

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin, and click the examination link at the bottom.\*\*\***

## **Training and Experience Evaluation**

**Licensing Program Manager I**

**Licensing Program Manager II**

### **Department of Social Services**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

---

**VERY IMPORTANT: PLEASE READ THIS ENTIRE SECTION CAREFULLY.**

Before a hiring decision will be made, your responses will be verified. A hiring manager or personnel staff member will contact the references you have provided to confirm job dates, experiences, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

If it is determined at any time that you have made any false or inaccurate representations in any of the information you have provided, you may be disqualified from this process, suffer loss of State employment, and/or suffer loss of right to compete in any future State of California hiring processes. You are solely responsible for the accuracy of the responses provided.

This warning has been provided to protect your rights as a job candidate as well as the rights of this department. Be advised that you are expected to answer truthfully and accurately.

**Verification References**

Provide references who can verify the information you provide in this exam. Prior to receiving an offer for employment, these references will be contacted to confirm that you have paid or unpaid experience pertaining to the duties and requirements listed in this exam. List all references that apply.

**EMPLOYMENT – You may add up to 6 references.**

**Job Reference 1**

Job Title:

Organization Name and Address:

Date Worked: From:  To:

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities:

Contact Phone Number(s) of the above Individual(s):

**Job Reference 2**

Job Title:

Organization Name and Address:

Date Worked: From:  To:

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities:

Contact Phone Number(s) of the above Individual(s):

**Job Reference 3**

Job Title:

Organization Name and Address:

Date Worked: From:  To:

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities:

Contact Phone Number(s) of the above Individual(s):

**Job Reference 4**

Job Title:

Organization Name and Address:

Date Worked: From:  To:

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities:

Contact Phone Number(s) of the above Individual(s):

## EDUCATION

### Education Reference 1

School Name and Address:

Degree(s) Earned:

Date(s) Attended: From:  To:

### Education Reference 2

School Name and Address:

Degree(s) Earned:

Date(s) Attended: From:  To:

### Education Reference 3

School Name and Address:

Degree(s) Earned:

Date(s) Attended: From:  To:

### Education Reference 4

School Name and Address:

Degree(s) Earned:

Date(s) Attended: From:  To:

## **Section 1: Tasks**

### **Instructions:**

Rate your experience performing specific job-related tasks.

Respond to each of the following **statements** by indicating how the **statement** applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each **statement**, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

ITEM	TASK STATEMENT (SEE NEXT PAGE)			
		TIME/DURATION:	QUALIFICATIONS:	REFERENCES:
EXPERIENCE	Describe your work experience relevant to performing <u>this task</u> , both paid and volunteer.	I have <b>Choose an item.</b> experience performing <u>this task</u> .	Provide relevant examples of the more complex work you have been responsible for that demonstrates your ability to perform <u>this task</u> (1000 characters max): <input type="text"/>	Identify the references who can verify this information: <input type="checkbox"/> job ref. 1 <input type="checkbox"/> job ref. 2 <input type="checkbox"/> job ref. 3 <input type="checkbox"/> job ref. 4
EDUCATION	Describe your education relevant to performing <u>this task</u> .	I have completed <b>Choose an item.</b> units of college level courses directly related to performing <u>this task</u> .	List the courses you have taken which are relevant to performing <u>this task</u> and are verifiable on a transcript (1000 characters max): <input type="text"/>	Identify the university where this education was received: <input type="checkbox"/> educ. ref. 1 <input type="checkbox"/> educ. ref. 2 <input type="checkbox"/> educ. ref. 3 <input type="checkbox"/> educ. ref. 4
TRAINING	Describe your training relevant to performing <u>this task</u> .	I have completed <b>Choose an item.</b> hours of training directly related to performing <u>this task</u> .	List all class titles relevant to performing <u>this task</u> , and any certifications or acknowledgements received (1000 characters max): <input type="text"/>	Provide the name and contact information of someone who can verify this information: <input type="text"/>

## TASKS

### Licensing Program Manager I and Licensing Program Manager II

<b>ITEM #</b>	
1	Reviewing the clearance status and qualifications of individuals working in, or applying to work in, social services facilities.
2	Serving notices of legal actions to a social services facilities or individuals.
3	Writing reports involving sensitive information (e.g., media cases, high profile situations) to alert upper management.
4	Reviewing a facility's policies and procedures to determine compliance with applicable laws, rules, and regulations.
5	Reviewing facility reports (e.g., incident, abuse, death) to determine if follow up actions are required.
6	Reviewing investigatory findings and documents to ensure the investigations were appropriately conducted.

### Licensing Program Manager II

7	Conducting training for stakeholders on regulatory and policy updates or changes.
8	Reviewing cases with stakeholders to develop facility related action plans.
9	Determining work priorities and timelines to ensure project goals and objectives are met.
10	Evaluating employees' work performance to prepare performance evaluations or to provide individual feedback.
11	Overseeing hiring practices to ensure adequate personnel coverage in compliance with applicable laws, rules and regulations.