



## COUNTY OF HUMBOLDT

AGENDA ITEM NO.

**C-15**

For the meeting of: December 13, 2016

Date: November 23, 2016

To: Board of Supervisors

From: Connie Beck, Director  
Department of Health and Human Services

*For Connie Beck  
11/23/16*

Subject: Reallocate one (1) full time equivalent (FTE) Office Assistant I/II position in budget unit 511 to one (1) full time equivalent (FTE) Senior Office Assistant position in budget unit 511.

### RECOMMENDATION(S):

That the Board of Supervisors:

1. Reallocate the Office Assistant I/II (class 0179 A/B, salary range 264/295, position 07) position currently occupied by Miranda Cobb in budget unit 511, to Senior Office Assistant (class 0135, salary range 330) and reclassify Ms. Cobb accordingly, effective the beginning of the bi-weekly pay period following approval.

### SOURCE OF FUNDING:

Social Services Fund

### DISCUSSION:

Per the request of Department of Health and Human Services (DHHS), Merit System Services (MSS) conducted a classification review of the Office Assistant I/II position currently occupied by Ms. Cobb. The purpose of the review was to determine if the position occupied by Ms. Cobb was appropriately classified.

Prepared by Yvonne Winter, Deputy Director - ES

CAO Approval *E. Shina*

#### REVIEW:

Auditor *WBM*

County Counsel \_\_\_\_\_

Personnel *QJ*

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 *Fennell* Seconded by Supervisor *Bass*

Ayes *Sundberg, Fennell, Lovelace, Bohn, Bass*  
Nays \_\_\_\_\_  
Abstain \_\_\_\_\_  
Absent \_\_\_\_\_

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

Dated: *Dec. 13, 2016*

By: *Kathy Hayes*

Kathy Hayes, Clerk of the Board

Ms. Cobb has been providing support to the Adoption program staff, coordinating work flow for the team, monitoring case progress for adoption cases, prompting social workers to take the next action based on timelines and status of the adoption case, ensuring that social workers have the required documentation for the Adoption Assistant Program (AAP) and ensuring that files meet state compliance standards in preparation of state monitoring reviews. These actions require Ms. Cobb to exercise a detailed subject matter knowledge of the program area and apply regulations from state guidelines. Based upon the information obtained during the job classification review, MSS has made the recommendation that the position be reclassified to a Senior Office Assistant. The Department of Health and Human Services and County Human Resources agree with this recommendation.

#### FINANCIAL IMPACT:

The reclassification of 1.0 FTE Office Assistant I/II to 1.0 FTE Senior Office Assistant for the remainder of FY 2016-17 is calculated to cost Two Thousand Twenty Dollars (\$2,020.00) for salary and benefits. These positions reside in fund 1160, budget unit 511 (Social Services) which has sufficient salary savings to cover the additional expense due to unanticipated salary savings in fiscal year 2016-17.

The annual salary and benefit cost of this position reclassification for FY 2016-17 is an increase of approximately Three Thousand Four Hundred Seventy-Nine Dollars.

Approving this agreement will support the Board's Strategic Framework by providing and maintaining infrastructure and by creating opportunities for improved safety and health.

#### OTHER AGENCY INVOLVEMENT:

County Human Resources  
Merit System Services

#### ALTERNATIVES TO STAFF RECOMMENDATIONS:

None

#### ATTACHMENTS:

Merit System Services Classification Study Report

November 28, 2016

Yvonne Winter  
Deputy Director, Employee Services  
Humboldt County, Department of Health and Human Services  
507 F Street  
Eureka, CA 95501

RECEIVED  
DEC 07 2016  
CAO

Dear Ms. Winter:

Subject: Classification Study – Office Assistant II, Miranda Cobb

**Background**

Merit System Services (MSS) was asked to review an Office Assistant II position in the Social Services branch to determine if the position was appropriately classified. MSS reviewed the Position Description Questionnaire completed by the incumbent, conducted a desk audit interview with the incumbent, and met with the incumbent's unit supervisor and Program Manager. These interviews were conducted via telephone.

**Analysis**

This position provides support to the Adoption program staff, coordinates work flow for the team, monitors case progress for adoption cases, prompts social workers to take the next action based on timelines and status of the adoption case, ensures that social workers have the required documentation for the Adoption Assistance Program (AAP) and ensures that files meet state compliance standards in preparation of state monitoring reviews. These actions require the incumbent to exercise a detailed subject matter knowledge of this program area and apply regulations from state guidelines.

Typical duties assigned to this position that are at the Senior Office Assistant level include, but are not limited to:

- Support social workers assigned to the adoption unit and coordinates work flow for the team; monitors timelines, ensures social workers have the required documentation for AAP; organizes case files and ensure they meet state compliance standards to prepare for state monitoring;



advise social workers when additional action needs to be taken; process annual California Necessities Index (CNI) rate increase, monitor reassessment date; provide payment instructions to Eligibility Workers and performs CWS/CMS data entry for AAP. 30%

- Converts Foster Care (FC) cases to Adoption Placement (AP); complete internal paperwork to end FC placement to eligibility staff; reviews and ensures all forms are completed appropriately, completes data entry for all family members; requests transfer to AP; prepare child freeing documentation; send mandated notice of placement to the state when adoption placement from FC to AAP is completed so the state can acknowledge and then free the child for adoption. 35%
- Completes referrals forms for Home Study, gather information about family members; conduct live scan in the office and in the field using portable live scan equipment; track the status of each action, advise social worker when additional action needs to be taken, prepare judicial council forms (Adoptions 200,210, 215 and 230) to finalize; act as legal clerk for the adoption team; take documents to court house to set court date; work with families and court to obtain a date that works for all parties involved. 10%

Typical duties assigned to this position that are at the OA II level include, but are not limited to:

- Case file creation and file maintenance for CWS primary case file and Adoption case file; referral logging; filing, including ordering birth certificates. 10%
- Clerical phones; form creation and maintenance; supply ordering; incoming and outgoing mail; and Adoption unit reception duties (phone and in person). 5%
- Closing files – logging and maintaining file, updating internal indexing system and CWS/CMS; preparing and sending Termination of Dependency documents to county counsel. 5%
- Tracking the status of appeals and 366.26 hearing dates for social workers; fill in for other CWS clerical staff with live scanning, file maintenance and phone coverage; other duties as assigned. 5%

### **Current Class Concepts**

**Office Assistant II** – The Office Assistant II is the journey level in the Office Assistant series.

Incumbents work under general supervision and perform a variety of general or specialized clerical duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function and initiate cases through the department's automated system; and performs related work as required.

Some of the typical duties for this classification include:

- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

**Senior Office Assistant** – The Senior Office Assistant is the advanced journey level in the Office Assistant series. Incumbents work under limited supervision and perform highly responsible, specialized, and technical office support activities; explains rules, policies, and operations related to department records, programs, and services; may serve as a lead-worker and provide training and work assignments to a group of office support staff; and performs related work as required.

Some of the typical duties for this classification include:

- Provides interpretation and guidance to new employees, lower level clerical staff, and coworkers on new or revised policies and procedures.
- Coordinates, distributes, and reprioritizes work tasks to adjust to changing demands.
- Monitors the quality and timeliness of work.
- Assists others with complex or non-routine matters.
- Provides supervisor with feedback on employees and process improvements.
- Addresses complaints and explains regulations to customers or the public.



- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Operates a variety of standard office equipment.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems or other department-specific computer systems.

### **Recommendation**

Based on the Position Description Questionnaire (PDQ) analysis and the desk audit (via telephone) with the incumbent, the incumbent's supervisor and Program Manager, the duties and responsibilities of this position are most consistent with the Humboldt County classification of Senior Office Assistant (MSS classification of Office Assistant III). MSS recommends that the position be reclassified to a Senior Office Assistant.

While there is overlap in some of the duties performed by an Office Assistant II and a Senior Office Assistant, the positions differ by the level of supervision received, the scope and effect of functions performed, the degree of independence exercised and the complexity of the work assigned. According to the unit supervisor; Alyssa Thom, this position operates with a high degree of independence and exercises a detailed subject matter knowledge of the Adoption Assistance Program and adoption placement activities, performs highly responsible, specialized and technical office support activities; explains rules, policies and operations related to department records, programs and services and works with social workers, families and the court to coordinate services. These duties require a high level of technical knowledge regarding Welfare and Institutions Codes, regulations and laws that allow the incumbent to exercise independent decision making when collaborating with social workers, families and the court. This level of detailed knowledge is critical because of the impact and consequence of error, which can compromise an adoption from being finalized and/or effect the department's ability to pass a compliance audit (state monitoring review). In light of the specialized duties performed by the incumbent, it is appropriate to reclassify this position to a Senior Office Assistant.

**Conclusion**

This report outlines the classification analyses for the position study. Once the Personnel Director and the Board approves your request for reclassification, please follow your county merit system rules pursuant to position reallocation. I am happy to discuss this process with you if you have any questions or need additional information regarding this recommendation.

Sincerely,



Karen Rodriguez  
Senior Consultant  
(916) 471-3348  
[krodriguez@cpshr.us](mailto:krodriguez@cpshr.us)

cc: Charlene Harris, Interim MSS Manager  
Humboldt County Department of Human Resources