

City of Sacramento
Civil Service Board Report
915 I Street Sacramento, CA 95814
www.cityofsacramento.org

File ID: 2022-02549

1/30/2023

Discussion Item 4.

Appeal of the Disqualification of Holly Zink from the Program Supervisor (Older Adults) Recruitment

File ID: 2022-02549

Location: Youth, Parks & Community Enrichment Department

Recommendation: Pass a **Motion** 1) waiving formal rules for conducting the hearing pursuant to Civil Service Board Rule 4(11)(c)(7), and 2) adopting the Director's findings, determinations, and decision of disqualification in the appeal of Holly Zink for the Program Supervisor (Older Adults) Recruitment pursuant to Civil Service Board Rule 4.11(c)(6)

Contact: Kim Guinan, Personnel Analyst, (916) 808-6886, kguinan@cityofsacramento.org, Human Resources Department

Presenter: Kim Guinan, Personnel Analyst, (916) 808-6886, kguinan@cityofsacramento.org, Human Resources Department

Attachments:

- 1-Description/Analysis
- 2-Job Announcement
- 3-Applicant's Application
- 4-Notice of Disqualification
- 5-Appeal from Applicant
- 6-Calculation of Qualifying Experience

Description/Analysis

Issue Detail: BACKGROUND

A job announcement for Program Supervisor (Older Adults) posted on October 23, 2022 (Attachment 2). On October 28, 2022, Holly Zink submitted a timely application (Attachment 3) for the posting. On November 10, 2022, Appellant Zink received a notice of disqualification (Attachment 4) stating they did not pass the stated qualifications under the "Experience and Education" portion of the job announcement.

ISSUE RAISED BY APPELLANT

On November 21, 2022, Appellant Zink submitted an appeal response (Attachment 5) to the disqualification, citing Civil Service Board (CSB) Rule 4.10(c)(1): Erroneous interpretation or

application of the qualification standards prescribed for the classification. Appellant Zink's appeal states in part:

"My application shows my supervisory experience with the City of Sacramento with Triple R which is an adult day program licensed by the state of California. Prior to Triple R I had 5 years supervisor experience at a California State licensed daycare, as stated in my application."

CITY'S RESPONSE TO APPEAL

The City contends the qualification standards prescribed for the classification were correctly applied to Appellant Zink, and they do not meet the qualification standards as stated in the job announcement. The City responds to each item raised by Appellant Zink, respectively, as follows:

- I. The minimum qualifications for the classification that Appellant Zink applied to are as follows:

EDUCATION and EXPERIENCE

Experience:

Two years of experience developing and implementing community, neighborhood, or facility-based programs which included responsibilities such as organizing and providing general guidance over recreation, education, wellness, social service and community programs, and special events for older adults.

Education:

A Bachelor's degree from an accredited college or university with course work in gerontology, therapeutic recreation, social work, or a closely related field.

Substitution:

Additional qualifying experience may substitute for education on a year-for-year basis

- II. The City interprets and consistently applies the minimum qualifications to mean two years of experience developing and implementing community, neighborhood, or facility-based programs which included responsibilities such as organizing and providing general guidance over recreation [for older adults], education [for older adults], wellness [for older adults], social service and community programs [for older adults], and special events for older adults, and a bachelor's degree from an accredited college or university with course work in gerontology, therapeutic recreation, social work, or a closely related field; three years of the required experience and 90 semester/135 quarter units of the required education; four years of the required experience and 60 semester/90 quarter units of the required education; five years of the required experience and 30 semester/45 quarter units of the required education; or six years of the required experience and no education.
- III. Appellant Zink's response to the education confirmation supplemental question on their application (Attachment 3) indicated they had "No units from an accredited college or university". Therefore, Appellant Zink would need six years of the required experience to meet

the minimum qualifications. Appellant Zink's experience as a Program Coordinator and Out of Class Program Coordinator for the Triple R Adult Daycare Program were applied to the required experience needed to meet minimum qualifications; however, the experience fell short of the six-years requirement. Appellant Zink only had 5.33 years of qualifying experience (Attachment 6) as of the final filing date.

Appellant Zink stated that their daycare work experience (Helen's Daycare) listed on the application (Attachment 3) provides the required experience to meet the minimum qualifications. However, this work experience does not suffice to meet the minimum qualifications for this classification. The job duties for this work experience stated care was provided for "infants through school age children". This work experience lacks the required older adult specificity.

IV. Based on the work experience provided on the application, Appellant Zink failed to demonstrate they met the minimum qualifications for the classification.

V. The same evaluation standards prescribed for the classification were applied to all applicants.

As such, the Director of Personnel recommends that the Board adopt the Director's findings, determination, and decision of disqualification pursuant to Civil Service Board Rule 4.11(c)(6).

Policy Considerations: Civil Service Board Rule 4.3 Disqualification (a) Failure to meet any of the requirements or qualifications established forth examination, as published in the announcement. Appeals for disqualification shall be heard by the Board unless the Board requests and receives permission from the City Council to utilize the services of a hearing officer. (Civil Service Board Rule 4.11). When the Board hears the appeal itself, the Board may waive the formal rules of procedure in the interest of justice in individual cases and may adopt its own findings, determinations, and decision for adoption and incorporation into the official Board minutes. (Civil Service Board Rules 4.11(c)(6) and (c)(7))

Economic Impacts: Not applicable

Environmental Considerations: The recommendation does not constitute a "project" as defined by the CEQA Guidelines as the recommendation is a continuing administrative or maintenance activity and an organizational or administrative activity of the City that will not result in a direct or indirect physical change in the environment. (CEQA Guidelines sections 15378(b)(2) and 15378(b)(5))

Sustainability: Not applicable

Commission/Committee Action: None

Rationale for Recommendation: The City strives to ensure the qualification and evaluation standards prescribed for recruitment processes and practices are correctly and consistently applied to all applicants. Based on the information provided with Appellant Zink's application, Appellant Zink

did not meet the qualification standards as stated in the job announcement for this position.

Financial Considerations: Not applicable

Local Business Enterprise (LBE): Not applicable



CITY OF SACRAMENTO
Department of Human Resources
915 I Street, Historic City Hall
Sacramento, CA 95814-2604

<http://portal.cityofsacramento.org/HR>

**INVITES APPLICATIONS FOR THE POSITION OF:
Program Supervisor (Older Adults)**

An Equal Opportunity Employer

SALARY

\$28.18 - \$39.65 Hourly \$2,254.33 - \$3,172.06 Biweekly

ISSUE DATE: 10/23/22

FINAL FILING DATE: 11/06/22

THE POSITION

The City of Sacramento requires all newly appointed employees to be fully vaccinated against COVID-19 as a condition of employment. Candidates seeking an accommodation from this requirement will be considered on a case-by-case basis.

IDEAL CANDIDATE STATEMENT

This position will support the Triple-R Adult Day Program and Older Adult Services throughout the Community Enrichment division.

The ideal candidate:

- Has experience working in an adult day setting for people with dementia and/or experience working with family caregivers;
- Has experience creating person-centered programming;
- Is organized and efficient;
- Demonstrates excellent leadership and management skills;
- Has the ability to manage a complex program/operation with limited supervision;
- Is skilled in conflict resolution and professional development;
- Has experience successfully collaborating with community organizations and government agencies

To perform professional and supervisory work in an older adult service environment; coordinates and directs recreation, education, wellness, social service and community programs, elder care, and special events for older adults and adults with dementia and Alzheimer's.

SUPERVISION RECEIVED AND EXERCISED

Direction is provided by a higher-level position. Responsibilities include the direct supervision of lower level personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform related duties as needed:

- Supervise lower level staff; plan, schedule, direct, review, and evaluate the work of employees and volunteers; organize work and set priorities.

- Participate in the development and implementation of goals, objectives, priorities and performance measurements; review, recommend, and implement policies and procedures.
- Plan and participate in the in-service training of subordinate staff.
- Coordinate the recruitment and selection of part-time and seasonal personnel.
- Direct and monitor facility usage and scheduling, maintenance, staffing, equipment needs, janitorial requirements, and safety procedures.
- Design, evaluate, and recommend continuance, modification, or cancellation of programs and services for older adults and adults with dementia.
- Establish procedures and guidelines for sites and programs.
- Prepare and submit preliminary budgets, new equipment specifications, and routine and special reports.
- Provide leadership in planning, staffing, reporting, and adopting rules and regulations for activities and programs.
- Remain abreast of new trends and innovations in the field of gerontology and services for older adults.
- Analyze the program needs of the city, community, or neighborhood.
- Coordinate with supervisors on staff coverage needs and, as directed, work with others in the scheduling and presentation of various citywide activities and events.
- Make presentations, provide guidance, and maintain effective relations with public and private groups, engaging their cooperation and assistance in various phases of the overall program.
- Assist in conducting special studies and investigations and prepare reports in the functions and procedures of programming.
- Prepare and maintain written reports, records, and memorandums related to assigned programs or facilities.
- Assist older adults in feeding, bathroom needs, lifting, and other services.
- Perform related duties as required.

QUALIFICATIONS

Knowledge of:

- Gerontology theories, positive aging principles, and the effects of aging upon adults.
- Effects of dementia and Alzheimer's in older adults; the physical, mental, psychological and social changes in people as they age.
- Generational and cultural differences between segments of the 50+ population that affect their interests and needs.
- Recreation, special events, or other community service activities, such as arts and crafts, music, or other special community programs appropriate for older adults.
- Services and roles of agencies and organizations in the aging services network and how they benefit older adults.
- Effective ways to communicate with older adults who have physical or cognitive impairment.
- Outreach mechanisms effective for reaching an older adult audience.
- Recreation, special events, life-long learning, social services, or other community service activities such as arts and crafts, music, or other special community programs appropriate for older adults.
- Rules, regulations, policies, and principles regarding elder care.
- Principles of supervision and training.
- First aid and safety procedures and requirements.
- Facilities and equipment needed in broad and comprehensive programs.
- Organization, procedures, and operating details of the department.

Ability to:

- Plan, coordinate, and direct various types of neighborhood and community service programs.
- Plan, assign, coordinate, schedule, and supervise the work of lower level personnel.
- Review and analyze program effectiveness and recommend and implement procedures to improve programs.
- Analyze, interpret, and apply State and departmental regulations and policies.
- Effectively participate in a continuing in-service training program.
- Determine appropriate language and tone for written materials, depending on audience and purpose.
- Create and develop programs, services, and activities based on principles of positive aging.
- Instruct individuals in various activities.
- Speak before groups.
- Maintain records and prepare reports.
- Establish and maintain cooperative working relationships with employees, school officials, and the general public.
- Assist older adults in feeding, bathroom needs, lifting, and other services.
- Read, write, and speak the English language at a level necessary for efficient job performance.

Experience:

Two years of experience developing and implementing community, neighborhood, or facility-based programs which included responsibilities such as organizing and providing general guidance over recreation, education, wellness, social service and community programs, and special events for older adults.

Education:

A Bachelor's degree from an accredited college or university with course work in gerontology, therapeutic recreation, social work, or a closely related field.

Substitution: Additional qualifying experience may substitute for education on a year-for-year basis

PROOF OF EDUCATION

Should education be used to qualify for this position, then proof of education such as, but not limited to, university/college transcripts and degrees should be submitted with your application and **will be required at the time of appointment**. Unofficial documents and/or copies are acceptable.

An applicant with a college degree obtained outside the United States must have education records evaluated by a credentials evaluation service. **Evaluation of education records will be due at time of appointment.**

SPECIAL QUALIFICATIONS

Driver License:

Possession of a valid California Class C Driver License at the time of appointment. Loss of the Class C License is cause for discipline. Individuals who do not meet this requirement due to physical disability will be considered for accommodation on a case-by-case basis.

Candidates must meet qualifications in accordance with current eldercare laws and regulations.

For elder-care positions, candidates must meet qualifications in accordance with current laws and regulations.

Assessments:

If considered for appointment, candidates must pass a criminal background check.

Training:

Employees assigned must complete "Mandated Reporter" training within two weeks of appointment.

PHYSICAL DEMANDS AND WORK CONDITIONS:

The conditions herein are typically required of an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Requirements:

This is an active position requiring the ability to move about on foot, with frequent walking and standing; frequent starts and stops; lift and carry equipment and supplies; verbal and hearing skills to effectively communicate with participants and staff; visual acuity to read and record documents and make observations, intermittently lift, carry or move equipment of 30 pounds.

Work Conditions:

May be required to work weekends and in the evening.

Environmental Conditions:

Work is performed indoors in a community facility.

THE SELECTION PROCEDURE

Please note, the City of Sacramento's preferred method of communication with applicants is via e-mail. As such, please ensure you verify the e-mail address on your application, and check your e-mail frequently, including your spam and junk folders. All e-mail notifications can also be accessed through the [governmentjobs.com](https://www.cityofsacramento.gov/governmentjobs.com) applicant inbox.

1. Application: (Pass/Fail) – All applicants must complete and submit **online** a City of Sacramento employment application by the final filing deadline;

- Employment applications must be submitted online; paper applications will not be accepted.
- Employment applications will be considered incomplete and will be disqualified:
 - If applicants do not list current and/or past job-related experience in the duties area of the "Work Experience" section. **Note: Qualifying experience is based on full-time experience (40 hours per week). Qualifying experience is calculated to the full-time equivalent (pro-rated if less than 40 hours/week).**
 - If "see resume" is noted in the "Work Experience" section; a resume will not substitute for the information required in the "Work Experience" section.
- Proof of education such as, but not limited to, university/college transcripts and degrees should be submitted online with your application. Proof of education **will be required at time of appointment**.
- Position/job titles will not be considered in determining eligibility for meeting the minimum qualifications for this position.
- If you're requesting Veteran's credit, a copy of your DD214 must be submitted online with your application, delivered in person, or sent to the Employment Office by email/fax or mailed by the final filing deadline. Information regarding the use of Veteran's credit can be found in the Civil Service Board rules under rule 4.9C.
- Applicants are responsible for attaching a copy of their DD214 to each position for which they apply.

2. Training and Experience Exam: (Weighted 100%) – The questions located at the end of the application are the Training and Experience (T&E) Exam. Responses to the T&E questions will be rated and scored. This exam will evaluate the relevance, level, and progression of a candidate's

education, training and experience. The exam score will determine your ranking on the eligible list for this job. When completing the T&E questions, please note:

- Responses to the T&E questions must be submitted online; paper questionnaires will not be accepted.
- A resume will not substitute for the information required in the T&E questions.

3. Eligibility: Candidates who pass the Training and Experience Test will be placed on the eligible list. The hiring department may contact candidates for interview at any time during the life of the one-year list. Candidate's eligibility expires one year from the date of notification of a passing score for the Program Supervisor (Older Adults) examination.

4. Screening Committee: (Pass/Fail)– All candidates that pass the examination and are in one of the top three ranks will have their application forwarded to the hiring department for review. The hiring department will select the most competitive applications for further consideration. Human Resources will only evaluate employment applications for the minimum qualifications, as stated on the job announcement, for applications selected by the hiring department.

5. Conditional Hire: Upon receipt of a conditional offer, the selected candidate must complete and pass LiveScan/fingerprinting; and provide proof of receiving a complete COVID-19 vaccination. If applicable, candidates may also need to pass a pre-employment medical exam, controlled substance and/or alcohol test, and possess any required licensure or certification prior to receiving a start date from the Department. Failure to meet these prerequisites will be grounds for withdrawal of your conditional offer of employment.

QUESTIONS:

For questions concerning this job announcement and the application process:

- Please visit <https://www.governmentjobs.com/Home/ApplicationGuide> for a comprehensive, step-by-step guide to the application process.
- For technical support between 6 AM - 5 PM PT, contact Live Applicant Support at (855) 524-5627.
- Visit the City of Sacramento Human Resources Department website at <http://www.cityofsacramento.org/HR/Career-Opportunities>;
- Send an email to employment@cityofsacramento.org; or
- Call the Human Resources Department at (916) 808-5726

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://portal.cityofsacramento.org/HR>

OR

915 I Street, Historic City Hall
Sacramento, CA 95814-2604

EXAM #015112-22-YPCE
PROGRAM SUPERVISOR (OLDER ADULTS)
CR

Program Supervisor (Older Adults) Supplemental Questionnaire

- * 1. **APPLICATION:** I understand my application must meet the minimum qualifications for consideration of employment with the City of Sacramento. The experience I list in the duties area of the "Work Experience" section of the employment application along with supplemental questions will be used to determine if I meet the minimum qualifications as stated on the job announcement. A resume, responses to the supplemental questions requiring a narrative response, employment history listed elsewhere in the application or attachments will not substitute for the information required in the "Work Experience" section of the employment application. **Position/job titles will not be considered in determining eligibility for meeting the minimum qualifications for this position. Note: Qualifying experience is based on full-time experience (40 hours per week). Qualifying experience is calculated to the full-time equivalent (pro-rated if less than 40 hours/week).** Please refer to the City of Sacramento's Applicant Resources Page for Screening Instructions:
<http://www.cityofsacramento.org/HR/Divisions/Talent-Acquisition-and-Workforce-Development/Applicant-Resources>

☐ Yes

- * 2. **PROOF OF EDUCATION:** To qualify for this classification you may use education or experience as listed in the substitution option to provide required knowledge and abilities. I understand proof of education such as, but not limited to, university/college transcripts and degrees should be submitted with my application and **will be required at the time of appointment** if I am using education to qualify for this position. Please refer to the City of Sacramento's Proof of Education Requirements (<https://www.cityofsacramento.org/HR/Divisions/Talent-Acquisition-and-Workforce-Development/Applicant-Resources>) for information on accepted documentation.

☐ Yes

- * 3. **EDUCATION CONFIRMATION:** If I am using education to qualify for this position, I attest I possess or will possess the following level of education from an accredited college or university with course work in gerontology, therapeutic recreation, social work, or a closely related field by time of appointment if I am selected for this position.

- ☐ No units from an accredited college or university
☐ Less than 30 semester or 45 quarter units from an accredited college or university
☐ 30 semester or 45 quarter units from an accredited college or university
☐ 60 semester or 90 quarter units from an accredited college or university
☐ Associates Degree
☐ 90 semester or 135 quarter units from an accredited college or university
☐ Bachelors Degree
☐ Masters Degree
☐ Doctorate

- * 4. **SUPPLEMENTAL QUESTIONNAIRE:** The answers to the questions below will be reviewed by the hiring department along with the information provided in your employment application. Therefore, your answers must be consistent with your employment application information (especially in the "Education" and "Work Experience" sections), must be unambiguous, and must contain sufficient but concise detail and organization. A resume will not be accepted in lieu of completing this Supplemental Questionnaire. Lack of clarity, incomplete or inconsistent information, and/or disorganized presentation may negatively affect the hiring department's review of your Supplemental Questionnaire. **I understand and agree to the above instructions.**

☐ Yes

- * 5. What is your experience working with older adults with dementia and/or family caregivers taking care of a loved one with dementia?
- * 6. Describe at least two person-centered care concepts you consider vital to a successful program for older adults with dementia.
- * 7. **TRAINING AND EXPERIENCE EXAMINATION:** The following questions are the Training and Experience (T&E) Examination. In addition to the City of Sacramento employment application, applicants must complete and submit online responses to the T&E questions. Only the applicants who meet the minimum qualifications by the final filing deadline will become candidates and their supplemental questionnaire will be rated and scored. This exam will evaluate the relevance, level, and progression of a candidate's education, training and experience. Therefore, your responses to the supplemental questionnaire should be thorough and complete because the exam score will determine your ranking on the eligible list for this job. In accordance with the City of Sacramento's Racial and Gender Equity Action Plan (RGEAP), this examination contains non-binary names and pronouns. For additional information regarding the City's RGEAP, please copy and paste the following link into a web browser:
<http://www.cityofsacramento.org/-/media/Corporate/Files/CMO/City-of-Sacramento-RGEAP-v810012020.pdf?la=en> **I understand and agree to the above instructions.**

☐ Yes

- * 8. Select all the boxes that best describe the topic(s) you have experience providing training and information on to staff members and colleagues related to older adult programs:
- ☐ Sensory changes
 - ☐ Agism
 - ☐ Positive Aging Concepts
 - ☐ Cognitive abilities
 - ☐ Physical Limitations
 - ☐ Diversity amongst older adults
 - ☐ Cultural or ethnic differences
 - ☐ Range of interest and abilities in activities
 - ☐ Socioeconomic differences in the population served
 - ☐ Understanding the values amongst the older generation
 - ☐ Maintaining a safe environment for older adults
 - ☐ None of the above
- * 9. Select the one option that best describes your experience providing information or guidance to public and private groups, and staff to maintain effective working relationships and encourage cooperation and assistance with an older adult program(s).
- ☐ Four years or more
 - ☐ At least three years, but less than four years
 - ☐ At least two years but less than three years
 - ☐ At least one year but less than two years
 - ☐ Less than one year
- * 10. Select the one option that best describes your experience developing and implementing new programs for older adults regarding education, wellness, or social service.
- ☐ Four years or more
 - ☐ At least three years, but less than four years
 - ☐ At least two years but less than three years
 - ☐ At least one year but less than two years
 - ☐ Less than one year
- * 11. Select all the boxes that best describes the action(s) you have taken to encourage and/or motivate staff or colleagues.
- ☐ Positive verbal reinforcement
 - ☐ Innovation with staff
 - ☐ Positive rapport with staff
 - ☐ Set a positive example
 - ☐ Recognize sensitivities to diversity within the team
 - ☐ Talk with staff or colleagues to make sure they understand the expectations of the job
 - ☐ Let employee(s) know when they are performing especially well (they should also be informed when they are not meeting job standards)
 - ☐ Treat the staff or colleagues impartially and with respect
 - ☐ Let them know the importance of their work in relation to program, the department, and the agency/organization
 - ☐ Stress the importance of providing positive customer service
 - ☐ Recognizes motivation and encouragement should be tailored to the employee as not everyone is motivated or encouraged the same way
 - ☐ Encourage feedback and questions from coworkers regarding work situations
 - ☐ None of the above

* Required Question

015112-22-YPCE - Program Supervisor (Older Adults)

Contact Information -- Person ID: 29840087

Name: Holly A Zink Address: [REDACTED]

Home Phone: [REDACTED] Alternate Phone: [REDACTED]

Text Messaging Mobile No: [REDACTED] Email: [REDACTED]

Notification Preference: Email Former Last Name: Gallon

Month and Day of Birth: 02/23

Personal Information

Driver's License: Yes, California , [REDACTED] , Class C

Can you, after employment, submit proof of your legal right to work in the United States? Yes

What is your highest level of education? Some College

Preferences

Types of positions you will accept: Regular

Types of work you will accept: Full Time

Types of shifts you will accept: Day

Education

High School Did you graduate: Yes

Will C Wood Highest Level Completed: Other

- Did you receive a GED? No

Vacaville, California Degree Received: High School Diploma

Work Experience

Program Coordinator Hours worked per week: 40

2/2018 - Present # of Employees Supervised: 4

City of Sacramento Name of Supervisor: Stephanie Wilson - Recreation Superintendent

700 Southgate Rd May we contact this employer? Yes

Sacramento, California 95815

[REDACTED]

Duties

As a Triple R Adult Daycare Program Coordinator I oversee the daily operations of a site. My assigned duties include providing caregiver support through intake process, facilitate caregiver support groups, provide individual consult and handling caregiver grievances; oversee personnel for the site including the hiring process, training new staff, supervising the Program Developer, Recreation Leaders, Senior Recreation Leaders, Senior Recreation Aides and Recreation Aides for the site. I conduct annual evaluations for all staff at the site; maintaining program operations in accordance with all pertinent licensing policies and procedures and promoting the program. I contribute to the overall quality of the Adult Day Program by developing and coordinating work teams and reviewing, recommending and implementing improved policies and procedures. Attend and participate in professional meetings; stay current with the new trends and innovations in the field of Adult Day Care Services or gerontology. Prepare monthly reports to Program Supervisor and keep updated participant care plans in Adult Day Program for elders with dementia.

Reason for Leaving

N/A

Out of Class Program Coordinator
6/2017 - 1/2018

City of Sacramento
cityofsacramento.org
700 Southgate Rd
Sacramento, California 95815
[REDACTED]

Hours worked per week: 30
of Employees Supervised: 5
Name of Supervisor: Stephanie Wilson -
Program Director
May we contact this employer? Yes

Duties

As a Triple R Adult Daycare Program Coordinator I oversee the daily operations of a site. My assigned duties include providing caregiver support through intake process, facilitate caregiver support groups, provide individual consult and handling caregiver grievances; oversee personnel for the site including the hiring process, training new staff, supervising the Program Developer, Recreation Leaders, Senior Recreation Leaders, Senior Recreation Aides and Recreation Aides for the site. I conduct annual evaluations for all staff at the site; maintaining program operations in accordance with all pertinent licensing policies and procedures and promoting the program. I contribute to the overall quality of the Adult Day Program by developing and coordinating work teams and reviewing, recommending and implementing improved policies and procedures. Attend and participate in professional meetings; stay current with the new trends and innovations in the field of Adult Day Care Services or gerontology. Prepare monthly reports to Program Supervisor and keep updated participant care plans in Adult Day Program for elders with dementia.

Reason for Leaving

Promoted to Program Coordinator

Senior Recreation Leader
10/2015 - 6/2017

City of Sacramento
cityofsacramento.org
700 Southgate Rd.
Sacramento, California 95815
[REDACTED]

Hours worked per week: 19
of Employees Supervised: 2
Name of Supervisor: Chantell Albers - Program
Coordinator
May we contact this employer? Yes

Duties

Provide direct care to program participants with duties including: leading recreational activities, assisting participants with Activities of Daily Living, monitoring the safety of each participant and reporting questions or concerns directly to the Program Coordinator, supervised senior recreation aides.

Reason for Leaving

promotion to OCC Program Coordinator

Assistant Manager
2/2010 - 10/2015

Helen's Daycare
helensdaycare.com
2830 Peachtree
West Sacramento, California 95691
[REDACTED]

Hours worked per week: 24
of Employees Supervised: 1
Name of Supervisor: Helen Camacho - Owner
May we contact this employer? Yes

Duties

As a provider I cared for infants through school age children. Daily activities include basic care, coordination of learning activities, arts and crafts and food preparation. As an assistant Manager I oversaw the large daycare, small business when owner was absent. Helped train new employee, handled parent grievances and managed billing and banking.

Reason for Leaving

hired by the city of sacramento

Medical Technician

4/1997 - 4/2002

United States Air Force
airforce.com
Andersen AFB
Yigo, Guam 96929
[REDACTED]

Hours worked per week: 40
of Employees Supervised: 0
Name of Supervisor: David Symonette - Tech Sergeant
May we contact this employer? Yes

Duties

My duties included care for clinic patients and I was assigned as ambulance staff. I had various clinic duties including : IV placement, suturing, wound care and splint application. I was Honorable discharged.

Reason for Leaving

Contract expired

Certified Nursing Assistant

1/1995 - 3/1997

Sierra Health Care
715 Poleline Rd
Davis, California 95618
[REDACTED]

Hours worked per week: 40
of Employees Supervised: 0
May we contact this employer? Yes

Duties

Caring for geriatric patients in a nursing home. My duties included Activities of Daily Living, such as assisting with bathing, grooming, eating, toilet care, range of motion exercises and ambulation.

Reason for Leaving

joined the Air Force

Team Member

7/1993 - 7/1995

Walmart
1501 Helen Power Dr
Vacaville, California 95687
[REDACTED]

Hours worked per week: 40
May we contact this employer? Yes

Duties

Worked as a cashier and then moved to the electronics department

Reason for Leaving

New Job opportunity

Certificates and Licenses

Type: CPR Instructor

Number:

Issued by: EMS Safety

Date Issued: 12 /2018 Date Expires: 12 /2022

Type: ServSafe

Number: [REDACTED]

Issued by: ANSI

Date Issued: 5 /2020 Date Expires: 5 /2023

Type: COVID-19 Contact Tracing

Number:

Issued by: John Hopkins

Date Issued: 7 /2020 Date Expires: 7 /2022

Skills

Office Skills

Typing: 50

Data Entry: 0

Languages

English - Speak, Read, Write

Additional Information

Military Service

I was enlisted in the USAF 1997-2001 as a medic.

Honors & Awards

Senior Airman Below the Zone

Interests & Activities

Girl Scouts Troop Leader

References

Professional

Bernardy, Rosanne

Older Adult Services Superintendent-retired

[Redacted]

Professional

Wilson, Stephanie

Older Adult Services, Superintendent

[Redacted]

Personal

Ochoa, Jicelle

Manager, IT Systems

Houston, Texas

[Redacted]

Resume

Text Resume

Attachments

Agency-Wide Questions

1. Q: Are you currently employed by the City of Sacramento? (Please Note: City employees are still required to indicate job-related experience, including their city job-related experience in the "Work Experience" section of this application.)

A: Yes

2. Q: If 'No' to Question #1, have you ever been employed by the City of Sacramento?

A: Yes

- 3.** Q: If 'Yes' to Question #2, state which department(s) and date(s) you left. If 'No' or you are currently employed with the City, please enter N/A.

A: YPCE/OAS

- 4.** Q: Do you have a high school diploma or equivalent?

A: Yes

- 5.** Q: Are you requesting Veteran's preference?

A: No

- 6.** Q: To qualify for Veteran's Preference, a copy of your DD214 must be submitted with this application, by the final filing date. There are several criteria you must meet before qualifying for this preference. (For information on Veteran's Preference, please refer to the official City of Sacramento website or contact our office at (916) 808-5726.) I understand that if I answered 'Yes' to question #6, I am required to send a copy of my DD-214 to the City Employment Office by sending an email to Employment@cityofsacramento.org.

A: No

- 7.** Q: Please tell us how you heard about this job opening:

A: Other

- 8.** Q: If you selected "other," please specify how you heard about this job. This can include community organization, event, professional organization, social media or website, or any option not listed in the question above. Be specific. If you did not select "other," write N/A.

A: I am currently a program coordinator in OAS, and I heard about the position through my supervisor.

- 9.** Q: I understand that if the position for which I am applying **requires** proof of Education, Certification, and/or License I must provide documented proof at the time of appointment.

A: Yes

- 10.** Q: I understand that I **must list** current and/or past job-related experience in the **duties area of the "Work Experience"** section of the employment application. The experience I list will be used to determine if I meet the minimum qualifications as stated on the job announcement. Applications that do not list current and/or past job-related experience will be considered incomplete and will be rejected; omitted information cannot be considered or assumed. A resume, responses to the supplemental questions, or employment history listed elsewhere in the application or attachments **will not substitute** for the information required in the "Work Experience" section of the employment application. Note: Qualifying experience is based on full-time experience (40 hours per week). Qualifying experience is calculated to the full-time equivalent (pro-rated if less than 40 hours/week). Internships and/or volunteer experience, whether paid or unpaid, will be counted as qualifying experience, but must be listed in the Work Experience section of the employment application.

A: Yes

- 11.** Q: I certify that all statements in this application are true and complete. I agree and understand that any misstatements or omissions of materials facts herein will cause forfeiture on my part of all rights to employment by the City of Sacramento. I understand that if I do not meet the announced requirements, I will be eliminated from

the examination. I hereby authorize the City to verify the accuracy of the information I have provided on this application.

A: Yes

-
- 12. Q:** I authorize any duly accredited representative of the City of Sacramento to obtain copies of all records relating to my driver's license from the California Department of Motor Vehicles and from any other state in which I have been licensed to drive.

A: Yes

-
- 13. Q:** I authorize any duly accredited representative of the City of Sacramento to obtain any information relating to my activities from prior and current employers and others. This information may include, but not be limited to, achievement, performance, attendance, personal history, and disciplinary information. I direct prior and current employers to release such information upon request to the duly accredited representative of the City of Sacramento regardless of any agreement I may have had with you previously to the contrary. I release any individual, including records custodians, from all liability for damages that may result to me on account of compliance or any attempts to comply with this authorization.

A: Yes

-
- 14. Q:** I understand my application must be submitted in English in order to be considered for employment.

A: Yes

-
- 15. Q:** I understand the City of Sacramento may use text messaging as a method of communication with applicants and I must opt in to receive text message communication through my governmentjobs.com account. Furthermore, I understand if I opt out of receiving text messaging through my governmentjobs.com account, I may forfeit my ability to receive pertinent information regarding the application process. ***Message and Data rates may apply.

A: Yes

-
- 16. Q:** I understand if I opted in to receiving text messages via my governmentjobs.com account, the City of Sacramento will contact me via text messaging on the number(s) provided in my application regarding employment opportunities, the examination process, and/or the on-boarding process. ***Message and Data rates may apply.

A: Yes

-
- 17. Q:** I attest the name(s) listed on the attached document(s) and/or Educational/Certification/Licensure documentation I am required to provide at the time of appointment the are the same person as listed on this application.

A: Yes

-
- 18. Q:** I understand the City of Sacramento requires all newly appointed employees to be fully vaccinated against COVID-19 as a condition of employment. Candidates seeking an accommodation from this requirement will be considered on a case-by-case basis.

A: Yes

-
- 19. Q:** Are you in a familial, cohabitant, or amorous relationship with any current employee of the City of Sacramento? Examples of these relationships include: spouse, domestic partner, parent, child, sibling, uncle, aunt, nephew, niece, first cousin, grandparent, great-grandparent, grandchild, or great-grandchild. Relations may be by blood, marriage, adoption, or domestic partnership, including in-law, step- and half-relationships. (If yes, please answer the next question)

A: Yes

20. Q: Please list name of relative, relationship and department that your relative works in. (If not applicable, please type N/A)

A: Isabella Zink, Daughter, Convention and Cultural Services
Currently is in the hiring process for an event associate.

Supplemental Questions

1. Q: APPLICATION: I understand my application must meet the minimum qualifications for consideration of employment with the City of Sacramento. The experience I list in the duties area of the "Work Experience" section of the employment application along with supplemental questions will be used to determine if I meet the minimum qualifications as stated on the job announcement. A resume, responses to the supplemental questions requiring a narrative response, employment history listed elsewhere in the application or attachments will not substitute for the information required in the "Work Experience" section of the employment application. **Position/job titles will not be considered in determining eligibility for meeting the minimum qualifications for this position. Note: Qualifying experience is based on full-time experience (40 hours per week). Qualifying experience is calculated to the full-time equivalent (pro-rated if less than 40 hours/week).** Please refer to the City of Sacramento's Applicant Resources Page for Screening Instructions:
<http://www.cityofsacramento.org/HR/Divisions/Talent-Acquisition-and-Workforce-Development/Applicant-Resources>

A: Yes

2. Q: PROOF OF EDUCATION: To qualify for this classification you may use education or experience as listed in the substitution option to provide required knowledge and abilities. I understand proof of education such as, but not limited to, university/college transcripts and degrees should be submitted with my application and **will be required at the time of appointment** if I am using education to qualify for this position. Please refer to the City of Sacramento's Proof of Education Requirements (<https://www.cityofsacramento.org/HR/Divisions/Talent-Acquisition-and-Workforce-Development/Applicant-Resources>) for information on accepted documentation.

A: Yes

3. Q: EDUCATION CONFIRMATION: If I am using education to qualify for this position, I attest I possess or will possess the following level of education from an accredited college or university with course work in gerontology, therapeutic recreation, social work, or a closely related field by time of appointment if I am selected for this position.

A: No units from an accredited college or university

4. Q: SUPPLEMENTAL QUESTIONNAIRE: The answers to the questions below will be reviewed by the hiring department along with the information provided in your employment application. Therefore, your answers must be consistent with your employment application information (especially in the "Education" and "Work Experience" sections), must be unambiguous, and must contain sufficient but concise detail and organization. A resume will not be accepted in lieu of completing this Supplemental Questionnaire. Lack of clarity, incomplete or inconsistent information, and/or disorganized presentation may negatively affect the hiring department's review of your Supplemental Questionnaire. **I understand and agree to the above instructions.**

A: Yes

5. Q: What is your experience working with older adults with dementia and/or family caregivers taking care of a loved one with dementia?

A: As a Triple R Adult Daycare Program Coordinator, I oversee the daily operations of a site licensed facility by California Department of Social Services. I provide caregiver support through intake process, facilitate caregiver support groups, provide individual consult and handling caregiver grievances. During the program day, I interact and serve older adults with dementia. I provide and create meaningful activities for the participants in

the program. I contribute to the overall quality of the Adult Day Program by working with staff and training staff in dementia communication. I attend professional meetings and trainings to keep up-to-date in latest dementia research, therefore enhancing the program.

6. Q: Describe at least two person-centered care concepts you consider vital to a successful program for older adults with dementia.

A: Person-centered care is very important concept for an Adult Day Program.

1. Treating the older adult with respect and dignity. They have had a rich life prior to coming to an adult day center. Treating the person, not the diagnosis.

2. Getting to know the older adult. Finding out their likes and dislikes, past hobbies/work, religious preferences. During the intake process talking with caregivers is an important step to acquire some history of the person with dementia.

3. Meeting the person with dementia to where they are in life right now. They may have had interests in the past that the caregiver expressed, but that may not be true now. It's important to know their past, but equally important to find out who they are now.

4. Put yourself in the shoes of the person with dementia, look at the world from their point of view. Dementia can cause problems with vision, stability and hearing. Understanding these barriers can improve the participants day in the program and create a more enriching experience.

5. Give the person with dementia choice. If the participant is uninterested in an activity, provide another option. Do not assume that they will enjoy a certain activity because they have in the past. We all want to try new things and have new experiences.

6. Provide purpose. Most adults want to have a purpose. Activities in the program can be entertaining, but simple things like having the participant help and contribute to the program can make a positive impact.

7. Q: **TRAINING AND EXPERIENCE EXAMINATION:** The following questions are the Training and Experience (T&E) Examination. In addition to the City of Sacramento employment application, applicants must complete and submit online responses to the T&E questions. Only the applicants who meet the minimum qualifications by the final filing deadline will become candidates and their supplemental questionnaire will be rated and scored. This exam will evaluate the relevance, level, and progression of a candidate's education, training and experience. Therefore, your responses to the supplemental questionnaire should be thorough and complete because the exam score will determine your ranking on the eligible list for this job. In accordance with the City of Sacramento's Racial and Gender Equity Action Plan (RGEAP), this examination contains non-binary names and pronouns. For additional information regarding the City's RGEAP, please copy and paste the following link into a web browser: <http://www.cityofsacramento.org/-/media/Corporate/Files/CMO/City-of-Sacramento-RGEAP-v810012020.pdf?la=en> **I understand and agree to the above instructions.**

A: Yes

8. Q: Select all the boxes that best describe the topic(s) you have experience providing training and information on to staff members and colleagues related to older adult programs:

A: Sensory changes
 Agism
 Positive Aging Concepts
 Cognitive abilities
 Physical Limitations
 Diversity amongst older adults
 Cultural or ethnic differences
 Range of interest and abilities in activities

Socioeconomic differences in the population served
Understanding the values amongst the older generation
Maintaining a safe environment for older adults

-
- 9.** Q: Select the one option that best describes your experience providing information or guidance to public and private groups, and staff to maintain effective working relationships and encourage cooperation and assistance with an older adult program(s).

A: Four years or more

-
- 10.** Q: Select the one option that best describes your experience developing and implementing new programs for older adults regarding education, wellness, or social service.

A: Four years or more

-
- 11.** Q: Select all the boxes that best describes the action(s) you have taken to encourage and/or motivate staff or colleagues.

A: Positive verbal reinforcement

Innovation with staff

Positive rapport with staff

Set a positive example

Recognize sensitivities to diversity within the team

Talk with staff or colleagues to make sure they understand the expectations of the job

Let employee(s) know when they are performing especially well (they should also be informed when they are not meeting job standards)

Treat the staff or colleagues impartially and with respect

Let them know the importance of their work in relation to program, the department, and the agency/organization

Stress the importance of providing positive customer service

Recognizes motivation and encouragement should be tailored to the employee as not everyone is motivated or encouraged the same way

Encourage feedback and questions from coworkers regarding work situations



November 10, 2022



Dear Holly Zink,

Upon review of the application submitted for the position of Program Supervisor (Older Adults), 015112-22-YPCE, with the City of Sacramento, the application submitted did not reflect the required minimum qualifications as stated on the job announcement.

Please review the City of Sacramento's Applicant Resources page for additional information on the City's screening practices and proof of educational requirements:

<http://www.cityofsacramento.org/HR/Divisions/Talent-Acquisition-and-Workforce-Development/Applicant-Resources>

APPEAL PROCESS FOR CIVIL SERVICE EXAMINATIONS

Pursuant to Civil Service Board (CSB) Rule 4.10 (c), candidates who fail any part of the application or examination process may appeal in writing to the CSB within fifteen (15) calendar days after the date of this notice. The following are the grounds for appeal:

- (1) Erroneous interpretation of application of qualification standards prescribed for classification: or
- (2) Improper procedure in the administration of the test: or
- (3) Discrimination based on race, color, religion, national origin, political beliefs, sex, physical handicap, marital status, pregnancy, age, or sexual orientation.

A written appeal must state the grounds for appeal, the supporting facts, and the remedy requested. Appeals must be submitted to employment@cityofsacramento.org within fifteen (15) calendar days after the date of this notice.

We appreciate your interest in this position and encourage you to apply for other employment opportunities with the City of Sacramento at <http://www.cityofsacramento.org/HR/Career-Opportunities>. We wish you success in your professional endeavors.

Sincerely,

Charisse Rugamas
Human Resources Department

[REDACTED]
[REDACTED]
Email:

Website [REDACTED]org/HR

If you do not want to receive emails please click on the following :
Unsubscribe from Emails

From: [Kimberly Guinan](#)
To: [Holly Zink](#)
Subject: RE: Appeal
Date: Wednesday, November 23, 2022 5:02:00 PM

Hello Holly,

This email is to confirm we are in receipt of your appeal. Your appeal will be presented to the Civil Service Board at the January meeting (date to be announced). You will receive additional meeting details closer to the meeting date from Human Resources Administration.

Sincerely,

Kimberly Guinan

Personnel Analyst

Employment, Classification & Development Division | Human Resources

City of Sacramento | [REDACTED]

Phone: [REDACTED] • Email [REDACTED]

E-mail correspondence with the City of Sacramento, and attachments, if any, may be subject to the California Public Records Act, and as such may be subject to public disclosure unless otherwise exempt under the Act.

From: Holly Zink <[REDACTED]>
Sent: Monday, November 21, 2022 10:21 AM
To: Employment <[REDACTED]>
Subject: Appeal

To Whom it May Concern,

I'm formally appealing the decision of the rejection of my application for Program Supervisor (Older Adults) under the grounds of Erroneous interpretation of the application of qualification standards prescribed for classification.

My application shows my supervisory experience with the City of Sacramento with Triple R which is an adult day program licensed by the state of California. Prior to Triple R I had 5 years supervisor experience at a California State licensed daycare, as stated in my application.

The remedy requested is that my application is accepted and moves to the next step.

Thank you for your time.

All my best,

Holly Zink

Triple-R Adult Day Program, Club Refresh

[REDACTED]

[REDACTED]

[REDACTED]

www.tripler.org

Qualifying Experience for Holly Zink - Program Supervisor (Older Adults)							
Job Title	Starting Month ▾	Ending Month ▾	Hours per Week ▾	Months Worked ▾	Years Worked ▾		
Program Coordinator	2/1/2018	11/1/2022	40	58	4.83	TOTAL MONTHS: 64	
Out of Class Program Coordinator	6/1/2017	1/1/2018	30	6	0.50	TOTAL YEARS: 5.33	
			TOTALS:	64	5.33		