

Date: 03/20/2012

Committee: Senate Special Committee on
Accountability

Department: Education

Person Testifying: Kathryn S. Matayoshi, Superintendent of Education

Title of Resolution: SCR 37 / SR 20 REQUESTING THE AUDITOR TO CONDUCT A
FINANCIAL AND MANAGEMENT AUDIT OF THOSE STATE
AGENCIES WITH SALARY AND WAGE OVERPAYMENTS.

Purpose of Resolution:

Department's Position:

At the previous hearing on March 13, 2012, the Committee asked for additional information. This information is provided below. We are also attaching the 2006 Executive Memorandum No. 06-03, issued by previous Governor Linda Lingle, which outlines the collection procedures.

We have added the following information to our overpayment report spreadsheet that is used to submit data to the Department of Accounting and General Services (DAGS): retirement dates; turnover to the Attorney General (AG) with an emphasis of timely submittal; whether the two-year statute of limitations applies; union codes; position titles; occurrences/incidences; and work locations of the employees.

In response to Chair Donna Mercado Kim's request dated March 16, 2012, the following are our responses:

1. The specific source(s) of overpayments, including which schools have the highest incidence and why.

The overpayment report spreadsheet indicates work locations of the employees. Most of the incidences occurred at the high schools. This is due to the number of employees that are managed at the high school level.

The Superintendent has issued a reminder to the complex area superintendents, complex area business managers, and assistant superintendents, to ensure that employee leaves without pay are communicated to our payroll staff immediately, and that the required documentation be sent to our Office of Human Resources (OHR) for processing, so that payroll overpayments can be minimized. The Department will also communicate overpayment statistics, on a monthly basis, with each of the complex area superintendents and complex area business managers, to increase the accountability and oversight at the school level.

2. The total number of instances in which overpayments were made, including the number of overpayments made to the same individual.

The total number of instances is part of the detailed files. We are updating the spreadsheet to include this information. The Department will advise the Committee with the total number of instances when this updating is completed.

3. A summarization of cases in which an overpaid employee was listed as "paid in error."

Several of the "paid in error" were due to casual (hourly) payroll, which is processed based on manual sign-in and sign-out timesheets, which is pre-filled with employee names. There were certain errors of hours worked; in other instances, if employees sign in / out on the wrong timesheet line, there could be pay in error. In addition, even though schools have salaried employees, they are often hired for other duties. Example: Line 242: Employee was paid additional hours as a coach; however, the school had notified payroll that they paid the employee at an incorrect coaches' pay scale.

4. With respects to the report submitted to DAGS, please delineate which individuals were notified of overpayment within the two year statutory period.

The report spreadsheet has been updated with the individuals notified within the two-year statutory period. Of the 428 total records in the December file, 292 were notified within the two years. For the remainder of the cases, particularly those dated back numerous years, the Department had a backlog of issuing annual employee leave balance reports. As we now have caught up with the employee leave balances, these discrepancies were identified.

5. Whether the department intends to deduct 25% from the paychecks of individuals who have more than \$1,000 in overpayment balance, rather than the minimum \$100 amount previously elected by the department, and how soon this change could be implemented.

The Department consulted with the AG's office on Friday, March 16, 2012. The AG advised they are researching the issue and are recommending to NOT deduct at the 25% level unless the employee agrees. After the AG completes their research, they will revise the procedures and will advise all state agencies.

6. The status of recovery efforts on certain overpayments made within the two years in which no amount has been collected.

The Department has been collecting overpayments only if agreed-to by the employee. The AG advised we can begin deductions (\$100 per pay check if balance owed is over \$1,000) regardless of whether the employee confirms. The Department will begin collecting immediately (by the April 20, 2012 pay checks)

on employees that have received notification letters within the two-year statutory period. For each line item, we have detailed files with historical information, including occurrences; specific circumstances; payback schedules; letters; mail return receipts; and collection/followup information.

a. Example: Line 41 of DOE overpayment report. Individual overpaid \$3,206.69 on 08/19/10 and letter sent on 11/17/10.

This was caused by a problem affecting certain employees, related to the DOE's conversion to its new electronic human resources system, eHR, effective July 2010.

Staff normally assigned to collections were temporarily tasked with the Kronos Time and Attendance System project. The employee retired on December 30, 2010. We are referring this overpayment to the AG. We also have contacted EUTF, and are reconciling records. We are putting procedures in place to communicate these overpayments to EUTF going forward.

b. Example: Line 417. Individual paid \$2,195.57 after resignation, but no amount recovered.

Former employee promised to repay \$250.00 per month; however, no amounts have been received. We are referring this overpayment to the AG. 8/5/11

7. A description of the hearing process, including how hearing dates are determined and whether an employee that fails to appear waives his/her right to a hearing.

Attached is a flowchart of the hearing process.

We recommend that the state, including DAGS in conjunction with AG, update the policies and collection/hearing procedures to improve efficiency; and to increase flexibility to allow more aggressive collection efforts for all state agencies. We further recommend that the Legislature revisit the provisions in HRS Sections 78-12; 78-13; and 91, in order to accelerate recovery of payroll overpayments.



Exec Memo 06-03.pdf



Payroll Overpayment Hearings Process.pdf



EXECUTIVE CHAMBERS
HONOLULU

LINDA LINGLE
GOVERNOR

September 14, 2006

EXECUTIVE MEMORANDUM

MEMO NO. 06-03

TO: All Department Heads

SUBJECT: Revised Policies and Procedures for Salary and Wage Overpayment Recovery

This memorandum supercedes the policies and procedures issued in Executive Memo No. 96-16 dated October 1, 1996 and the Department of Human Resources Development's memorandum entitled, "Implementation of Compensation Overpayment Provisions Applicable to BU 1, 2, 3, 4, 9, 10, and 13 Employee" dated October 18, 1999 to incorporate the addition of Section 78-12 (f), (g), and (h), Hawaii Revised Statutes (HRS).

HRS Section 78-12 (f) requires that overpayment recovery begin immediately even if a contested determination of indebtedness is pending and allows the use of appropriate leave or compensatory time credits to be used to offset any indebtedness. HRS Section 78-12 (g) requires the payment of interest at the rate specified in Section 103-10, HRS, in cases where the determination of indebtedness was contested and is subsequently found to be incorrect. HRS 78-12 (h) specifies that an employee must contest the determination of indebtedness through the grievance process if the applicable collective bargaining agreement includes salary overpayment provisions and that such collective bargaining agreement may not include any provision inconsistent with subsections (f) and (g).

Any repayment plan currently in effect will not be changed by these revised policies and procedures. For employees who request that any remaining amount of indebtedness be offset by applying the current value of appropriate leave or compensatory time credits posted in the employee's respective accounts as balances that would otherwise be payable in cash upon separation from service, procedures previously detailed in Comptroller's Memorandum No. 1999-33 dated November 4, 1999 have been included in this memorandum.

Executive Memorandum No. 06-03
September 14, 2006
Page 2

This memorandum should be disseminated to all departmental staff involved in the recovery of overpayments. If there are any questions regarding this memorandum, please call Sheila Walters of the Department of Accounting and General Services' Pre-Audit Branch at 586-0650.

LINDA LINGLE
Governor

Attachments

- Salary and Wage Overpayment Recovery (Policies and Procedures)
 - Exhibit A-1 Notification of Salary or Wage Overpayment
 - Exhibit A-2 Notification of Salary or Wage Overpayment
 - Exhibit B Overpayment Worksheet
 - Exhibit C Response to Salary or Wage Overpayment Notice
 - Exhibit D Delivery Certification for 15 Day Notification Period
 - Exhibit E Salary Assignment/Cancellation (SAFORM D-60)
 - Exhibit F Salary Assignment/Cancellation (SAFORM D-60)
 - Exhibit G Agreement to Apply Vacation and/or Compensatory Time Off Credits Value to Repay Salary or Wage Overpayment
- c: Hawaii Government Employees Association
United Public Workers
Hawaii Fire Fighters Association

NEIL ABERCROMBIE
GOVERNOR OF HAWAII



STATE OF HAWAII
DEPARTMENT OF HEALTH
P.O. Box 3378
HONOLULU, HAWAII 96801-3378

LORETTA J. FUDDY, A.C.S.W., M.P.H.
DIRECTOR OF HEALTH

In reply, please refer to:
File: _____

Senate Special Committee on Accountability

March 20, 2012

**Testimony of Loretta J. Fuddy, A.C.S.W., M.P.H.
Director of Health**

**SCR34/ SR21 REQUESTING THE AUDITOR TO CONDUCT AN AUDIT OF
STATE DEPARTMENTS WITH HIGH RATES OF ADDITIONAL
COMPENSATION PAID TO EMPLOYEES.**

- 1 **Department's Position:** Comments and information as requested.
- 2 **Fiscal Implications:** Undetermined at this time.
- 3 **Responses to Information Requested at the March 15, 2012 Hearing of the Senate Special**
- 4 **Committee on Accountability Regarding the Hawaii State Hospital and Follow Up to various**
- 5 **Requests**

6 At the March 15, 2012 hearing of the Special Committee on Accountability information was

7 requested from the Department of Health (DOH) regarding operations at the Hawaii State Hospital

8 (HSH) related to processes for managing overtime and sick leave. This testimony is to provide the

9 information to the Special Committee.

- 10 • Process for granting and tracking overtime use

11 The major portion of the processes around the granting and tracking of overtime use is specified in the

12 collective bargaining agreements which apply to Hawaii State Hospital staff. A second portion of the

13 processes for managing overtime use are internal to the facility. The rules for each of the collective

14 bargaining agreements vary by specific collective bargaining units, but the common principle is that

Promoting Lifelong Health and Wellness

1 overtime management practices are to be fair and equitable to all who participate in overtime. The
2 method by which this standard is implemented is based on seniority in the jurisdiction (e.g. Department
3 of Health), work place (HSH or Unit), and/or base yard. When overtime work is determined necessary
4 by the facility, it is offered first to the most senior worker, until the open shift positions are filled. The
5 seniority procedure is followed unless a worker has specifically indicated that they do not want to be
6 considered for overtime in writing by completing a form. This process is generally accepted as fair and
7 equitable.

8 A monthly overtime projection request is generated by HSH and sent to the Adult Mental Health
9 Division (AMHD) main office for approval and from there to the DOH Administrative Services Office
10 (ASO) for approval. If overtime is required of an employee in excess of the amount approved, an
11 "after-the-fact" overtime request for approval is requested. Overtime use is approved by the employee's
12 supervisor for each occurrence. Overtime use is collected and reviewed in aggregate, in each work unit
13 and by the hospital administration, at least monthly, and more often as circumstances warrant. The
14 hospital has made progress in managing the use of overtime through involvement of the supervisors at
15 all levels within the chain of command. The most common reasons for the occurrence of overtime are
16 to maintain staffing levels when the hospital census exceeds 168 and acuity is high; to address patient
17 and staff safety and security and basic hospital functions. Other contributing factors are unfilled direct
18 care positions, staff use of sick leave, and furlough (in the past) or supplemental time off (currently) for
19 HGEA and Directed Leave Without Pay (DLWOP) for UPW (dietary, housekeeping and maintenance
20 personnel) providing support in these areas.

21 The Supervisor on duty, Unit Manager, or Charge Nurse will remove from duty any worker not able to
22 safely perform their work duties for whatever reason, e.g. fatigue from continuous work hours, overtime.

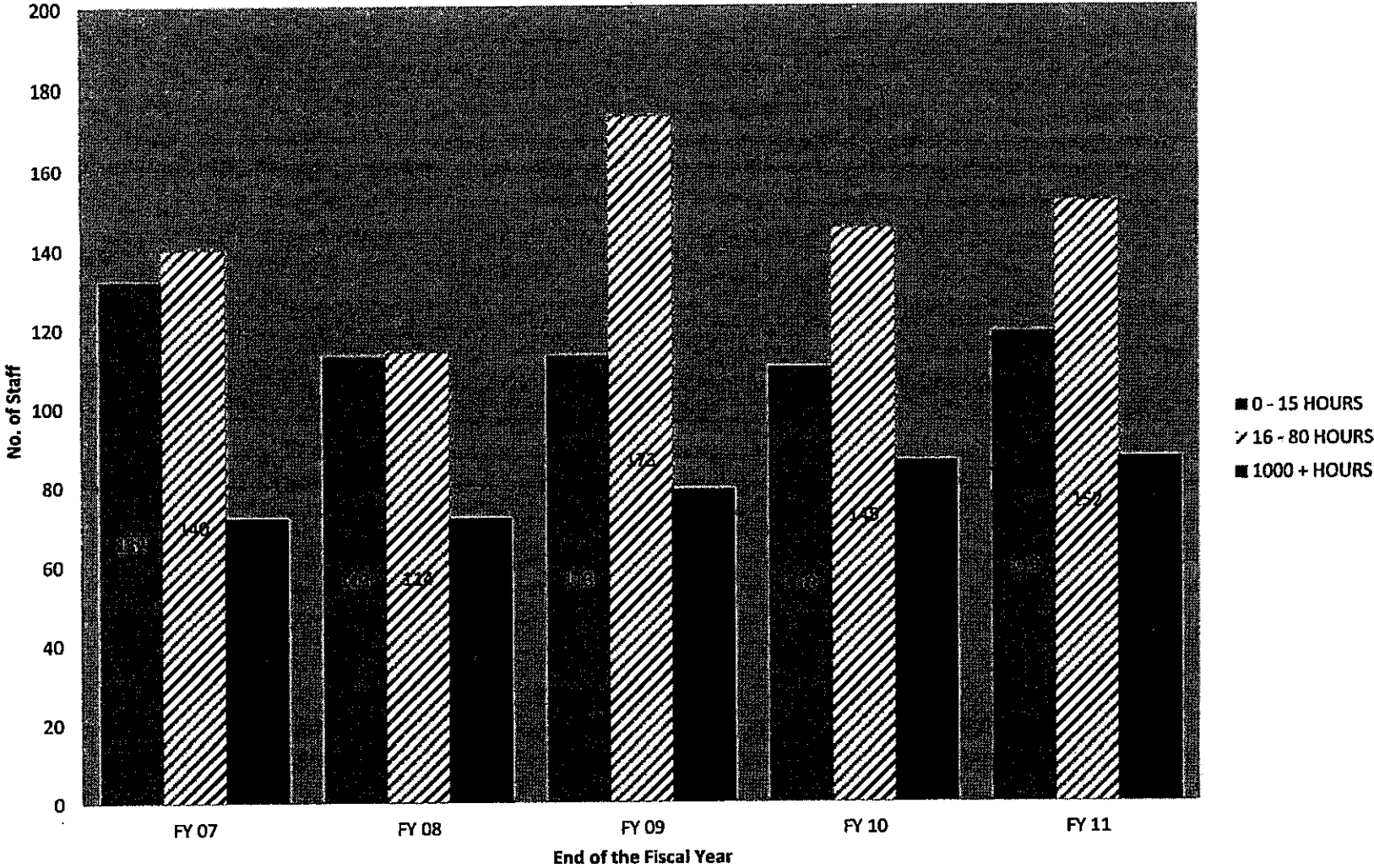
23 • Process for managing Sick Leave Use

24 The hospital tracks sick leave use for each of three (3) shifts of the 24 hour operation, and uses the data
25 for operational planning (program schedules, making staff assignments, etc.). The daily average

1 percentage of direct care workers out on sick leave is 15 % (averaged over the past 2.5 years). However,
2 the daily range can be higher or lower as noted in testimony submitted at the last Committee session.
3 The range is very unevenly distributed among the staff. Some staff have large (unused) sick leave
4 balances; other staff take all accrued sick leave as they earn it, each month. *A graph showing the number*
5 *of HSH staff (of approximately 610 FTEs February 2012) with sick leave accruals in various categories*
6 *is attached.* If staff members use the total amount of their sick leave accrued they are placed on Leave
7 Without Pay LWOP), and if there are two (2) occurrences within six (6) months , the employee is
8 placed on a timesheet system and the pay lag for thirty (30) days is implemented.
9 The major factors in the occurrence of excessive sick leave use appear to be related to: aging work force,
10 differing personal norms and incentives in use of sick time, and the availability of 21 sick days per year.
11 HSH will work with the DOH Human Resources Office to continue to put forth proposals for union
12 negotiations to address sick leave use and abuse.
13 HSH has in the past requested the development of a separate Supplemental Agreement(s) for Bus 1, 9,
14 10 on this topic and will do this again, as soon as possible after contracts are finalized and approved.
15 The Supplemental Agreement shared with us last week, pertaining to HHSC, provides a useful model
16 for these types of things, which HSH and DOH are interested in including in potential Supplemental
17 Agreements. These agreements, if finalized, would help to address the some of the specific challenges in
18 the use of sick time in this work place, with its special requirements.
19 Thank you for the opportunity to comment.

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21
22
23

Hawaii State Hospital
Sick Leave Balances



NEIL ABERCROMBIE
GOVERNOR



STATE OF HAWAII
DEPARTMENT OF PUBLIC SAFETY
919 Ala Moana Boulevard, 4th Floor
Honolulu, Hawaii 96814

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Deputy Director
Law Enforcement

No. 2012-0496

March 19, 2012

TO: The Honorable Donna Mercado Kim, Chair
Senate Committee on Accountability

FROM: Jodie Maesaka-Hirata, Director *Jodie Maesaka-Hirata 3/20/2012*

SUBJECT: INFORMATION FOR SENATE COMMITTEE ON ACCOUNTABILITY

In response to your email dated March 16, 2012, Special Committee on Accountability prep for Hearing on Tuesday March 20, 2012, 1:15pm, the Department of Public Safety is providing the following requested information:

March 13th hearing on overpayments:

1. An update for each employee that was placed on salary assignment and owing in excess of \$1,000. For example: On line 8 of the department's testimony, an individual was overpaid \$4,197.29 in November 2010 and only \$200 has been recovered through salary assignment.

Attachment 1 provides a list of employees that have salary assignment. The attachment provides a brief explanation as to the reason and the current status.

March 15th hearing on overtime:

1. The total number of employees under the CPS-Food Service Division.

Attachment 2 provides the number of authorized positions by position classification and by program location.

Attachment 3 provides the number of filled positions in the CPS-Food Service Division (this list includes emergency hires or eighty-nine day hires)

2. The number of sick calls made from each CPS-Food Service employee.

The Division does not maintain a record of the employees that called in sick.

3. A detailed job description of the CPS-Food Service position.

Attachment 4 provides a job description of an Institution Food Services Manager III, a Cook III, and a Cook II position.

Should you or your staff have any questions with the information provided, please call Martha Torney, Deputy Director for Administration at 587-1251 or email her at martha.t.torney@hawaii.gov.

Attachments:

- Attachment 1 – Overpayment Cases on Salary Assignment
- Attachment 2 – Statewide Food Services Filled Positions As of 3/19/12
- Attachment 3 – CPS-Food Service Division Positions Filled
- Attachment 4a - Food Services Manager II Position Description
- Attachment 4b –Cook II Position Description
- Attachment 4c –Cook III Position Description
- Attachment 4d –Kitchen Helper Position Description
- Attachment 4e –Baker II Position Description

CNA:JMH:emm

ATTACHMENT 1

OVERPAYMENT CASES ON SALARY ASSIGNMENT

Program	Date	Gross Amount Overpaid	Amount Recovered	Balance	Reason for Salary Overpayment	Current Status,
WCF	Nov-10	4,197.29	200.00	3,997.29	Insufficient Leave/Workers Comp initially denied, approved on appeal/leave records will need to be modified for workers comp retro action. May not have Overpayment. Insufficient Leave/current LWOP taken/Old LWOP on file will require a hearing. Ready for hearing.	Salary Assignment stopped/awaiting audited leave records
HCF	Apr-95	1,228.75	749.00	479.75		Pending Hearing
CI	Sep-04	3,663.95	1,775.54	1,888.41	LWOP discovered after employee left PSP/placed on salary assignment to capture accrued vacation payout.	To be referred to AG for Write-off
WCCC	Jun-03	16,582.50	15,300.00	1,282.50	Pyrl Compute Error/currently paying on assignment	On Salary Assignment
GPS	Jan-03	8,083.99	6,640.71	1,443.28	Salary Assignment 3/5/04 Pyrl Compute Error/employee retired 12/1/07	To be referred to the AG for Write-off
SD	Aug-06	17,231.02	10,300.00	6,931.02	Insufficient Leave/currently on Salary assignment	On Salary Assignment
GPS	Apr-09	2,481.34	204.39	2,276.95	Employee placed on salary assignment but terminated. Insufficient Leave/Assignment but employee terms 4/1/10/ to be referred to AG for collection.	To be referred to AG for Write-off
SD	Jan-09	6,337.50	4,100.00	2,237.50	Pyrl Not Stopped Military Leave/Currently on salary assignment	On Salary Assignment
MCCC	Jun-10	5,301.45	100.00	5,201.45	Pyrl Compute Error/Currently on assignment	Salary Assignment
PERS	Aug-10	1,416.00	1,000.00	416.00	Pyrl Compute Error/Currently on assignment	Salary Assignment

STATEWIDE FOOD SERVICES **FILLED** POSITIONS AS OF 3/19/12

Department of Public Safety
 PSD 420- Corrections Program Services, Food Services Branch
 FY 2012

Position Classification	Admin	HCF	OCCC	WCF	WCCC	KCCC	MCCC	HCCC	Total
Corr Food Services Manager	1.00								1.00
Inst Food Service Manager IV		1.00	1.00						2.00
Inst Food Service Manager III				1.00	1.00				2.00
Inst Food Service Manager II		2.00				1.00	1.00	1.00	5.00
Cook III		7.00	4.00		2.00	1.00	1.00	2.00	17.00
Cook II		6.00	4.00	3.00	1.00	3.00	5.00	3.00	25.00
Cook I		1.00		1.00					2.00
Kitchen Helper			14.00	4.00	3.00	1.00		6.00	28.00
									-
Baker II		1.00							1.00
Food Service Driver				1.00					1.00
Secretary I	1.00								
Purchasing Technician .	1.00								
Office Assistant III	1.00								1.00
Total	4.00	18.00	23.00	10.00	7.00	6.00	7.00	12.00	85.00

Total Vacant Positions **13**

STATEWIDE FOOD SERVICES FILLED POSITIONS AS OF 7/1/11

Department of Public Safety
 PSD 420- Corrections Program Services, Food Services Branch
 FY 2012

Position Classification	Admin	HCF	OCCC	WCF	WCCC	KCCC	MCCC	HCCC	Total
Corr Food Services Manager	1.00								1.00
Inst Food Service Manager IV		1.00	1.00						2.00
Inst Food Service Manager III				1.00	1.00				2.00
Inst Food Service Manager II		2.00	1.00				1.00	1.00	5.00
Cook III		7.00	4.00		2.00	1.00	1.00	2.00	17.00
Cook II		2.00	4.00	2.00	2.00	4.00	6.00	3.00	23.00
Cook I				1.00					1.00
Kitchen Helper			10.00	4.00	4.00	1.00		6.00	25.00
Store Keeper			1.00						1.00
Baker II									-
Food Service Driver				1.00					1.00
Office Assistant III	2.00								2.00
Total	3.00	12.00	21.00	9.00	9.00	6.00	8.00	12.00	80.00

Total Vacant Positions 20

Kauai Community Correctional Center
INSTITUTION FOOD SERVICES MANAGER III
Position Description

INTRODUCTION

This position is assigned to the Kauai Community Correctional Center (KCCC), Wailua, Kauai, a branch operation of the Corrections Division, Department of Social Services and Housing.

The Institution Food Services Manager III manages the business affairs and supervises the operations of the food service program at KCCC.

MAJOR DUTIES AND RESPONSIBILITIES

A. Responsible for:

1. Developing long range plans, budget requests and standards of operations as well as purchasing/requisitioning food, supplies and equipment.
2. Developing a master menu and determining the daily menu.
3. Meal preparation.
4. Supervision and training kitchen personnel.
5. Maintaining a sanitary and functional food service operation.

B. Duties:

Planning and Purchasing:

1. Development of long range plans, budget request and standards of operation for food service unit.
2. Developing a master menu and determining the daily menu, and preparation of special diets under requirement of medical sanction.
3. Purchasing and requisitioning food, supplies and equipment.
4. Maintaining inventory of raw food and perishable items. Inspects goods received and follow up on discrepancies, ensuring the proper storage, care and issuance of foods, supplies and equipment; establishing inventory methods and maintains records of rations, materials, supplies, commodities; determines kind and quality of food needed for meals and issues of food.
5. Prepares work schedules and assignments for kitchen personnel and inspects food before, during, and after preparation for condition and proper method of preparation.

Supervision and Training:

1. Trains and instructs kitchen personnel in cooking procedures, basic baking methods, salad preparations, butchering procedures of meat cutting techniques,

and meal preparation that has an eye appealing and appetite-enhancing qualities and the necessities of kitchen sanitation practices to preserve the health standards of the institution.

2. Supervises kitchen personnel; overseeing operation to maintain a healthy harmonious relationship among the kitchen workers.
3. Prepare or review reports on the performance, attitude, and development of inmate assistants as required.
4. Evaluates the work of kitchen personnel and recommends personnel actions; may plan and carry out in-service training for inmates/wards or residents assigned to the kitchen, and prepare reports on the performance, attitude and development of inmates, and take or recommend appropriate action.

% Meal Preparation:

1. Arranges for or cooks three meals daily for the inmates and staff of a correctional facility.
2. Prepares a wide range of foods including hot entrees, meats, soups, salads, desserts, vegetables, pastries, and hot breads.
3. Observes and samples food while cooking, adjust cooking temperatures and seasons foods.
4. Provide in-service training in food preparation.

% General Kitchen Operation:

1. Arranges for or cleans and maintains tools, equipment and work areas.
2. Inspects kitchen and methods of operations to assure that proper sanitation and safety measures are practiced.
3. Maintains order and discipline within the kitchen-dining room, during the work shift.
4. Keeps informed of latest trends and techniques in quantity cooking.
5. Performs other related duties as required; plans a master menu for estimating needs and obtaining food and supplies, taking into consideration cost and availability of food, nutritional requirement, and habits of person fed; prepares menu for special diets; prepares recipes as necessary; reviews and revises menus for necessary changes due to non-availability of items or the necessity to use perishable of left-overs; prepares and submit annual and quarterly budget requests covering food, supplies, equipment and personnel; develops, interprets and implements standard guidelines and procedures concerning operational, nutritional and sanitation matters; and co-ordinates operations with other units of the institution.

KNOWLEDGE AND ABILITIES REQUIRED

- A. Knowledge of: Food preparation and quantity cookery; operation and maintenance of kitchen equipment; purchasing techniques; food storage methods, kitchen management; principles and practices of supervision.
- B. Ability to: Estimate needed goods and supplies; prepare regular and special reports on food and supplies used, cost, etc.; plan and schedule the work of kitchen personnel; provide instruction and training in food preparation, cooking, and kitchen maintenance; develop operational statistics; and, for some positions, develop master and daily menus and prepare budget requests.

CONTROLS OVER THE POSITION

Under the general and administrative supervision of the Adult Corrections Officer VI (Section Head in charge of Security and Operations), perform and discharge the required duties within the framework of the Kauai Community Correctional Center policies and procedures, the Corrections Division Administrator's directives and the rules and regulations of the Department of Social Services and Housing.

COOK II**I. IDENTIFYING INFORMATION**

Position/Psuedo Number: (98146V) 53370
Department: Public Safety
Division (Office): Corrections Program Services
Branch: Food Services
Section: Halawa Correctional Facility (HCF)
Food Services
Unit: Medium Security Food Services
Geographic Location: Oahu

II. INTRODUCTION

The function of this organization unit is to prepare meals and conduct meal service in a central or modular dining setting; maintain sanitation and general housekeeping of equipment and food service areas; perform preventative maintenance and repair of food service equipment; requisition provisions, supplies and equipment for food service; conduct food storage, receiving and inventory; conduct training and direction for inmate food service workline; establish expenditure plans; maintain fiscal management; and maintain liaison with facility management.

The primary purpose of this position is to perform cooking activities at a cooking station in a large kitchen for the preparation of three meals per day, seven days a week for inmate and staff consumption. The facility kitchen working hours are on a twenty-four (24) hour schedule with shifts from 4:00 a.m. to 12:00 noon., 10:00 a.m. to 6:00 p.m., 4:00 p.m. to 12 midnite, and from 11:00 p.m. to 7:00 a.m. Evening and weekends shifts may be required.

III. MAJOR DUTIES AND RESPONSIBILITIES

A. Preparation of Meals 55%

Follows established menus in the preparation of meals and makes recommendations for changes to the supervisor, when appropriate.

Prepares a wide range of foods, including hot entrees, special diets, meats, gravies, soups, salads, vegetables, sandwiches, desserts and hot breads.

Cooks meats, vegetables and other foods as directed.

Prepares hot and cold beverages.

During an assigned work shift cooks or prepares meals for the inmates and staff of a community correctional center/facility.

B. Supervision and Training 30%

Assists with the instruction and training of inmate food service workline in preparation, cooking, serving, sanitation, and general kitchen operations.

Directs inmate food service workline during an assigned work shift to ensure that food is properly prepared and served and that sanitary and safety practices are observed.

Maintains order and discipline within the kitchen/dining areas during an assigned work shift.

Makes work and conduct reports on inmate food service workline as required.

C. General Kitchen Operations 15%

Arranges for, assists and supervises/directs in the sanitation and clean up functions of the kitchen/dining areas and its equipment.

Oversees dish and utensil washing chores performed by inmate food service workline and in compliance to proper sanitary techniques.

Keeps abreast of latest trends and techniques in quantity cooking.

Drives van to deliver meals and utensils to satellite feeding areas.
(THIS IS NOT APPLICABLE TO ALL POSITIONS)

Performs other duties as required.

IV. CONTROLS EXERCISED OVER THE WORK

A. Supervisor:

Pos. No.: 38299 Class Title: Cook III

B. Nature of Supervisory Control Exercised Over the Work.

1. Instructions Provided.

Specific instructions covering what to cook and when to serve meals are provided. Instructions also cover minimum amount of basic supplies (e.g., salt, pepper, ketchup, mustard, napkins) which should always be on hand; number and type of pots, pans, silverware, etc.

2. Assistance Provided.

Employee seeks assistance from supervisor with problems of an unusual nature (e.g., when food stated on menu is not available or insufficient).

3. Review of Work.

Work is evaluated daily for preparation, cooking, serving, safety, sanitation and general kitchen operations.

C. Nature of Available Guidelines Controlling the Work.

1. Policy and Procedural Guides Available.

Hawaii Revised Statutes

Hawaii Administrative Rules and Administrative Policies

Hawaii Public Health Regulations for Food Service Establishment

Internal procedures for:

Public Safety Department Memoranda

Public Safety Department Food Services P&P

ACA Standards for Food Service Program

2. Use of Guidelines.

Procedural guide covers situations. The employee is expected to know and apply basic provisions covering, among other things, standard quantity cookery.

V. REQUIRED LICENSES, CERTIFICATES, ETC.

A valid driver's license, type 3, is required to transport food during an assigned shift, to provide three meals daily to satellite feeding areas physically separated from the Community Correctional Center/Facility.

(THIS MAY NOT BE REQUIRED FOR ALL POSITIONS)

VI. RECOMMENDED QUALIFICATIONS

A. Knowledge:

Quantity cookery; use and care of cooking utensils and equipment; kitchen safety and sanitation requirements; methods of handling and storing food; personal hygiene.

B. Skills/Abilities:

Instruct and supervise/direct others in cooking activities; estimate amounts of raw foods necessary to meet menu requirements; plan cooking schedules to meet scheduled meal times; get along well with others; tolerate kitchen heat; perform menu planning and food purchasing as required; perform heavy lifting, moving and carrying typical of the class.

C. Education:

High School graduate preferred.

D. Experience:

Two (2) years of experience in quantity cookery; or an equivalent combination of experience and training.

VII. TOOLS, EQUIPMENT AND MACHINES

Must be able to operate standard cooking equipment such as:

How to operate commercial scales to measure supplies,

Use industrial size type of mixing machines,

Operate automatic slicers (for luncheon meat, bread)

COOK III**I. IDENTIFYING INFORMATION**

Position/Psuedo Number: 2321
 Department: Public Safety
 Division (Office): Corrections Program Services
 Branch: Food Services
 Section: Oahu Community Correctional Center (OCCC)
 Food Services
 Unit: Not Applicable
 Geographic Location: Oahu

II. INTRODUCTION

The function of this organization unit is to prepare meals and conduct meal service in a central or modular dining setting; maintain sanitation and general housekeeping of equipment and food service areas; perform preventative maintenance and repair of food service equipment; requisition provisions, supplies and equipment for food service; conduct food storage, receiving and inventory; conduct training and direction for inmate food service workline; establish expenditure plans; maintain fiscal management; and maintain liaison with facility management.

The primary purpose of this position is to supervise and participate in cooking activities in a large kitchen during an assigned work shift for the preparation of three meals per day, seven days a week for inmate and staff consumption. The facility kitchen working hours are on a twenty-four (24) hour schedule with shifts from 4 a.m. to 12 noon, 10:00 a.m. to 6:00 p.m., 5:00 p.m. to 1:00 a.m. to 3 p.m., and from 11 p.m. to 7 a.m. Evening and weekends shifts may be required.

III. MAJOR DUTIES AND RESPONSIBILITIES

- A. Supervision and Training 55%
- Collaborates with the supervisor in developing work schedules, staff assignments, etc. Ensures that work assignments and schedules provide

for adequate coverage considering absences such as sick and vacation leave.

Supervises and assists with the instruction and training of lower level cooks and inmate food service workline in preparation, cooking, serving, preparation of special and modified diets, sanitation, and general kitchen operations.

During an assigned work shift supervises or participates in the cooking and preparation of meals for the inmates and staff of a community correctional center/facility.

Supervises/directs lower level cooks and inmate food service workline during an assigned work shift to ensure that food is properly prepared and served and that sanitary practices are observed. This includes inspecting the cooking of meats, vegetables and other foods periodically to ensure palatability, eye appeal, and adherence to sanitation and safety guidelines.

Ensures lower level cooks maintain order and discipline within the kitchen/dining areas during an assigned work shift.

Makes daily work production sheets and assignments and prepares reports on lower level cooks and inmate food service workline as required. Prepares standardized recipes and adhere to portion control.

Checks menus and secures sufficient ingredients for cooking or baking. Observes food preparation and meal delivery service; checks food temperatures; monitor foods that are seasoned properly.

B. Preparation of Meals 30%

Ensures established menus are followed in the preparation of meals and makes recommendations for changes to the supervisor, when appropriate.

Responsible for the overall preparation of a wide range of foods, including hot entrees, meats, gravies, soups, salads, vegetables, sandwiches, desserts and hot breads. This entails checking all supplies to ensure all ingredients and tools are available for meals planned, instructions/recipes are understood, and meal preparation begins at the proper time.

Oversees the preparation of hot and cold beverages.

C. General Kitchen Operations 15%

Inspects the kitchen/dining areas and its equipment to insure adherence to a high standard of sanitation and good safety practices.

Controls the issue and stocking of kitchen knives, certain foods, pastry ingredients of flavoring which can be converted into contraband.

Makes periodic head count of inmates during assigned work shift.

Keeps abreast of latest trends and techniques in quantity cooking.

Performs other related duties as required.

IV. CONTROLS EXERCISED OVER THE WORK

A. **Supervisor:**

Pos. No.: 37417 Class Title: Institution Food Service Manager II

B. Nature of Supervisory Control Exercised Over the Work.

1. Instructions Provided.

Specific instructions covering what to cook and when to serve meals are provided. Instructions also cover minimum amount of basic supplies (e.g., salt, pepper, ketchup, mustard, napkins) which should always be on hand; number and type of pots, pans, silverware, etc.

2. Assistance Provided.

Employee seeks assistance from supervisor with problems of an unusual nature (e.g., when food stated on menu is not available or insufficient).

3. Review of Work.

Work is evaluated daily for preparation, cooking, serving, sanitation and general kitchen operations. This includes inmate/staff response to new foods.

C. Nature of Available Guidelines Controlling the Work.

1. Policy and Procedural Guides Available.

Hawaii Revised Statutes

Hawaii Administrative Rules and Administrative Policies

Hawaii Public Health Regulations for Food Establishment

Internal Procedures for:

Public Safety Department Memoranda

Public Safety Department Food Services Mgmt. P&P

ACA Standards for Food Service Program

2. Use of Guidelines.

Procedural guide covers situations. The employee is expected to know and apply basic provisions covering, among other things, standard quantity cookery, menu substitutions, modified and special diets, food safety and sanitation.

V. REQUIRED LICENSES, CERTIFICATES, ETC.

VI. RECOMMENDED QUALIFICATIONS

A. Knowledge:

Kitchen management; quantity cookery; requirements for special diets; the use and care of cooking utensils and equipment; kitchen safety and sanitation requirements; principles and practices of supervision; menu planning; food purchasing and storage.

B. Skills/Abilities:

Instruct and supervise/direct others in cooking activities; estimate amounts of raw foods necessary to meet menu requirements; plan cooking activities to meet scheduled meal times; get along well with others; tolerate kitchen heat; perform heavy lifting, moving and carrying typical of the class.

C. Education:

High School graduate preferred.

D. Experience:

Three (3) years of experience in quantity cookery of which one (1) year shall have been as a fully competent cook; or an equivalent combination of experience and training.

VII. TOOLS, EQUIPMENT AND MACHINES

Must be able to operate standard cooking equipment such as:

How to operate commercial scales to measure supplies,

Use industrial size type of mixing machines,

Operate automatic slicers (for luncheon meat, bread)

POSITION DESCRIPTION

Kitchen HelperI. INTRODUCTION

This position is located in the Food Services Unit of the Inmate Services Section, Oahu Community Correctional Center (OCCC), Department of Corrections. The OCCC provides care and custody to male sentenced felons, probation felons, misdemeanants, and pre-trial detainees. The Food Service Unit provides three meals per day, seven days a week for inmates and staff at this large institution.

This position functions under the general supervision of a Cook III and assists in the overall food preparation and non-cooking activities in the Food Service Unit. This position performs routine manual work in a kitchen for the preparation and serving of meals, cleans kitchen and dining room areas, washes and cleans kitchen utensils and equipment, oversees the work of inmates, assists in storage breakouts; assists in diet preparation, storage room operation, FSU van deliveries, escorting of inmates within facility perimeters, assists in the employee dining room, and performs other duties as assigned.

The kitchen working hours are on a 24 hours, 7 days a week schedule. Evening and weekend shifts may be required.

II. MAJOR DUTIES AND RESPONSIBILITIES

40%

A. Food Preparation, Serving of Meals, Food Delivery

1. Assembles pantry foods, cleans and slices vegetables, and sets up meal trays; assembles salads, desserts, and sandwiches; prepares toast, beverages, and other simple foods such as poi, rice, and cereals.
2. Assists in the preparation of raw and processed food for cooking and serving of meals, and may cook starches or similar simple food items.
3. Assists in supervising and instructing inmate cooks in food preparation.
4. Assists in the preparation and delivery of the diet operation. Weighs servings and assembles weighed diets.
5. Maintains an inventory of cutlery, knives, and certain foods, i.e., food extracts, in work area.
6. Portions out individual serving into trays in the kitchen.
7. Drives van to deliver meals and utensils to satellite feeding areas.
8. Escorts and supervises inmates in the delivery of food and utensils to the satellite feeding areas.

- 30% B. Kitchen and Dining Room Maintenance
1. Receives, checks, and stores incoming supplies, as well as assists in the storage room operations.
 2. Supervises the proper cleaning and maintaining of tools and equipment to keep them in good condition.
 3. Supervises inmate helpers in the general clean up of the kitchen, scullery and dishwashing areas, freezer and refrigerators.
 4. Inspects eating utensils, trays, silverware, counter top of serving area, etc. to ensure sanitation and cleanliness. Assures that inmate helpers adhere to sanitation, safety and security practices.
 5. Assists storekeeper in store room operations.
 6. Oversees all aspects of the operations of the employee dining area: supervises inmates in the delivery, preparation, serving, ticket receipt, supplies, sanitation and cleaning, etc.
- 30% C. Other Duties
1. Contributes comments relative to the day's operation.
 2. Observes and reports on the unusual behavior or condition of inmates.
 3. Serves occasionally as assistant cook.
 4. Performs other related duties as required.

III. CONTROLS OVER THE POSITION

This position will be under the general supervision of a Cook III (Shift Supervisor) on the assigned work shift.

Guidelines include procedures, administrative directives and memoranda of the Department of Corrections, Rules and Regulations of the Department, and the Statutes of the State of Hawaii.

IV. MINIMUM QUALIFICATION REQUIREMENTS

Experience and Training: none required.

Knowledge of: Preparation of raw and processed food to be cooked; methods, materials, and equipment, appliances and utensils; kitchen safety and sanitation requirements; personal hygiene.

Ability to: Learn quantity cookery; operate kitchen equipment and appliances; measure food servings and serve food; give and receive oral and written instructions; work cooperatively with others; oversee the work of inmates; tolerate kitchen heat and noises; perform lifting of 50 pounds.

Position Description
Kitchen Helper
Page 3

Physical and Medical Requirements: Applicants must be physically able to perform, efficiently and effectively, the duties of the position which typically requires the ability to read, without strain, printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily.

POSITION DESCRIPTION

BAKER II

I. INTRODUCTION

This position is located in the Support Services Section of the Halawa High Security Facility Branch, Corrections Division, Department of Social Services and Housing. The Section provides all physical support to the entire facility and coordinates all supportive services to incarcerated persons. The primary function of the food services unit is to prepare and serve nutritious and attractive meals for inmates and staff of the facility. This position is responsible for performing a variety of skilled baking tasks and supervising and instructing inmates on various baking procedures and operations.

II. MAJOR DUTIES AND RESPONSIBILITIES

(70%) A. Bakes and Performs Other Related Duties.

1. Plans, layouts, assigns and participates in the preparation of hot breads, cakes, cookies, pastries, puddings, desserts, and sauces and toppings for desserts necessary for the day.
2. Oversees preparation of special desserts such as junkets, custards and jello for special occasions.
3. Operates mixing machines as well as other equipment used in baking products.
4. Estimates needs and requisitions necessary supplies.
5. Cleans and maintains utensils, equipment, and work area.
6. Makes salads and dressings and may supervise specialized cooking such as the making of jam during seasons when fruits are available.

(30%) B. Instructs and Supervises Three to Four Inmates on an Assigned Work Shift.

1. Prepares work schedules and assignments for inmates.
2. Trains and instructs inmates on specific tasks to be performed as well as modern techniques and practices used in baking, food preparations and pantry work.
3. Explains work processes, use of utensils and equipment and other practical applications, e.g. oven temperatures; menu modifications; food seasoning and measurement.

4. Teaches and ensures adherence to safety practices.
5. Makes periodic headcount of inmates assigned to work shift.
6. Controls the issue and stocking of kitchen knives, certain foods and pastry ingredients that may be converted into contraband.
7. Prepare reports on the performances and development of inmates.
8. Performs other duties as assigned.

III. CONTROLS OVER THE POSITION

The Baker II receives general supervision from the Institution Food Services Manager IV of the Food Service Unit. Performs duties consistent with procedures, administrative directives and memoranda of the Corrections Division rules and regulations of the Department, and the Statutes of the State of Hawaii.

IV. QUALIFICATION REQUIREMENTS OF THE WORK

Experience and Training: Three (3) years of experience as a baker where baking was done in large quantities, of which one (1) year shall have been as fully competent baker; or an equivalent combination of experience and training.

Knowledge of: Various kinds of baking goods and desserts and how to prepare them in large quantities; the use and care of baking hygiene; principles and practices of supervision.

Ability to: Instruct and supervise others in baking activities; estimate amounts of food necessary to meet menu requirements for baked goods and desserts; get along well with others; tolerate kitchen heat; perform heavy lifting, moving and carrying typical of the class.