

**Civil Service Council (CSC) Meeting**  
**September 25, 2001**  
**Special Session**

Present: Terry Brown, Vicki Bryan, Martha Burk, Barb Dallinger, Lin Hinds, Christa Lawhun, Andy Monninger, John Moss, Pat Schnitker, Bob Sipes, Elaine Thoennes, Jack Wylie, Julie Jenson, David Turner

Guests: Tammy Carlson, Ben Ryburn, Kelly Swartz, Bob Strawser, Mike Schulz, Paul Collins, Billy Burden, Marge Casey, Linda A. Foster

Excused: Chris Jackson, Keith Smith, Ron Thompson, Marcia Strum

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Christa Lawhun opened the meeting at 12:00 p.m.

Tammy Carlson and Ben Ryburn were present to discuss Valuing Individual Performance: An Educating Illinois Value in Practice. They provided those present with the policy matrix and key. This is all they have available for distribution at this time.

Brief Synopsis: Ben and Tammy have been working for years on disciplinary issues. They have not been comfortable with procedures effecting pay of employees and unsure of its effectiveness. Illinois State University is in the process of adopting a program written by Dick Brody in Discipline Without Punishment. Although some campuses that adopted his program have left out steps, they did not in program for this campus. Goal of program is to gain commitment from employee. Identifiable difference is the new program will have no unpaid suspensions but will have written documentation for file and formal recognition. The program was not brought forward sooner due to not having administration approval. Approval was received in August at which time they began meeting with campus groups.

Valuing Individual Performance: An Educating Illinois Value in Practice will be implemented January 1, 2002. An Open Forum will be held to discuss the VIP program and all staff will have information available to them. Program description and related forms will be available on the web for staff to review. Mandatory training will be held for supervisors on the comprehensive program beginning in January. Any issues arising before training, will be handled by working with a Human Resources Officer on a case-by-case basis to implement the new program. Description of VIP will include positive aspect of program. Training is being developed for positive reinforcement as well as the disciplinary process. Program should make better supervisors and get them to use the first couple of steps. We should see an increase in praise for a job well done, or "VIP contact" as called in the program. Human Resources is hoping to see positive changes in supervision. We may not be able to get all supervisors to conform fully but employee won't be on unpaid suspension. Very few employees are suspended under current system. Open communication is needed so everyone is aware of what is going on. Human Resources has no program for department wide trust issues, however they do work with individuals to improve trust.

The VIP program begins with positive feedback, recognition and encouragement sessions, or coaching. A new supervisory tool, Performance Discussion Worksheet (PDW), will give the supervisor a checklist to walk through each case to determine if it is an appropriate case for discipline. It is a guide to use before taking action. Program won't change structure in department – whoever has been doing discipline will continue to do in your department.

Nature of infraction determines what step discipline process begins at. For example tardiness or absenteeism would begin with verbal support; however stealing would begin at a later step. Guidelines will be a part of the program giving supervisors and employees a framework on what infraction warrants what steps in the process. General rule allows at least 30 days before next step. For example in an attendance issue it could be reviewed each month for a period of time. However if a blatant issue came up within the 30 days it could result in quicker action.

This process spells out how long an incident remains active in an employee's file--the VIP program will clearly state when you may use past disciplinary actions. Saving both good and disciplinary information in the personnel file will continue. Supervisors can write note to be added to employee file; however it is not the intent to send every thank you for submittal to the file. Employees can continue to submit letters of praise, receipt of awards, etc. to be added to their personnel file. Information can also be attached or noted in response to their annual evaluations that are placed in their personnel file. If an employee is not receiving evaluations they should ask their supervisor for an evaluation. If no action is taken, the employee should contact the Human Resources Office.

The AP Council generally liked the program and the committee has received positive comments from supervisors in the groups they've met with. The VIP program is not meant to correct all problems – main focus is to remove unpaid suspensions from the disciplinary process. It is a matter of laying out a simple and effective program – not really changing whole system. University of Illinois adopted a similar program last January. In discussions with U of I staff they are generally very satisfied with dismissal rate going down.

The meeting adjourned at 1:00 p.m.

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The next Civil Service Council meeting will be held Tuesday, October 2nd, at Noon, in the Spotlight Room of the Bone Student Center. Special Guest: Susan Kern of University Advancement will speak on the Capital Campaign.