



COMMUNITY RESOURCES MANAGER

Qualifications Assessment

Department of Corrections and Rehabilitation,
All State Agencies

Servicewide Open Examination
Final Filing Date: Continuous

EXAMINATION INFORMATION

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for the **Community Resources Manager** classification with the California Department of Corrections and Rehabilitation (CDCR) and all other State agencies that use the classification. The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in the examination. If successful in the examination, your name will be merged onto an eligible list in order of final score, regardless of date, for the classification listed above. The list will be used to fill positions statewide with any State agency that uses the classification. You **must** complete and submit this Qualifications Assessment with your Examination Application (STD. 678) when applying for this examination.

Read the instructions below carefully before completing the assessment. Failure to do so may result in an inability to process your assessment and disqualification from this examination.

AFFIRMATION STATEMENT

I hereby certify the information provided on this Qualifications Assessment is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, have adverse action taken against me which could result in loss of state employment, and/or suffer loss of right to compete in any future state examinations.

Name: _____

Address: _____

City/State/Zip Code: _____

Telephone Number: _____

Email Address: _____

Signature*: _____

(*signature may be handwritten or electronic)

Date: _____

FILING INSTRUCTIONS

All applicants must complete and submit the following examination materials:

- [Examination Application \(STD. 678\)](#)
- Qualifications Assessment

Electronically (preferred method):

- Log in or create an account through [CalCareers](#)
- Go to the “Home” page and click on “Exam / Assessment Search”
- Enter the exam title in the “Classification” box and click on the “Search” button
- After reading the entire exam bulletin, click on the “Apply Now” button

For additional filing instructions, refer to the “How to Apply” section of the examination bulletin.

NOTE:

- All examination materials must have either a handwritten or electronic signature
- Faxed or emailed copies will NOT be accepted under any circumstances.
- Make and keep a copy of the completed Qualifications Assessment for your records.

GENERAL INSTRUCTIONS

This Qualifications Assessment is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be achieved. Therefore, please be sure to review and follow all instructions carefully as missing or incomplete information may result in disqualification or a lower score.

This examination is comprised of the following areas:

- Examination Information (page 1)
- Affirmation Statement (page 1)
- Filing Instructions (page 2)
- General Instructions (page 2)
- Prior State Employment Information (page 2)
- Conditions of Employment (page 3)
- Information and Preference Changes (page 3)
- Rating Instructions (page 4)
- Knowledge and Experience Assessment (pages 5-11)

YOUR RESPONSES ARE SUBJECT TO VERIFICATION

Please keep in mind that all information provided on this Qualifications Assessment will be subject to verification at any time during the examination process, hiring process, and even after gaining employment. Anyone who misrepresents their experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the eligible list/certification list
- Loss of state employment
- Loss of rights to compete in any future state examinations

PRIOR STATE EMPLOYMENT INFORMATION

Complete this section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU, PLEASE SKIP THIS QUESTION.**

Do you have written permission from the California Department of Human Resources (CalHR) to take this examination?

☐ YES

☐ NO

State Personnel Board, Rule 211 provides that a dismissed state employee may only participate in State Civil Service examinations if they have obtained prior consent from the State Personnel Board.

CONDITIONS OF EMPLOYMENT

Conditions of employment are the tenure, timebase, and location preferences you select under which you are willing to accept employment. If you are successful in this examination, your name will be placed on an eligible list and your conditions of employment will initially be based on the criteria below.

Application and Qualifications Assessment submitted electronically:

Your conditions of employment will reflect the selections you made while completing the Qualifications Assessment.

Application and Qualifications Assessment submitted by mail or in person:

Your conditions of employment will reflect a Statewide selection (which includes all 58 counties), and you will be assigned all tenure and timebases listed below:

- Permanent Full Time
- Permanent Part Time
- Permanent Intermittent
- Limited Term Full Time
- Limited Term Part Time
- Limited Term Intermittent

INFORMATION AND PREFERENCE CHANGES

After being added to the eligible list, successful candidates may update any personal information and/or conditions of employment preferences by accessing their CalCareers account on the California Department of Human Resources (CalHR) website at www.calcareers.ca.gov.

Once you have logged into your CalCareers Account, from the **My Account** page:

- Update your personal information (name, email address, physical address, phone numbers) by selecting "Contact Information" under **Account Management**.
- Update your conditions of employment preferences (tenure/timebase, locations) by selecting "Exam/Assessment Records" under **Exams/Assessments**, then selecting the list code upon which you have eligibility, then selecting "Change Conditions of Employment" under **Eligibility Record Actions**.

NOTE: If you have multiple tenure and timebases selected (including Permanent Full Time) and you receive an appointment other than Permanent Full Time, your name will continue to be considered for Permanent Full Time positions.

CONTINUED ON THE NEXT PAGE

RATING INSTRUCTIONS

Using the rating scales below, rate your knowledge and experience performing specific job-related actions.

Respond to each statement, beginning on the following page, by indicating how the statement applies to you. You are required to respond to every statement by marking **one box each for the two scales provided**. Please ensure you have marked the appropriate boxes for all statements as responses may not be changed or added once you have submitted your Qualifications Assessment. Missing responses will result in a lower score.

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

SCALE #1 – KNOWLEDGE RELATED TO PERFORMING THIS ACTION

Extensive Knowledge

I possess an expert knowledge level to the extent that I have effectively performed tasks related to this knowledge in the most difficult and complex situations and I have instructed others on specific aspects of this knowledge.

Moderate Knowledge

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

Basic Knowledge

I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.

Limited Knowledge

I have some knowledge of how to perform this task, but I may require additional instruction to apply my knowledge effectively.

No Knowledge

I have no knowledge of how to perform this task or what it may entail.

SCALE #2 – EXPERIENCE RELATED TO PERFORMING THIS ACTION

Extensive Experience

I have at least **4** years of experience in regularly performing this action and I have instructed others on this specific action.

Moderate Experience

I have at least **3** years but less than **4** years of experience performing this action and I can perform it independently.

Basic Experience

I have at least **2** years but less than **3** years of experience performing this action and I have performed it regularly with minimal or no assistance.

Limited Experience

I have less than **2** years of experience in performing this action and I may require assistance for successful performance.

No Experience

I have never performed this action.

NOTE: There should be two (2) marked boxes for each statement: one (1) for Knowledge and one (1) for Experience.

KNOWLEDGE AND EXPERIENCE ASSESSMENT

1. Manage community-based programs and activities to address identified community or organizational needs.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

2. Develop community service programs to address identified needs and achieve program objectives.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

3. Develop rehabilitative, supportive, or other community-based programs to meet identified needs and objectives.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

4. Identify community resources to support programs, services, and organizational objectives.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

5. Develop partnerships with community organizations, agencies, service providers, and other stakeholders to support programs and services.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

6. Serve as a liaison to community-based organizations and service groups to facilitate communication, coordination, and access to resources.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

7. Represent an organization at community meetings, committees, events, and other activities to promote programs and strengthen community relationships.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

8. Conduct presentations to community organizations and groups to communicate program information and promote community involvement.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

9. Recruit and coordinate volunteers or community partners to support programs and services.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

10. Develop training and orientation programs for staff, volunteers, or other program participants to support effective program operations.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

11. Conduct training and orientation for staff, volunteers, or other program participants.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

12. Supervise staff to achieve program objectives and maintain effective operations.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

13. Supervise volunteers and other service providers to support effective delivery of programs and services.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

14. Assess community needs, resources, and emerging trends to identify opportunities for new or improved programs and services.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

15. Evaluate programs and program outcomes to determine effectiveness, identify deficiencies, and recommend improvements.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

16. Monitor program activities and service delivery to ensure programs are operating effectively and meeting established objectives.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

17. Collect and analyze program data to evaluate activities, identify trends, and support decision-making.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

18. Prepare reports regarding program activities, outcomes, resources, or recommendations to communicate information and support decision-making.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

19. Develop and implement procedures or process improvements to enhance program effectiveness and efficiency.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

20. Apply applicable laws, policies, procedures, and regulations to program activities and operations.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

21. Manage contracts or agreements for services to support program objectives and promote accountability.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

22. Monitor contracted services to ensure services are delivered in accordance with established requirements.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

23. Monitor program budgets and resource allocations to support effective use of available resources.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

24. Develop and implement fundraising or resource-development activities to obtain support for programs or services.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

25. Coordinate community outreach activities and special events to promote programs, services, or organizational objectives.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

26. Analyze sensitive or complex program issues to determine appropriate courses of action.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

27. Resolve complaints, grievances, or other concerns by reviewing relevant information and communicating with involved parties.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

28. Participate in the recruitment and selection of staff or program personnel to support program needs.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

29. Evaluate employee performance to provide feedback and identify opportunities for development.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

30. Address employee performance or conduct issues in accordance with applicable policies, procedures, and requirements.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

31. Coordinate services across multiple programs or organizations to address the needs of individuals or communities.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

32. Assess staff and volunteer training needs to identify appropriate development opportunities.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

33. Organize program activities and resources to achieve organizational and community objectives.

Knowledge related to performing this action

- ☐ Extensive Knowledge
- ☐ Moderate Knowledge
- ☐ Basic Knowledge
- ☐ Limited Knowledge
- ☐ No Knowledge

Experience related to performing this action

- ☐ Extensive Experience
- ☐ Moderate Experience
- ☐ Basic Experience
- ☐ Limited Experience
- ☐ No Experience

THIS CONCLUDES THE EXAMINATION

Revision Date: 08/10/2026 – PGT