



AGENDA ITEM NO.  
**C12**

# COUNTY OF HUMBOLDT

For the meeting of: March 20, 2018

Date: March 6, 2018

To: Board of Supervisors

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

Subject: Allocate one (1.0) full-time equivalent Social Worker Supervisor II

RECOMMENDATION(S):

That the Board of Supervisors:

1. Allocate one (1.0) full time equivalent (FTE) Social Worker Supervisor II (class 0714, salary range 475) in budget unit (BU) 511; effective immediately following approval.

SOURCE OF FUNDING:

Social Services

DISCUSSION:

As a result of the stipulated judgment negotiated by the California Attorney General, the Humboldt County Sheriff's Office and the Humboldt County Department of Health and Human Services (DHHS) filed on February 14, 2018, the county's Child Welfare Services (CWS) is required to create a complaint procedure

Prepared by Connie HagQuist CAO Approval *[Signature]*

REVIEW: Auditor *MSH* County Counsel *AD* Human Resources \_\_\_\_\_ 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 *Wilson* Seconded by Supervisor *Bass*  
 Ayes *Bass, Fennell, Sundberg, Bohn, Wilson*  
 Nays \_\_\_\_\_  
 Abstain \_\_\_\_\_  
 Absent \_\_\_\_\_

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

Dated: 3/20/18  
 By: *[Signature]*  
 Kathy Hayes, Clerk of the Board

within 60 days of the entry of judgment and publicize it to the community. CWS shall also create a policy designating a supervisor who will be responsible for ensuring all complaints are investigated. The requested position to be allocated, Social Worker Supervisor II, will have the responsibility of handling and directing CWS formal and informal complaints, including written and oral complaints. The position would staff a complaint line and email in-box, receive and dispatch complaint-related communication to appropriate department staff, send acknowledgement and outcome letters to complainants, liaise with program staff on complaints referred to program managers for investigation, liaise with DHHS Health Insurance Portability and Accountability Act (HIPAA)/Privacy Officer on tracking, maintain a tracking log of complaints, identify patterns and trends in complaints over time, and provide qualitative and quantitative data to CWS leadership regarding complaints received over time.

FINANCIAL IMPACT:

The annual salary and benefits associated with the request to allocate 1.0 FTE Social Worker Supervisor II (class 0714, salary range 475) at step 1A is \$104,552. The overall estimated increase for the remaining nine pay periods of the 2017-18 fiscal year is \$36,191. There are sufficient salary savings due to vacancies in fund 1160, budget unit 511 – Social Services in the fiscal year 2017-18 and future years. Funding for this position is a combination of federal and state allocations, grants and local funds. Approval of this position will not impact the general fund.

Approving this recommendation will support the Board’s Strategic Framework by providing and maintaining infrastructure, providing community-appropriate levels of service and protecting vulnerable populations.

OTHER AGENCY INVOLVEMENT:

Merit Systems

ALTERNATIVES TO STAFF RECOMMENDATIONS:

None

ATTACHMENTS:

Merit Systems Classification Review

March 6, 2018

Connie Beck, Director of Health and Human Services  
Humboldt County Department of Health and Human Services  
929 Koster Street  
Eureka, CA 95501

Dear Director Beck:

This letter is in response to your department's request to add one Social Worker Supervisor II within Humboldt County's Department of Health and Human Services to comply with an agreement with the California Attorney General's office requiring supervisors to review all Child Welfare complaints on a weekly basis to ensure proper and timely handling.

The proposed duties of the Social Worker Supervisor II position are as follows:

- Point person handling and directing CWS complaints
- They would staff a complaint line and email in-box
- Send acknowledgment and outcome letter to complainants
- Liaise with program staff on complaints referred to program managers for investigation
- Keep a log of complaints and general calls
- Liaise with DHHS HIPAA/Privacy Officer on tracking, identify patterns and trends in complaints over time
- Provide qualitative and quantitative data to CWS leadership regarding complaints received over time

Based on the duties that have been identified, including the high degree of customer service required and the need to repair the trust of CWS in the community, this position would be appropriately classified as identified above.

Once your department has approval from the Board of Supervisors to add these positions, CPS-HR will conduct a recruitment to create a list for the department to fill these vacancies. Please let me know if you have any questions.

Sincerely,



Karen Rodriguez  
MSS Senior Consultant

Cc: Yvonne Winter, Humboldt County HHS Employee Services  
Humboldt County Department of Human Resources