



County of Humboldt
Human Resources/Risk Management
825 5th Street, Room 100
Eureka, CA 95501

Date: January 11, 2019
To: Connie Beck, Director – Department of Health and Human Services
From: Human Resources
Subject: *Revised* - Classification review of Connie Lorenzo, Employment and Training Manager

The Human Resources Department conducted a classification review of the Employment and Training (ET) Manager Position currently occupied by Connie Lorenzo back in early 2018. The review was requested for the purpose of evaluating the appropriateness of the classification for this position. Human Resource has made the appropriate revisions to this classification review report, based on the replacement of the WIOA work to the new titled program of Helping Humboldt as indicated below in our report.

Currently, Connie Lorenzo performs her duties as Employment and Training Manager in the Employment & Training Division (ETD) of the Department of Health and Human Services. Based upon review of the Job Analysis Questionnaire prepared by Connie Lorenzo and HHS Deputy Branch Director Kelly Hampton and submitted by your department on October 26, 2017, and my subsequent interviews with Connie Lorenzo and Kelly Hampton, the Human Resources Department has determined that the Employment and Training Manager position currently occupied by Connie Lorenzo is not accurately reflected as described in the current job specification. As such, the Human Resources Department recommends that the job specification for Employment and Training Manager be revised to accurately reflect the current scope and complexity of the assignment, and that the assigned salary range be changed accordingly.

During the course of the classification study it became evident that Connie Lorenzo has been performing duties beyond the scope of Employment and Training Manager as currently written for some time. Ms. Lorenzo's position as Employment and Training Manager has evolved significantly since promoting to the position in 2010. The impetus for the change in Ms. Lorenzo's position was caused by changing business needs in the Employment and Training Division (ETD) due to the expanded role of ETD within the DHHS. ETD once solely served the Workforce Investment Act program, but as dollars began to wane for this program, ETD was tapped by DHHS over the last few years to also provide its expertise to all of DHHS programs with employment goals. ETD expanded services to support CalWORKs Welfare-to-Work, General Relief, Transitional Age Youth and Probation. These changes required an expansion of her duties and responsibilities as well as increasing her autonomy when making important administrative decisions. As such, she has been performing at a level equivalent to the county class of Senior Program Manager to meet those business needs.

More recently the ET Manager has been assigned the task of developing two new programs for DHHS – a Day-Worker program and a Social Enterprise – both endeavors to help our community by serving the hardest-to-employ DHHS clients and local homeless and long term unemployed individuals. These new programs, called Helping Humboldt, replaced the WIOA work previously done by the ET Manager. As broad-base community efforts these programs will also require significant coordination and collaboration across multiple community partners and Divisions within DHHS; and as stated above will rely heavily on high-level program coordination and management skills.

Originally, ETD was limited in scope in the programs and services it offered. The Employment and Training Manager Position developed to run the division was made to be equivalent in duties and salary to the county classification of Program Manager. Program Managers typically have responsibility for one complex program, or multiple small and similar programs. However, due to the continued growth in the service that ETD is now

providing for DHHS, combined with a dramatic increase in demand for integration with community partners and other County departments, the role of the Employment and Training Manager has expanded significantly with added layers of complexity in the coordination and collaboration of services with community partners and other county departments.

Currently, Ms. Lorenzo provides administrative oversight and direction over all ETD programs and services, including the new Helping Humboldt program, oversees and direct the work of staff, develops and manage the budget for her division, develops and enforces relevant policies and procedures, and collaborates with and coordinates complex workforce programs with community partners such as the Employment Development Department, Probation Department and the CalWORKS, CalFresh and Transition-Age Youth (TAY) programs. Additionally, the Employment and Training Program Manager has been tasked with the lead role in developing a social enterprise work program that will expand the DHHS's ability to better prepare customers with significant employment barriers for work. This new assignment comes into play, as ETD and DHHS relinquish operational oversight of WIOA programs. The Employment and Training Manager will also play a significant role in the development of a day-worker program for homeless and other individuals in our community needed work skills and constructive activities within our community.

It is the continued growth of ETD programs and services combined with the increased demand for collaboration and coordination with other departments and community partners that has significantly expanded the scope and complexity of the Employment and Training Manger duties, responsibilities and necessity to act autonomously. Thus, it is the recommendation of Human Resources that the Employment and Training Manager job specification be revised as attached and the salary range for the position be changed to 511, equivalent to the county class of Senior Program Manager.

Human Resources will prepare a report to the Board of Supervisors for February 26, 2019, with the following specific recommendations:

“That the Board of Supervisors:

1. Adopt the revised classification of Senior Program Manager – Employment and Training Division (class 0751, salary range 511, unit 08) into the classification plan; and

The Department of Health and Human Services will prepare a report to the Board of Supervisors following the adoption of the revised classification, with the following specific recommendations:

2. Reallocate the Employment and Training Manager position held by Connie Lorenzo in budget unit 597 to the new salary range 511 effective the beginning of the bi-weekly pay period following approval.”

If you have any questions regarding this report please feel free to contact Human Resources at 707/476- 2349.

Attachment: Revised Job Specification for Senior Program Manager – Employment and Training Division

cc: Connie Lorenzo
Kelly Hampton
Employee Services