a broader spectrum of options for each client. DDS has very limited contact with their clients, with most of it conducted via telephone, similar to a call center. VRS Client Services in contrast, works to fit their clients into the community. They deal with clients in-person as well as via telephone.

Budget-wise the Chief, DDS has a \$4M budget, whereas the Chief, VRS has a budget of \$15M. The Chief, VRS has to make their annual budget succeed as allocated among the regional offices. With the DDS budget, if DDS takes in more clients, they get more money from SSA. Therefore the budget challenges are quite different.

Another difference between these jobs is that the Chief, VRS is responsible in dealing with the leases for the regional offices, whereas the Chief, DDS oversees just one office space.

The nature, variety and complexity of the work of the Chief, VRS emerges as greater than that assigned to the Chief, DDS.

The amount of supervision received from the Director of Vocational Rehabilitation is not exactly the same. The current Director reports that they engage in more ongoing communication about the work of the section with the Chief, VRS, as compared to the Chief, DDS who engages in more ongoing communication with the Seattle Regional Office of the SSA.

With regard to the nature of available guidelines for performance of work, there are also differences. The Chief, VRS is responsible for determining policies within the broad parameters of the appropriate laws and regulations. DDS in contrast is very much controlled by their regulations. While the Chief, DDS does formulate policies, they are within the guidelines set by SSA. This then leads to the requirement for more originality and creativity on the part of the Chief, VRS as compared with the Chief, DDS.

The nature and scope of recommendations, decisions, commitments, and consequence of error for these two positions is different due to the differences in the breadth and complexity of their respective programs. Owing to the fact that the Chief, VRS has a program of greater complexity, the nature and scope of their recommendations, decisions and commitments is greater than that of the Chief, DDS. The consequence of error in both programs is similar in that a client would be poorly served and either given a benefit or service they were not entitled to or deprived of a benefit or service that they *were* entitled to.

Regarding the nature and extent of supervision exercised over the work of other employees, some clear distinctions are noted. The Chief, VRS supervises a much larger staff which is geographically dispersed to serve clients statewide. The Chief, DDS supervises one group of

subordinates performing statewide services, all located in the same office. Both are responsible for attending to the personnel and administrative functions of their respective organizations. Due to the much greater size and geographic dispersion, this responsibility is greater for the Chief, VRS than the Chief, DDS.

For all the reasons detailed above, the Chief, DDS job does not equate in terms of salary range assignment to the Chief, VRS. A lower salary range is therefore recommended. SR-22 is the appropriate range. It provides for the work of a section chief which is at a lower level than the Chief, VRS. At this level are such section chiefs/managers as PFD Manager, which oversees an organization of 61 subordinate positions in Juneau, Anchorage and Fairbanks (FY'09). The PFD Manager functions as an assistant director. Also at this level is the Assistant Director, Employment Security class in which positions serve either as program managers responsible for overseeing one of the divisions' two major programs, employment services (ES) or unemployment insurance (UI); or serve as the Field Operations Manager with direct line authority over the field operations of the division.

Internal alignment of the Assistant Chief, VR Services and the Vocational Rehabilitation Manager:

The Assistant Chief, Vocational Rehabilitation Services class should maintain the longtime salary alignment and relationship with the Chief, Vocational Rehabilitation Services class. Accordingly a one range increase to SR-22 is recommended for the Assistant Chief, Vocational Rehabilitation Services.

Likewise the Vocational Rehabilitation Manager class is aligned with the Assistant Chief, Vocational Rehabilitation Services and Chief, Vocational Rehabilitation Services classes. A one range increase for this job class will maintain the long established salary relationship and alignment with the Assistant Chief, Vocational Rehabilitation Services and the Chief, Vocational Rehabilitation Services classes. Therefore SR-21 is recommended for Vocational Rehabilitation Manager.

Conclusion:

The study goals of the Department of Labor and Workforce Development were that “a supervisory managerial job class study be performed on the two Chiefs, one Assistant Chief and the Rehabilitation Manager positions in the Division of Vocational Rehabilitation.”

As agreed, a full study of the Chief, Vocational Rehabilitation has been completed. The Chief, Vocational Rehabilitation class has been redefined to apply to Vocational Rehabilitation Services only, with a corresponding title change to Chief, Vocational Rehabilitation Services. A new job class has been split out from the Chief Vocational Rehabilitation class and established to provide for a Chief, Disability Determination Services. Also as agreed, an internal alignment salary analysis of the Assistant Chief, Vocational Rehabilitation Services and the Vocational Rehabilitation Manager job classes has been completed. Based on this internal alignment review, both classes will receive a one range increase to maintain the long standing salary relationship

and internal alignment with the Chief, Vocational Rehabilitation Services which is now set at SR-23.

These changes are effective September 16, 2008.

Allocation information for individual positions is being distributed through the OPD system.

Attachment:

Final class specifications

Cc: Guy Bell, Director
Division of Administrative Services
Department of Labor and Workforce Development

Cheryl Walsh, Director
Division of Vocational Rehabilitation
Department of Labor and Workforce Development

Sharon Dick
Human Resources Manager
General Agencies Services Center
Division of Personnel and Labor Relations
Department of Administration

Aaron Gelston
Management Consultant
General Agencies Services Center
Division of Personnel and Labor Relations
Department of Administration

Bruce Ludwig
Business Manager
Alaska Public Employees Association