

NEWSLETTER

OCTOBER 2023



help
Helping Employees Learn Prosperity

www.helplac.org



With so many new faces popping up, employees at public agencies across California have been left wondering whether there is any method to all the hiring. This is where the importance of your agency's classification plan comes into focus. In addition to your MOU, your agency's classification plan is one of the more essential employment-related documents that affects you. It is a roadmap for how the business of delivering public services is apportioned throughout the organization. This month, we look at why a classification plan is critical and how it affects terms and conditions of employment.

Top News

The Importance of a Classification Plan

What is a Classification Plan: A classification plan provides a complete list of all positions at an agency and describes each position in a class specification.

The specification defines the job and essential functions, describes the typical tasks and responsibilities, and states any training, experience, and qualification requirements. It is often used for:

- **Setting Salaries.** Class specifications are used to compare jobs within the organization with those at other public agencies. Classification plans should allow for variance based on differences in tasks, skills, job responsibilities, and authority.
- **Recruitment.** The classification plan is used as a source of information in preparing job bulletins to recruit for vacancies and in preparing job examinations that will help measure the qualifications of applicants to fulfill the job requirements.
- **Division of responsibility.** The plan helps define more clearly the various levels of responsibility within an organization, and the chain of command and paths for promotion. It should also be used to develop training and succession programs.
- **Personnel Actions.** Generally, all positions in the same class are treated alike for purposes of selection, transfer, demotion, promotion, and pay.

Most agencies have clearly defined classification structures. Vendors who perform classification studies for public agencies say they have been swamped with requests to review existing classification systems for many agencies. These studies look at whether job titles and job descriptions need revision due to changes in what the job entails and how work is assigned. Each classification has a corresponding job description. This is the document that sets forth the duties and scope of work, as well as the requirements and qualifications necessary for those who hold a position within that classification.

Why is a Classification Plan Important: Personnel policies and civil service rules typically emphasize the merit principle over speed in hiring decisions. That's because government jobs are supposed to be filled based on merit: the absolute best person for the job determined by an objective testing procedure. Merit-based appointments date back to the late 19th and early 20th centuries. The spoils system (also referred to as patronage) is a practice whereby a political party gives government civil service jobs to its supporters, friends, and relatives as a reward for helping them to victory. The practice had prevailed since the inauguration of Andrew Jackson and remained rampant up until Ulysses S. Grant's presidency. Reform movements that began in the late 1860s and accelerated after the assassination of James A. Garfield led to the Civil Service Reform Movement and the enactment of laws to ensure civil servants are selected based on merit – i.e. credentials and demonstrated knowledge, skills and abilities. The classification plan helps preserve the merit principle. Today, the importance of a classification plan has re-emerged as hiring has picked up, particularly in the four key areas discussed below – career ladders, flexible staffing, layoffs, and classification and compensation studies.

The Importance of a Classification Plan

Career Ladders: Although recent data shows labor shortages are starting to ease, many California public agencies are still hiring, particularly for hard-to-fill job classifications. Many agencies cannot fill vacancies fast enough. Employers are discovering that often the best person for a job may be someone they already employ, but in a different role. Employees frequently cite pathways for growth as a reason to either stay or leave an employer. A July 2021 poll conducted by Monster found that almost 30% of workers cited lack of growth opportunities as a reason for wanting to quit, 80% of workers thought their employer did not offer growth opportunities, and almost 50% of workers expect their employer to play a part in career development. Employees who believe their employer makes effective use of their talents and abilities are overwhelmingly more committed to staying on the job. Demographically, younger workers are the least likely to be interested in pay increases and the most likely to be interested in learning new skills, and they are more likely to value a career path than any other generation. By offering clear pathways for growth, a classification plan can help current staff identify what skills they need to advance within the organization. It also helps employers save time and money and avoid the costs of higher turnover by helping develop and nurture the talent they already have. Doing so helps the employer fill future needs internally and retain good employees.

Flexible Staffing: The classification plan typically assigns a higher salary to progressively higher-level work. In some cases, this may be a ladder series within a job family. For example, grade one level, grade two level, senior or journey level, and then possibly a supervisor or manager level. Or it may divide work between assistant, technician, coordinator, or analyst. Regardless of how it is defined, the varying levels often consider if the role is entry-level, journey-level, or advanced-level, and whether it involves front-line supervision, higher-level management, or even executive management authority.

Flexible staffing is a concept that allows an employee in a lower-level position within a job family to “flex up” to a higher-level position without the employer opening a job announcement or running a recruitment. Many employees cite the need for flexible advancement as a major priority in MOU bargaining. For example, in many cases, employees are hired into a grade one level position and never advance because the employer does not open higher grade levels for promotion. This results in some employees who excel at their role and gain valuable skills and experience leaving their job for promotional opportunities with another employer who does offer upward mobility.

The Importance of a Classification Plan

A flexible progression program starts with a well-maintained classification plan. A flexible staffing model makes it easier for employees to advance to higher level positions once they get the necessary skills and experience. This might be based on performance evaluations or acquiring various certifications or education needed for the higher-level work. The metrics used to identify if someone can flex upwards will derive in part from the classification plan, so it is important for employers to have and maintain a solid plan.

Layoffs: An ambiguous layoff policy, or an out-of-date classification plan, can lead to a high level of conflict in the workplace if layoffs become necessary. Those who worked through the Great Recession might recall management conducting layoffs or defunding or eliminating positions. When management eliminates a position that is filled, they must follow the negotiated layoff policy and MOU. Historically, many layoff policies had protections for more senior employees within a job class or job family. This may give more senior employees the ability to “bump” or displace employees with less seniority in the same or similar job class. These types of policies have the effect of retaining more senior staff and separating employees who are most recently hired.

Although the layoff policy may not specifically reference it, the classification plan plays an important role in determining how far seniority extends in layoffs. How is seniority defined in the layoff policy? Is it overall years of service or date of hire? Is it limited to time in a specific job classification? Does the layoff policy allow a more senior employee to displace another employee in a lower-level position? Is bumping limited to the same classification? Does it extend to lower-level positions in the same job family that the more senior employee might have never held? If it does extend to positions in the same job family, how is the job family defined? A well written classification plan will help identify the answer. This is another reason why it is so important to review the classification plan.

Class & Comp Studies: Many agencies have conducted classification and compensation studies since COVID-19. These studies are commonly done by outside vendors. The classification study is designed to ensure that roles are properly defined by title and job description based on the knowledge, skills, and abilities required to perform the work. Within a classification plan, job classes can either be broad (with several positions) or narrow (emphasizing individual job characteristics). Broad job classes are useful when a broad spectrum of knowledge, skill, and qualifications are needed for a role and an employee can readily learn the specific details on- the-job.

The Importance of a Classification Plan

It is also useful if flexibility is needed in assigning work within a department or organization due to changing programs, technologies, or workload. Individualized job classes are useful when the role requires specialized knowledge and skills, the ability to hit the ground running, or an organizational need to delineate specific job responsibilities or to highlight differences between jobs. Many classification plans use both. Older cities – particularly those with civil service commissions – historically emphasized specific job titles and job descriptions. Since the Great Recession, and in part due to the recommendations from vendors who conduct these studies, the trend has been towards broader more generic titles and descriptions that are used across an organization. For example, a classification plan may provide for an analyst in several departments, all with the same title, job description, and pay range, but of course, very different day-to-day job responsibilities. The key to a classification plan is the relationship these job classes share with one another. Grouping of positions into an orderly classification system supports planning, budget analysis and preparation, and various other administrative functions. Often grouped into job families, the classification plan is vital to ensuring and maintaining equity within the organization. Unfortunately, with so much hiring in the last few years, the classification plan has often been forgotten. However, there is good reason to be vigilant about maintaining a solid classification plan! A classification plan is not an inflexible, unchanging document. It can be updated and revised, and an organization-wide classification study may help identify changes that are needed to the classification plan. With compensation studies, pay is often based not just on the external labor market – i.e., how much other agencies pay for similar work – but also the internal relationships between job classes within the organization. The classification plan is a written document that explains what those internal relationships are. It is also sometimes called an internal settings document. It is a critical document to consider before salaries are reset based on market comparisons. For example, if a compensation study shows that one position needs an increase, other positions in the same job family or salary band (which might not have even been studied) may merit the same or a similar increase, at least if the internal relationships identified in the classification plan are to be maintained. An organization-wide compensation study may highlight changes that are needed to salary ranges based on market comparisons, but it is important to review the classification plan to help identify how any salary adjustments should be implemented so that salaries are aligned internally and not set solely based on market comparisons.

The Importance of a Classification Plan

Changes are Negotiable: Changes to job classifications and job descriptions are typically negotiable between the employer and the employee organization which represents those job classifications. This includes when management proposes eliminating a classification and transferring duties to a new or existing classification. City of Sacramento (2013) PERB Decision No. 2351-M, pp 18-19. Transferring existing duties between classifications is also negotiable regardless of whether it is to an existing or new classification. Desert Sands Unified School District (2001) PERB Decision No. 1468, pp 3-4. Reclassifying or retitling an existing classification is also negotiable. Alum Rock Union Elementary School District (1983) PERB Dec. No. 322, p 18. However, when management creates a new classification to perform tasks not previously performed, or abolishes a classification because it is no longer needed, the decision itself is not negotiable. City of Alhambra (2010) PERB Dec No. 2139-M, pp 15-16. In those instances, only the impact of that decision on terms and conditions of employment are negotiable. Negotiable impacts may include job title, bargaining unit placement, duties, qualifications, and pay for any new classification.



Helping Employees Learn Prosperity

Raising the Salary Threshold for Overtime Pay

On August 30, 2023, the U.S. Department of Labor announced a proposal to expand overtime pay for 3.6 million low-paid salaried workers. The proposed rule would guarantee overtime pay for most salaried workers earning less than \$1,059 per week, about \$55,000 per year. Many low-paid salaried employees work side-by-side with hourly employees, doing the same tasks and often working over 40 hours a week. But because the salary threshold for exempting employees from overtime pay under the Federal Fair Labor Standards Act (FLSA) has not been raised as often as it should, these low-paid salaried workers are not getting overtime pay (time-and-one-half) for hours worked over 40 in a week. The proposed salary level would help ensure that more low-paid salaried workers will receive overtime pay. Under the FLSA, employers may “exempt” from overtime pay employees who are paid above the salary threshold and satisfy the duties test for an exemption – typically, either the executive, administrative or professional employees’ exemptions. By better identifying which employees are truly executive, administrative, or professional employees and therefore are eligible to be exempted from overtime pay, the proposed rule better ensures that those who are not exempt will receive overtime pay if directed to work more than 40 hours a week. The proposed rule proposes to automatically update the salary threshold every three years to reflect current earnings data. The proposed rule is open for public comment for 60 days before a final rule can be adopted and implemented, likely beginning next calendar year.



News Release - CPI Data!



The U.S. Department of Labor, Bureau of Labor Statistics, publishes monthly consumer price index figures that look back over a rolling 12-month period to measure inflation

3.7% - CPI for All Urban Consumers (CPI-U) Nationally

3.9% - CPI-U for the West Region

3.3% - CPI-U for the Los Angeles Area

3.4% - CPI-U for San Francisco Bay Area

3.4% - CPI-U for the Riverside Area (from July)

4.3% - CPI-U for San Diego Area (from July)

You've got questions? We have answers!

Questions & Answers about Your Job

Each month we receive dozens of questions about your rights on the job. The following are some GENERAL answers. If you have a specific problem, talk to your professional staff.

Question: I'm a new employee. I have a 4-year-old son with a chronic heart condition. My child is having open heart surgery next month. I will be taking 3 days off. I disclosed this during the interview process, and they approved my time with no issues. Per our rules & regs, an employee cannot file for FMLA until they have been employed for a year. Is there any county or federal emergency program available to me as a new employee? I do not foresee any issues. I just want to know my options.

Answer: Since you are a brand-new employee, you won't be eligible for most job protected leave programs. Both the federal Family Medical Leave Act (FMLA) and the California Family Rights Act (CFRA) require employees to work for at least one year to qualify for leave. California's Kin Care law (Labor Code §233) allows employees to use up to one-half of their accrued sick leave to care for ill family members, and that is protected time

Since you just started, you might not have accrued enough sick time to cover all three days. Kin care applies to "accrued and available sick time." If you do not have enough accrued sick time available by the date of your absence, kin care's protections will not apply to you.

The state sick leave law also won't help, since it says employees are not entitled to use accrued sick leave until the 90th day of employment. Your employer sick leave policy can be more generous than the law, though. For example, the policy may allow you to use sick time as you accrue it, or up front, beginning on the first day of employment. It may also let you borrow against your future leave accruals to cover days that you will be off. Check your employer's sick leave policy to see what it allows. Violations of your sick leave policy may be enforced through the grievance procedure.

You've got questions? We have answers!

Since your employer has already approved your leave, you should be able to take the time off, but more than likely the three days will be without pay.

Question: For those of us eligible for the 2@62 retirement plan, does the provision of survivor continuance apply to us as well, not just classic members?

Answer: Yes. The Public Employees' Pension Reform Act (PEPRA) of 2013 did not eliminate or change survivor benefits for new members. Survivor continuance is an employer-paid monthly benefit payable after your death in retirement to an eligible survivor defined by law. You must have an eligible survivor when you retire, and that survivor must remain eligible until you die. This benefit is available to all employees, regardless of retirement plan, if your employer selected it in its contract with the pension system. There are also pre-retirement survivor benefits that apply to employees, regardless of retirement formula. For example, your employer can contract with CalPERS for the 1959 Survivor Benefit. This benefit applies to employees who aren't covered by Social Security and provides a monthly allowance to eligible survivors of CalPERS covered members who died before retirement. Covered members pay a monthly fee deducted from their salary.

Your MOU's retirement section should list all the extra retirement benefits that your agency selected in its contract with the pension system. You can also contact your pension system directly to find out your benefits. If your employer has not contracted for survivor benefits, contact your Association to see if this can be negotiated in your next MOU.

Question: Our department gave us a directive regarding "Special Jobs." The directive is that employees in our job class must be on the scene of a "Special Job" at the posted time for the assignment. Special jobs are typically overtime assignments that are paid for by third party vendors that require our services. We are told we must use our own time without compensation to drive from the department to the job site. We also would be using a city vehicle while not being compensated for the driving time. Can they direct us to travel to the job site using city vehicles on our own time without pay?

Answer: The federal Fair Labor Standards Act (FLSA) sets the rules that your employer must follow regarding commute and travel time. The general rule is that normal commute time from home to work and work to home is not paid, even if you are using your employer's vehicle.

You've got questions? We have answers!

However, under the continuous workday rule, the period from the beginning of an employee's work duties to the end of those activities on the same workday is paid work time, including travel between worksites. In your case, you are driving from the department to another job site for an overtime assignment. The city must pay for that travel time. The city must also pay for the time that it takes to drive back to the department at the end of the job to drop off the city vehicle.

Question: Are there any regulations pertaining to employer obligations to share with employees or employee organizations the results of a third-party safety hazard assessment of a worksite?

Answer: Yes! Under California Division of Occupational Safety and Health (Cal/OSHA) regulation and General Industry Safety Order 3204, employees and their designated representatives have the right to records of their exposure to toxic substances or harmful physical agents and records of the exposure of other employees with similar working conditions. If the consultant's report contains information about employee exposure to toxic substances or harmful physical agents, then you have a right to that information and any safety data sheets included in the report.

You also have the right to see your employer's Injury and Illness Prevention Program (IIPP). Under Cal/OSHA regulation 3203, every employer must develop and implement a written IIPP. The purpose of an IIPP is to prevent workplace injuries and illnesses. Employers must provide employees with the ability to access and copy the IIPP.

You can obtain a consultant's final report through a Public Records Act (PRA) request under Government Code Section 7920. The purpose of the PRA is to give the public access to information that enables them to monitor the functioning of their government. Governmental records shall be disclosed to the public, upon request, unless there is a legal basis not to do so. In this case, the final report should be disclosed.

Finally, your Association can obtain the report via an information request to the employer. Your Association is entitled to the report as part of its obligation to represent members with respect to mandatory subjects of bargaining, including workplace safety.

You've got questions? We have answers!

Question: I have maxed out my vacation time. I have been unable to use my time due to staffing levels and staff not signing up for overtime to provide coverage so that I may take time off. Currently I was told by my manager I will lose vacation time as I earn it. The only accommodation my manager would allow is to take time off in increments due to staffing, or on one day of the week that is a heavy staff day. Can they require that I take the vacation time they offer, rather than on the days and times of my choice? I did not create the situation as I requested time off prior to being maxed out but time off has been denied due to no staff coverage. Can I cash out the vacation time rather than accepting the time off options they are approving?

Answer: Unfortunately, the law does not require your employer to let you cash out your accrued vacation leave. However, if your MOU provides a vacation cash out option, then you can cash out up to the maximum amount that the policy provides for.

Vacation time is a negotiated benefit and although your employer can deny vacation requests for operational reasons, they cannot have a permanent "no vacation" policy. This is especially true when they control the means to solve the problem by either hiring more staff or requiring employees to work overtime for vacation coverage.

Many employees choose to take off a day here and there to keep under the vacation accrual cap, but that's not a substitute for a longer vacation. You should continue to request your vacation dates in writing and in accordance with the MOU and your employer's vacation policy. It is helpful to provide as much notice as possible. Contact professional staff for assistance if your employer continues denying your requests.



To apply for an internal opportunity as a public sector employee, there are typically a few steps you will need to follow. Here is a general guide to help you get started:

- 1. Research the opportunity:** Start by identifying the internal opportunities available within your organization. This can usually be done through your organization's intranet, job boards, or internal communication channels. Look for positions that match your skills, qualifications, and career goals.
- 2. Review the requirements:** Once you have found an opportunity you are interested in, carefully read the job description and requirements. Understand the qualifications, experience, and skills needed for the role, as well as any specific application or eligibility criteria.
- 3. Prepare your application:** Update your resume or curriculum vitae (CV) to highlight relevant skills, experiences, and achievements. Customize your resume to align with the requirements of the internal opportunity you are applying for. Pay attention to any specific forms or documents that may be required and gather them in advance.
- 4. Connect with relevant contacts:** Reach out to the hiring manager or the department offering the internal opportunity. Express your interest, inquire about any additional information or requirements, and ask questions to gain clarity on the application process. Demonstrating your enthusiasm and initiative can make a positive impression.
- 5. Submit your application:** Follow the specified instructions to submit your application. This may involve submitting your resume, completing an online application form, or providing supporting documents. Ensure that you meet the submission deadline and include all the requested information.
- 6. Prepare for an interview:** If your application is shortlisted, you may be invited for an interview. Research the role further, practice answering common interview questions, and prepare examples that demonstrate your experience and skills. Be ready to discuss how your current experience as a public sector employee aligns with the new opportunity.
- 7. Attend the interview:** Show up for the interview on time, dressed professionally, and well-prepared. During the interview, highlight your relevant qualifications, experiences, and skills. Be sure to communicate your enthusiasm for the organization and the opportunity.
- 8. Follow up:** After the interview, send a thank-you note or email to the interviewer, expressing your appreciation for the opportunity and reiterating your interest in the position. It is also a suitable time to ask about the next steps in the selection process.

Remember, the specific application process may vary depending on your organization, so it is always helpful to consult your internal HR department, or any application guidelines provided for detailed instructions. Good luck with your internal opportunity application!

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HELP is dedicated to assisting and promoting our youth and members in our community to reach their highest level of potential. Higher education enables individuals to expand their knowledge and skills and improve one's quality of life. To assist and promote our youth and members reach their full potential, HELP has created our annual Delores Autry West Scholarship. The HELP Scholarship is only available to registered HELP members & their children.

[CLICK HERE TO APPLY](#)



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What is the HELP Discount Program?

Your HELP Discount Program is a one-stop-shop for thousands of exclusive discounts in more than 25 different categories. That means there's something for everyone!

Innovative New Product Line Launched

How to Navigate Your Discount Program



Local Offers

Located in the Quick Links section, Local Offers allow you to use your location to see all of the discounts near you, wherever you are! Discounts can be filtered by category and distance.



Interests

Let us know what you're interested in so we can ensure you're seeing the perks you'll most enjoy, front and center on your Discount Program Home Page.



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Looking for something specific? The Brands tab, found in the Quick Links section, is an easy and quick way to search for all the discounts available to you.



Suggest a Business

Don't see what you're looking for? Head to the Suggest a Business page, found in the upper right-hand corner of your Home Page, to suggest your favorite brands and local spots be added to your Discount Program.



Need Some Help? Reach Out To Us!

PerkSpot's customer service team works tirelessly to help you access your Discount Program and redeem deals easily. Below are some important details regarding customer service availability.



Hours

Monday - Friday
9am - 6pm



Welcome onboard, John!

866-606-6057



Email

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Support*

support.perkspot.com

**If you've still got some questions, visit support.perkspot.com to submit a request. Our bilingual Customer Service team will reach out and can answer any questions in both English and Spanish.*

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Access your members-only discounts in categories such as:

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Are Saying:
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"HELP Perks pays for my membership!"
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Real Estate & Moving

"I received 8% off my Verizon bill!"
-Michael W.



Cell Phones



Sports & Recreation

I saved 30% on movie tickets on date night with my husband. -
Janet P.



Electronics



Tickets & Entertainment



Finance



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Enjoy preferred member pricing on some of your favorite brands and services.



To sign up, simply login at **helplac.org**, scroll down, and click **Membership Discounts Icon**. If you don't already have an account, follow the simple signup instructions on the screen.

These benefits are for HELP members. All offers or promotions are subject to change without notice.



We protect and empower.

Who We Are

LegalShield has been a pioneer in providing legal plans for more than 48 years, and our mission has been a straightforward, practical approach. In a perfect world, you'd never need a lawyer, but in an unpredictable world it helps to have a team of lawyers on your side. LegalShield has made smart legal coverage simple - in the form of accessible, affordable, full-service coverage.

A Team Of Lawyers

LegalShield has a network of dedicated law firms in 50 states and all Canadian provinces and territories made up of seasoned lawyers with an average of 22 years' experience. Our Provider Law Firms provide legal protection to over a million members, even in covered emergency situations, 24/7/365 days a year.

Why LegalShield

People need legal coverage without the complexity because life can be unpredictable and the law can be complicated. LegalShield created a model for legal coverage in which you know exactly what you're getting and precisely how much you're paying for it. Once you sign up, you can sit back, relax, and know you're covered by an entire law firm.

Marketed by: Pre-Paid Legal Services, Inc. dba LegalShield® and subsidiaries; Pre-Paid Legal Casualty, Inc.; Pre-Paid Legal Access, Inc.; LS, Inc.; In VA: Legal Service Plans of Virginia; and PPL Legal Care of Canada Corporation



What Your Legal Plan Covers

Advice, Consultation & Representation

Landlord not treating you fairly or maybe getting the run-around on an insurance claim? Your team of lawyers can help with these services:

Advice

Phone consultations with your law firm for any personal legal matter, even pre-existing matters.

Letters and Phone Calls on Your Behalf

Available at the discretion of your provider lawyer

Contract and Document Review

Contract/document review up to 15 pages each

Representation

Representation from law firm of lawyers if you or your spouse are named defendant/respondent in a covered civil action is just another way your legal plan protects you.

YEAR	PRE-TRIAL TIME	TRIAL TIME	TOTAL
1	2.5	57.5	60
2	3	117	120
3	3.5	176.5	180
4	4	236	240
5	4.5	295.5	300

24/7 Emergency Assistance

Legal Emergency? Yes, your legal team even services you 24/7/365 days a year in the following emergency situations:

- Arrested or detained
- Seriously injured in an auto accident
- Served with a criminal warrant
- State attempts to take your child(ren)

Family Matters

Relationships can be complicated so let your team of lawyers work out the details.

Uncontested Name Change Assistance*

Preparation and if required, representation at the initial hearing by your provider law firm for uncontested name change.

Uncontested Adoption Representation*

Representation by your provider law firm for uncontested adoption proceedings

Uncontested Separation/Divorce Representation*

Representation by your provider law firm for uncontested legal separation, uncontested civil annulment and uncontested divorce proceedings

Document Preparation

Let your law firm assist with getting your legal paperwork in order before a problem arises. Your membership provides document preparation from a lawyer for:

Standard Will Preparation

- Will preparation/annual reviews and updates
- Living Will
- Health Care Power of Attorney
- Financial Power of Attorney

Residential Loan Document Assistance

Mortgage documents (as required of the borrower by the lending institution) prepared by your provider law firm for the purchase of your primary residence

Traffic

Accidents happen. So do speed traps. Your LegalShield Membership provides lawyer assistance when you are faced with the following situations:

Moving Traffic Assistance

- Non-criminal moving traffic violation assistance
- Motor vehicle-related criminal charge assistance for manslaughter, involuntary manslaughter, negligent homicide or vehicular homicide.
- 2.5 hours to help with driver's license reinstatement
- 2.5 hours to help with property damage collection assistance of \$5,000 or less per claims
- Available for members with a valid driver's license and driving a non-commercial motor vehicle

IRS

IRS and taxes don't have to be frightening with a team of lawyers on your side.

IRS Audit Assistance

- 1 hour of advice, consultation and assistance when notified of an audit
- 2.5 hours of additional assistance if a settlement is not achieved in the first thirty days
- 46.5 hours of assistance if your case goes to court
- Coverage for this service begins with the tax return due April 15th of the year you enroll

Additional Benefits

Additional legal coverage needed? Don't worry, your legal membership has that too!

25% Preferred Member Discount

- 25% preferred member discount is provided off the provider's standard hourly rate. You can live more and worry less knowing you may continue to use your provider law firm for legal situations that extend beyond what is already outlined. Your law firm will let you know when the 25% discount applies, so you are never surprised with an unexpected bill.

*These services are available 90 consecutive days from the effective date of your membership. This plan provides personal legal assistance; however plans providing business services are also available.

LegalShield provides access to legal services offered by a network of provider law firms to LegalShield members through membership-based participation. Neither LegalShield nor its officers, employees or sales associates directly or indirectly provide legal services, representation or advice. See a plan contract for specific state of residence for complete terms, coverage, amounts and conditions.

Legal Plan Covers:

- The member
- The member's spouse/domestic partner
- Never-married dependent children under age 26 living at home
- Dependent children under age 18 for whom the member is legal guardian
- Never married, dependent children who are full-time college students up to age 26
- Physically or mentally disabled children living at home

Access LegalShield on the go!

With our smartphone app, members have answers to their questions and access to their plan benefits at the touch of a button. You can even send information to your law firm with features like submit a traffic ticket or start a legal document. The LegalShield app makes it easy to access legal guidance you can trust.

Download the free app from the App Store or Google Play.

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**FOR MORE INFORMATION,
CONTACT YOUR
INDEPENDENT ASSOCIATE:**

Name
Phone
Email
URL

IN NEED OF LEGAL ADVICE?



**For further information on enrolling in the
LegalShield plan please
contact our office at: 310-338-8155 or
info@helplac.org**

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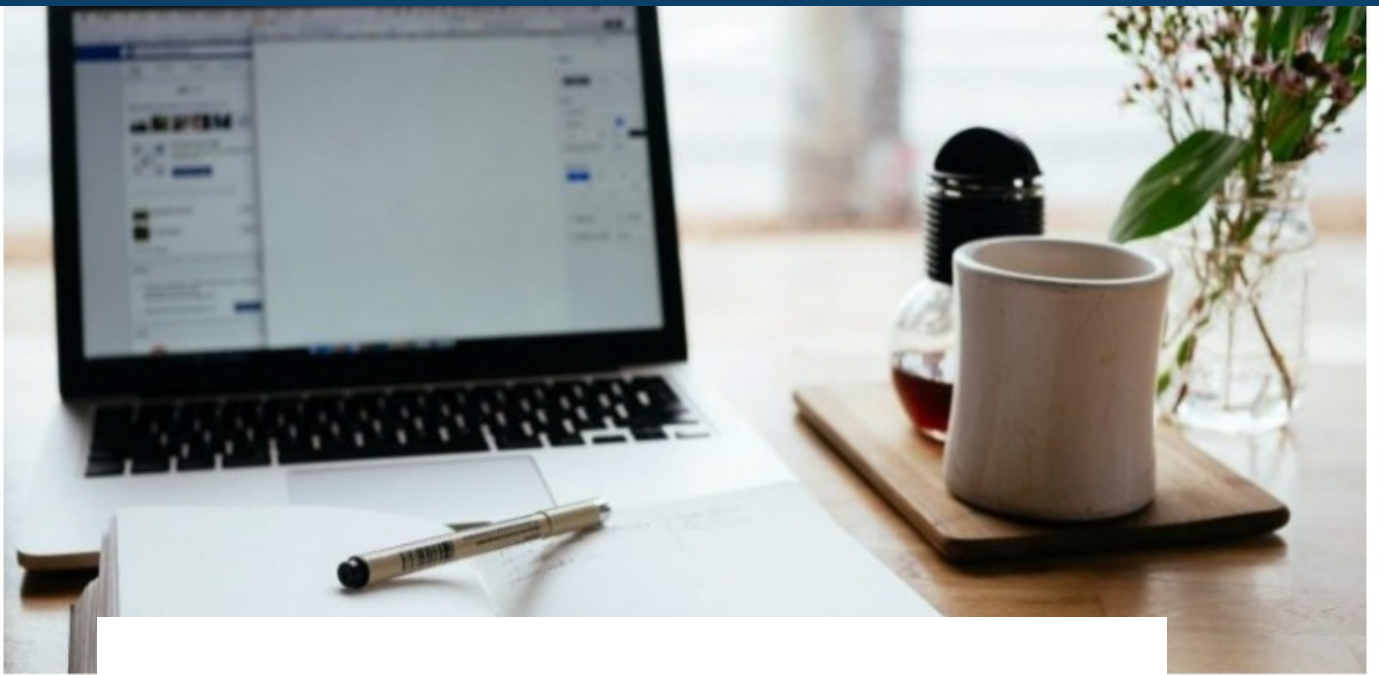
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10 Tips to Advance Your Career in Public Service

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[\(https://www.govloop.com/category/govloop-spotlight/\)](https://www.govloop.com/category/govloop-spotlight/)The only thing you can expect from your career is unexpected twists and turns. You may end up surprised to see where you land, like Dave Uejio, Acting Director of the Consumer Financial Protection Bureau (CFPB). He was tapped by President Biden in January.

A third-generation immigrant from Garden Grove, California, Uejio comes from a family of public servants – a professor and teacher – but never considered entering public service himself until Sept. 11, 2001.

“9/11 was a moment that made me pause and consider where my career was going,” Uejio said at the [2021 NextGen Government Training Virtual Summit](https://www.nextgengovt.com/) (<https://www.nextgengovt.com/>). “I concluded I had a responsibility to do more on behalf of other people.”

Mary Abbajay, author of “Managing Up” and Asha Aravandikshan, a vice president at Sprinklr, spoke in the opening session with Uejio.

The following is some career advice from NextGen’s first day of opening keynotes that can help you advance your calling in public service.

1. Be humble, hardworking and people-centering in everything you do.

“We’re eager to talk about the impact we have as public servants. What we may do less frequently is talk about the responsibility,” Uejio said. If it’s true that public servants make a great impact, it’s also important to approach the work with humility and an eagerness to learn from the people you serve.

2. Ensure you know why you’re in public service.

For Uejio, knowing why he was a public servant helped him make defining career decisions: whether he should remain or transition, and the metrics of success he set for himself to be effective for the public. If you know your “why,” others will notice it too.

3. Have a grateful attitude.

Being grateful will help “turbocharge” your work – and you’re likely to be better at your job day-to-day. Consider the opportunities you have to help many people in meaningful ways. This mindset will bring value to any agency you are part of.

Bonus tip: For example, professional presentations are performances at the service of your audience.

The first thing that Abbajay wants leaders to understand about public speaking is this: "If you are ever going to be a public speaker, you must be ready to perform." Whether you are presenting balance sheets or vision strategies, you present at the service of your audience. The audience's experience matters most. So, in the next public speaking opportunity that comes your way, consider how you can serve your audience.

4. Keep your head down and do good work – the work will speak for itself.

"Throughout my career, this has been a piece of advice that has scaled," Uejio said. Your work builds your reputation, not the other way around. Uejio recommended taking on challenges to which everyone else may have said no. Say yes to those challenges, and then figure it out. Get used to working in ambiguity.

5. Be kind and don't take relationships for granted.

This is another piece of advice that has applied to all seasons of Uejio's career. You never know if your next coworker or supervisor may be the person you ride the elevator with. "Take the time to build relationships across levels," Uejio said. "These are the people you lean on when work is toughest or riskiest."

6. Listen.

Hearing is one thing, but listening is what builds relationships for the long haul. It entails "learning, internalizing and empathizing," which are all key to understanding. At CFPB, listening is the glue that holds the interdisciplinary, diverse teams together. And it's key to gaining the respect of peers, even if they may not agree with leaders' decisions.

Bonus tip: Listen to the people you serve through insights.

Due to increasing digital channels, agencies can gather immense volumes of data on constituent experiences. But it doesn't necessarily mean agencies are listening to them. It's the difference between having ingredients and making a meal: "Most firms are feasting on data, but starving for insights," Aravindakshan said. When agencies invest in tools that can draw actionable insights from data, they will see growth in their performance.

7. Respect and foster organizational tension.

A diverse organization naturally has tension – and a strong organization builds tension into its structure. Leaders should want different teams and individuals to prioritize diverse values to make the best decisions. “I encourage you to promote real discourse in your decision-making process,” Uejio said. “The final results will be stronger.”

8. Build trust.

Trust goes both ways – you need to be trusted, and you need to trust others. Once you reach the upper echelons of public service, only select problems will land on your desk. Trust that others are being resolved, and invest in being trusted to work out difficult challenges as well.

9. Always continue learning about your organization.

“We don’t work in a vacuum,” Uejio said, which is why it’s important to keep learning about your organization’s mission, business and success. Know the ways your work intersects with others. Learning about the intersections is what prepared Uejio to transition from six years in talent acquisition to front-facing agency strategy. It often means learning more than your role requires, but you’ll be extremely valuable to your team.

10. Stay resilient amid transitions.

The constant change in government can be overwhelming. The primary challenge before public servants is to be resilient amid change. “The American public deserves civil servants that are experts in their fields and continue to work through transitions,” Uejio said. He encouraged collaboration with elected leaders as they’re “reflections of the democratic process.” “Millions of people depend on our work no matter who is in office. It’s our duty to center the public in what we do,” Uejio said.

To catch up on additional sessions and content from NextGen, check out our coverage [here \(https://www.govloop.com/tag/nextgen2021/\)](https://www.govloop.com/tag/nextgen2021/).

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