



COUNTY OF HUMBOLDT

AGENDA ITEM NO. **C-7**

For the meeting of: March 22, 2016

Date: March 10, 2016
To: Board of Supervisors
From: Dan Fulks, Director of Human Resources *DF*
Subject: Adopt the new Merit System Services job classification of Child Support Program Manager and reallocate the current Program Manager position in Child Support Services to Child Support Program Manager

RECOMMENDATION(S):

That the Board of Supervisors:

1. Adopt the new Merit System Services job classification of Child Support Program Manager (class 0368, salary range 483, employee unit 08) into the classification plan; and
2. Reallocate the currently vacant Program Manager (class 0934, salary range 483, position 01) in budget unit 206 to Child Support Program Manager (class 0368, salary range 483),

effective immediately following Board approval.

SOURCE OF FUNDING: Child Support Services

DISCUSSION: In anticipation of the child support regionalization effort, a Program Manager position allocation was adopted into the FY 2015-16 budget for Child Support Services. The purpose of the position is to provide management oversight for a branch office. The incumbent in the position will report directly to the Director of Child Support Services.

In accordance with California Government Code 19800 – 19810 Merit System Services (MSS), a division of Cooperative Personnel Services (CPS) provides personnel related services for selected positions within the Department of Child Support Services (DCSS). Since the adoption of this position into the FY 2015-16 budget, MSS has determined that a more appropriate job class for this position is Child Support Program

Prepared by: Ron Halverson, Assistant Director of Human Resources

CAO Approval *Chief D. Higgins*

REVIEW:

Auditor _____ County Counsel _____ Personnel *DF* Risk Manager _____ Other *mlh*

TYPE OF ITEM:

- Consent
- Departmental
- Public Hearing
- Other _____

BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT

Upon motion of Supervisor *Fennell* Seconded by Supervisor *Bass*

Ayes *Sundberg, Fennell, Lovelace, Bohn, Bass*
Nays _____
Abstain _____
Absent _____

PREVIOUS ACTION/REFERRAL:

Board Order No. _____

Meeting of: _____

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

Dated: *March 22, 2016*
By: *Kathy Hayes*
Kathy Hayes, Clerk of the Board

Manager. The Child Support Program Manager job class is essentially equivalent to the County's job class of Program Manager, with special emphasize being placed upon child support program management activities. Because the positions are essentially equivalent, Human Resources is recommending that the salary range for each be equivalent (range 483).

The current position allocation for Program Manager is vacant and, therefore, will not impact any existing County employee.

FINANCIAL IMPACT: Because the equivalent allocation of Program Manager is currently part of the FY 2015-16 budget, there is no financial impact which would result from the approval of this recommendation.

OTHER AGENCY INVOLVEMENT: Cooperative Personnel Services, Merit System Services

ALTERNATIVES TO STAFF RECOMMENDATIONS: Your Board could choose to not approve the adoption and reallocation of the newly proposed job class of Child Support Program Manager and direct staff according to your pleasure.

ATTACHMENTS: Recommendation letter from Merit System Services to the Director of Child Support Services

Job Class Description for Child Support Program Manager



February 5, 2016

M. Lisa Dugan, Child Support Director
North Coast Regional Child Support Agency
2420 6th Street
Eureka, CA 95501

Dear Ms. Dugan:

This letter is in response to your county's addition of a Program Manager to the Humboldt County Department of Child Support Services. In anticipation of the child support regionalization effort, Humboldt County Board of Supervisors approved a Program Manager position in the 2015/2016 budget allocation for the Department of Child Support Services. On December 15, 2015, the Humboldt County Board of Supervisors signed a Memorandum of Understanding with Trinity County which established the North Coast Regional Department of Child Support Services.

The new position will be responsible for oversight of a branch office and will report to the Director of Child Support Services. Based on the responsibilities that have been identified; the appropriate classification for this position would be the Merit System classification of Child Support Program Manager.

Typical duties of this classification include:

- Manage the work of Child Support Specialist and support staff directly and through subordinate supervisors
- Establishes performance standards and training programs.
- Establishes case review and other quality control programs to ensure uniform application of laws, regulations, and departmental policy, and to ensure a high level of client service.
- Reviews cases requiring legal action and assists staff in preparing cases for prosecution.

- Establishes and maintains cooperative working relationships with other agency departments and other public and private social services agencies.
- Prepares operating budget for assigned units and maintains expenses within budgetary limits.
- May represent the department in statewide child services organizations, before civic organizations, the press, and local legislative bodies.
- May act as Child Support Services Department Director in the absence of the regular incumbent.
- May perform State mandated functions, including but not limited to: ombudsperson, customer & community outreach, quality assurance & program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

MSS requests that Humboldt County adopt the MSS classification specification of Child Support Program Manager to be used for your newly added position. The Program Manager and the Child Support Program Manager are comparable positions as, each have a minimum qualification patterns that require one year of program related supervision experience. However, the Child Support Program Manager is written specifically for Child Support Departments; therefore, this classification should be adopted.

I have attached a copy of the MSS Child Support Program Manager classification specification for your review. MSS will conduct a recruitment to fill this vacancy, at the county's request. Please let me know if you have any questions.

Sincerely,



Tameka Usher
MSS Manager

Cc: Karen Rodriguez, MSS Senior Consultant
Dan Fulks, Director, Humboldt County Department of Human Resources

CHILD SUPPORT PROGRAM MANAGER

CLASSIFICATION DEFINITION

Under limited direction, the Child Support Program Manager plans, organizes and directs Child Support programs through subordinate supervisors; and performs related work as required.

Positions in this class may be second-level supervisors over discrete units of Child Support Specialists or may act as an Assistant Director, Department of Child Support Services.

TYPICAL DUTIES

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

- Manages the work of Child Support Specialists and support staff through subordinate supervisors.
- Establishes performance standards and training programs.
- Establishes case review and other quality control programs to ensure uniform application of laws, regulations, and departmental policy, and to ensure a high level of client service.
- Reviews cases requiring legal action and assists staff in preparing cases for prosecution.
- Establishes and maintains cooperative working relationships with other agency departments and other public and private social services agencies.
- Prepares operating budget for assigned units and maintains expenses within budgetary limits.
- May represent the department in statewide child services organizations, before civic organizations, the press, and local legislative bodies.
- May act as Child Support Services Department Director in the absence of the regular incumbent.
- May perform State mandated functions, including but not limited to: ombudsperson, customer & community outreach, quality assurance & program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- General principles of public administration.
- Principles of personnel and budget management.
- Federal and California laws and regulations pertaining to child support.
- Issues in the management of child support programs.

- California local government organization and state/local government relations.
- Legal terminology and document processing as they relate to child support enforcement.

Ability to:

- Plan, organize, assign, and review work through subordinate supervisors.
- Apply and explain Federal and California child support laws and regulations in complex situations.
- Develop and implement local child support procedures.
- Independently analyze workflow, employee performance and child support casework issues and take effective action.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
- Manage Child Support unit within budgetary constraints.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS (Education and/or Experience)

EITHER

One (1) year of full-time experience performing duties of a Child Support Supervisor in a state or local government agency;

OR

Two (2) years of full-time supervisory experience in a Social Services agency, which experience included responsibility for program, staff and budget management.

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.