



COUNTY OF HUMBOLDT

AGENDA ITEM NO.
C-6

For the meeting of: April 28, 2015

Date: April 8, 2015
To: Board of Supervisors
From: *mls* M. Lisa Dugan, Director, Department of Child Support Services
Subject: REVISION TO THE MERIT SYSTEM SERVICES JOB CLASS SPECIFICATIONS AND SALARY RANGE ASSIGNMENT FOR THE POSITION OF CHILD SUPPORT PROCESS SERVER

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the revised job class specifications for the position of Child Support Process Server (class 0196), and
2. Approve the new salary range assignment for Child Support Process Server (class 0196) to salary range 338,

effective the beginning of the pay period immediately following approval.

SOURCE OF FUNDING:

Child Support Services Fund; no general fund impact. The department has funds available this fiscal year and has built the increased costs into the coming fiscal year's budget.

Prepared by M. Lisa Dugan CAO Approval *Cheryl Dillingham*
REVIEW: Auditor *mls* County Counsel _____ Personnel *JD* Risk Manager _____ Other _____

TYPE OF ITEM:
 Consent
 Departmental
 Public Hearing
 Other _____

PREVIOUS ACTION/REFERRAL:
Board Order No. _____
Meeting of: _____

BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT
Upon motion of Supervisor *Lovelace* Seconded by Supervisor *Bass*
Ayes *Sundberg, Lovelace, Fennell, Bohn, Bass*
Nays _____
Abstain _____
Absent _____

and carried by those members present, the Board hereby approves the recommended action contained in this Board report.

Dated: *April 28, 2015*
By: *Ann Hawthell*
Kathy Hayes, Clerk of the Board

DISCUSSION:

Under California Government Code Section 19800 – 19810, the California Department of Human Resources (CalHR) is responsible for ensuring that California counties that receive federal funds for programs within their Social Services and Child Support Services departments adhere to federal merit principles. CalHR has contracted with CPS HR Consulting to provide the services that meet the federal mandates. Merit System Services (MSS) is the contract program within CPS HR Consulting that provides the required services to counties.

For the Humboldt County Department of Child Support Services (DCSS), MSS oversees several processes, including the recruitment and selection process; appointments, promotions, and demotions; and position classification.

DCSS currently has one Child Support Process Server position allocated to the department; this position is currently held by Carol Yount. MSS recently reviewed this statewide classification and recommended that the class specifications be revised. Due to the added responsibilities, after meeting and conferring with the union, the Humboldt County Human Resources Department is recommending the salary placement for the Child Support Process Server be reassigned to 338 (from 285). The incumbent, Carol Yount, based upon time served, will remain at step E.

The department, therefore, is requesting that the Board of Supervisors adopt the revised class specifications of the Child Support Process Server position and approve the salary placement of Ms. Carol Yount to salary range 338, step E, effective May 10, 2015, or the beginning of the pay period following approval.

FINANCIAL IMPACT:

The proposed change would result in approximately \$1,350 in increased expenditures in salary and benefits this fiscal year. The department is prepared to absorb this cost structurally into this year's budget as well as the overall cost increase in future years.

Approval of this request will meet the goals of the Board of Supervisors' strategic framework in that it will continue the County's investment in County employees and will enable the Department to continue to provide an enhanced level of service to the community by maintaining appropriate job classifications.

OTHER AGENCY INVOLVEMENT:

CPS HR Consulting
Humboldt County Human Resources Department

ALTERNATIVES TO STAFF RECOMMENDATIONS:

Your Board may choose to decline CPS HR Consulting's recommendation; in that case, the current class specifications will remain in place, and Ms. Yount's salary will remain at the current salary range for this class (range 285).

ATTACHMENTS:

- Revised Merit System Services Job Class Specifications for Child Support Process Server

CHILD SUPPORT PROCESS SERVER

CLASSIFICATION DEFINITION

Under general supervision, the Child Support Process Server performs various procedures related to the service of process of legal documents, locating, and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations; and performs related work as required.

This is a single position class. It includes both office and field assignments.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Serves a variety of legal documents, either by personal delivery or by other legally sufficient and appropriate method(s)
- Prepares all documents necessary to accomplish service of process, including but not limited to: Notice and Acknowledgment of Service forms and postal forms required for registered mail
- Prepares appropriate documentation to establish legally sufficient proof of service
- Coordinates and monitors service of Child Support Department process with other agencies when service is required in remote counties or other states or foreign jurisdictions, military duty station, penal institutions, etc.
- Responds to requests from other Child Support Departments for service of process within the County
- Monitors and ensures the timeliness of all service of process
- Prepares and maintains records of service of process that are necessary to establish interdepartmental legal tracking
- Interviews individuals to obtain pertinent information related to child support cases
- Contacts and retrieves relevant information from other jurisdictions
- Assists with the location of parents and the establishment of parent's support capability
- Contacts employers, credit agencies, custodial and non-custodial parents and other parties to secure and verify information and/or obtain signatures
- Coordinates and/or conducts genetic tests when needed
- Performs related duties as assigned

EMPLOYMENT STANDARDS

Knowledge of:

- Civil processes, filing, and legal terminology
- English usage, grammar and spelling

- Use of computer terminals and basic data input and retrieval mechanisms
- Good public relations techniques
- Sources, methods and techniques used to locate non-custodial parents

Ability to:

- Research various code sections relating to service of process requirements.
- Remain calm in potentially hostile situations.
- Understand and follow written and oral instructions
- Maintain accurate records and files
- Read, interpret and apply policies, procedures and regulations
- Operate a computer and typewriter
- Communicate effectively both verbally and in writing
- Maintain confidentiality
- Collect DNA samples to establish paternity
- Establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public
- Be flexible and supportive of change
- Ability to prioritize multiple assignments having conflicting deadlines

MINIMUM QUALIFICATIONS (Education and/or Experience)

One (1) year of experience which required substantial public contact and the completion of records according to detailed written procedures.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.