

SONOMA COUNTY CIVIL SERVICE COMMISSION AGENDA

Patricia Sabo, Chair
John Hadzess, Vice Chair
Anthony Withington
Jerry Dunn
Jeff Berk

Janell Crane, HR Director
Spencer Keywood, Deputy HR Director
Yuka Kamiishi, Executive Assistant

**Thursday, May 2, 2024
3:00 PM**

HR Large Training Room/Virtual
575 Administration Drive 117C
Santa Rosa, CA 95403

Members of the public can attend, watch, or listen to the meeting using one of the three following methods:

1. **ATTEND IN PERSON:**

Human Resources Large Training Room
575 Administration Drive, Suite 117C, Santa Rosa, CA 95403
Limited seating is available for public participants.

2. **WATCH/LISTEN TO MEETING IN ZOOM:**

Participate by computer, tablet, or smartphone application. Go to:
<https://sonomacounty.zoom.us/j/95555134926?pwd=YII0MENXcHplUWdDb3hzUWhrM3NnQT09>
Webinar ID: 955 5513 4926
Passcode: 176761

3. **LISTEN THROUGH ZOOM BY TELEPHONE:**

Dial +1 669 900 9128
Webinar ID: 955 5513 4926
Passcode: 176761

Please note the meeting may be recorded for transcription purposes.

ACCOMMODATION REQUEST: If you need an accommodation or an alternative format to assist you in observing and commenting on this meeting, please contact the Commission Secretary at (707) 565-6195 or by email yuka.kamiishi@sonoma-county.org prior to 72 hours of the meeting to ensure arrangements for accommodation.

CIVIL SERVICE COMMISSION AGENDA
May 2, 2024

PUBLIC COMMENT: Public Comment may be made live, in person, in the Commission meeting room. Available time for comments is determined by the Commission Chair based on agenda scheduling demands and the total number of speakers. To guarantee that your comment is received and considered by the Commission, you may attend the meeting in person or submit your comment in writing in advance of the meeting to yuka.kamiishi@sonoma-county.org before 1:30 PM on the day of the meeting. Please provide your name, the agenda items on which you wish to speak, and your comment in the email. These comments will be emailed to all Civil Service Commission members.

DURING THE MEETING: Members of the public who wish to comment may do so according to the following procedure. Commenters will be requested to line up by the podium when the Commission Chair announces Public Comment to commence. Upon completion of a comment, the individual should quietly take a seat or exit the meeting room. No standing unless in the queue to speak or exiting the meeting room. To comment on any subsequent items, this process is to be repeated.

COMMITMENT TO CIVILITY: The Civil Service Commission has adopted rules of procedures that include a commitment to civility. To assure civility in its public meetings, the public is encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. Commissioners, County staff, and members of the public are expected to establish and maintain a cordial and respectful atmosphere during discussions and foster meaningful dialogue free of personal attacks. Members of the public must also adhere to the speaking time limit if one is indicated by the Chair.

MATERIALS:

Materials related to an item on this Agenda submitted to the Commission after distribution of the agenda packet are available for public inspection in the Human Resources office at below location during normal business hours.

County of Sonoma Human Resources
575 Administration Drive, Suite 116B
Santa Rosa, CA 95403

3:00 P.M. CALL TO ORDER

I. Call to Order

II. Approval of Minutes from April 18, 2024

III. Director's Report

IV. Agenda Items

V. Reports

**A. Social Service Worker II – Department of Health Services –
Position Review Classification Study**

David Phillips, Human Resources Analyst

Recommendation: Approve the reclassification of four FTE Social Service Worker II positions assigned to the Behavioral Health Division of the Department of Health Services, to the classification of Social Service Worker III and retain the incumbents pursuant to Civil Service Rule 3.3B.

VI. Appeals

VII. Other Scheduling Matters

VIII. Commissioners Closed Session

IX. Reconvene from Closed Session

X. Commissioners Open Session

XI. Public Comment

Any member of the public may address the Commission on a matter not listed on the agenda but within the subject matter jurisdiction of the Commission. Please state your name and who you represent, if applicable. Comments may be limited to 3 minutes, or as determined at the discretion of the Chair. Under State Law, matters presented during

CIVIL SERVICE COMMISSION AGENDA
May 2, 2024

public appearances cannot be discussed or acted upon by the Civil Service Commissioners.

B. Adjourn

The next Civil Service Commission meeting will be **Thursday, May 16, 2024** at 3:00 p.m., in the HR Large Training Room at 575 Administration Drive, Suite 117C, Santa Rosa, CA 95403. The Agenda deadline for this meeting is 1:30 p.m., Thursday, May 9, 2024.



POSITION REVIEW CLASSIFICATION STUDY

Job Classification Studied:	Social Service Worker II
Department/Division:	Health Services/Behavioral Health Division
Position Reports to (Classification):	Health Program Manager
Incumbent:	Amanda Hubbell, Amanda Lee, Christina De Loza, Tracie Backman
Bargaining Unit:	Service Employees’ International Union – Local 1021 (SEIU)
Study Requested by:	Incumbents and SEIU
Recommendation:	
Approve the reclassification of 4.0 FTE Social Service Worker II (SSW II) positions assigned to the Behavioral Health Division of the Department of Health Services, to the classification of Social Service Worker III (SSW III) and retain the incumbents pursuant to Civil Service Rule 3.3B.	
Justification Submitted in the Request:	
In November 2022, four SSW II incumbents and SEIU requested a classification study of the incumbent positions within the Behavioral Health Division of the Department of Health Services. The class study request stated that incumbents in these positions receive no supervision from a unit supervisor or lead worker and only receive general direction from department management. They also stated that they are responsible for duties not listed in the SSW II specification, which more closely aligned with the SSW III and Social Service Supervisor I classifications. In addition, the request noted that they perform some duties which are not listed in any of these specifications.	
Methodology:	
Human Resources utilized the following methodology for the classification study:	
<ul style="list-style-type: none"> • Review of Position Review Request Form received from the incumbents and SEIU. • Review of Position Description Questionnaires submitted by the incumbents. • Conducted two group interviews with the incumbents. • Conducted individual interviews with the supervisors. • Review of job specifications for Social Service Worker II and Social Service Worker III, and Social Service Supervisor I. 	
Findings:	
Human Resources found that the studied SSW II positions are responsible for assisting clients with serious and persistent mental illness with securing and maintaining medical benefits, income (when possible), and other essential benefits both within and independent of County assistance programs. They achieve this by guiding clients through the process of interviewing, completing paperwork, submitting applications, and intensive follow up. They also support the Behavioral Health teams by providing information about each client’s unique situation, how they can best use current resources, and how to identify resources the client may be eligible for that they do not currently	

have. Each of the positions is assigned to specific Behavioral Health programs with specialized target populations as listed below:

Position Held By:	Assigned Programs
Tracie Backman	50/50 Behavioral Health/Adult Probation funded that includes Behavioral Health Adult Forensic Services, Justice and Mental Health Collaboration Program (JMHCP), Treatment Alternatives for Safe Communities (TASC), Older Adult Team (OAT), and Integrated Recovery Team (IRT), as well as Adult Probation/AB 109
Christina De Loza	Behavioral Health Adult Access, Crisis Stabilization Unit, Hospital Liaison, and Transitional Recovery Services
Amanda Hubbell	Behavioral Health Adult Services, Youth and Family Services, Collaborative Treatment and Recovery Team (CTRT), and Community Mental Health Clinic (CMHC) for Guerneville, Cloverdale, Sonoma, and Petaluma
Amanda Lee	Whole Person Care & Interdepartmental Multidisciplinary Team (IMDT)

When interviewing clients, the SSW IIs need to ascertain the following: what their diagnosis is, where they are at with their treatment, whether they have access to State funds (State disability or unemployment), and if the client has sufficient medical records to start a Social Security application for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), and/or monthly benefit programs that assist people with disabilities and older adults with little or no income. The SSW IIs help coordinate transportation to consultative appointments, medical exams, and orientations. Sometimes they travel to psychiatric facilities to conduct interviews, including out of County facilities. They must become knowledgeable about Social Security applications, processes, and benefit information. If their clients are denied, they meet with clients to submit an appeal online or file for a hearing if denied a second time.

They also assist clients with applying for myriad other benefit assistance programs, such as Medi-Cal, General Assistance, CalFresh food benefits, and Cash Assistance for Immigrants, completing necessary paperwork and helping gather verifications needed to be submitted. They work with clients to hand deliver applications to the local office and assist with any needed follow up.

Each of the SSW II positions carry a specialized caseload to serve a specific population, such as individuals experiencing homelessness, justice-involved clients (e.g., clients being released from jail and clients on probation), clients transitioning from psychiatric facilities to board and care homes, and transitional age youth. Each SSW II works closely with other agencies which serve their respective populations, including Social Security Administration, Human Services (Economic Assistance, Adult & Aging, Family, Youth and Children), Probation, area food banks, statewide long term care facilities, statewide board and care facilities, and Catholic Charities.

Human Resources found that the SSW II positions in Behavioral Health have continuing responsibility for carrying a large percentage of emergency or crisis cases. Frequently, incumbents

have clients that are in hospitals, crisis units, jails, and other facilities. Due to the nature of behavioral health cases, many clients have multiple risk factors, conditions, and challenges, such as prior assaults, homelessness, severe psychosis, disabilities, Post Traumatic Stress Disorder, child abuse, substance use disorder, suicidal ideation, and schizophrenia. They interview clients who have dual diagnosis, including drug and alcohol addiction and chronic or acute mental health disorders. Many clients are in crisis due to social, emotional, financial, and physical abuse. They lack financial resources, stable health care and medications, housing, and family or social supports. They have difficulty finding stable employment due to past criminal convictions, mental health challenges, homelessness, and prior employment history.

Although each of the four studied positions have a program or group of programs for which they are assigned, Human Resources found the preponderant duties for each of the positions were the same. All are responsible for determining appropriate resources to meet the needs of their clients and work with other public assistance departments and outside agencies to ensure clients are best served. They perform these duties while operating under minimal supervision and carrying a specialized caseload that includes emergent and crisis cases.

Human Resources found that the studied SSW II positions work very independently, each reporting to a Health Program Manager, and do not have a Social Service Supervisor I to provide more direct supervision. The Health Program Manager is responsible for approving time off/vacation requests, and other miscellaneous administrative tasks but the SSW II incumbents decide which cases to work on and how best to schedule and prioritize their tasks. The incumbents typically do not go to their respective managers to discuss specific cases or seek approval to transport a client. They may report systemic issues as needed to the Manager. The incumbents stated that they keep their own tracking sheets, and their managers do not review or track the status of their specific cases.

Analysis and Determination:

When conducting an analysis of the class plan to determine which job classification would align with the duties, scope, and complexity of the studied job positions, the following job classifications were contemplated and analyzed.

Social Service Worker II

Social Services Worker II positions determine clients' needs and provide social services for clients in connection with various public welfare, health, education, and employment programs. The SSW II is defined as a journey-level class which works under supervision and has responsibility for an assigned caseload of clients covering a broad range of problems.

SSW IIs act as a resource for the department by answering questions from clients, case managers, other County offices, health centers, client support agencies, and facilities where their clients reside. They provide support to their clients about the process of applying for services, the status of applications in process, and with troubleshooting application issues. They handle the appeal process for Social Security benefit applications which, incumbents state, are almost always initially declined. This appeal process can take up to 18 months.

Due to the variety of benefit programs available from County and external agencies, SSW IIs must have a solid understanding of many rules and regulations that govern these programs to ensure they are selecting the most efficient ways of aiding their clients and assisting with the collection of appropriate documentation and verifications to successfully move clients through the process. The

SSW II positions are required to stay abreast of state and county insurance program requirements and changes, as well as maintain knowledge of available community resources available to clients who do not qualify for coverage under these plans. The work entails interpreting and applying information in specific areas.

SSW II supervision is available from a unit supervisor and consultation and guidance are available from the next higher level of Social Worker III. Typical duties and responsibilities of the SSW II include:

- Interviewing clients to gather data necessary to develop case and to provide a basis for the evaluation of factors such as employability, motivation and the level of service needed.
- Assessing and evaluating relevant data to determine the applicability of various social programs and develop plans for applicants or clients.
- Explaining various county, state, and federal programs; furnishing information to clients regarding community resources and assisting them to select and contact the resources appropriate to their needs.
- Coordinating service plans with supervisors, eligibility workers, vocational counselors, and other agencies.
- Developing, using, and coordinating agency and community resources to meet social service needs to clients.

Social Service Supervisor I

Social Service Supervisor I's are responsible for planning, organizing, and supervising the work of a unit of Social Service Worker I, II, and IIIs. Typical duties and responsibilities include:

- Holding group meetings and individual conferences with assigned Social Service Workers to plan and review work activities and to discuss departmental policies and procedures and specific case problems.
- Assigning cases to individual Social Service Workers so as to produce equitable workloads and to match individual skills and abilities with the work to be done.
- Reviewing work of Social Service Workers in order to ensure conformance to program policy, appropriateness of service given and referral made, and timeliness of closing.
- Performing a variety of routine supervisory tasks, including the evaluation and training of staff, ensuring that materials and facilities are available for the accomplishment of unit work, and interpreting needs of staff to administration.

While HR found that the studied positions prioritize their own tasks and schedule their own work, consult and collaborate with other department staff and representatives from other agencies, provide training and support to other SSW II incumbents and department program staff, and back up other SSW IIs as needed, HR did not find that the studied positions are responsible for planning, organizing, and supervising the work of other Social Service Workers. Rather, each SSW II reports to a Health Program Manager who is the designated supervisor for those SSW II positions.

Social Service Worker III

The Social Service Worker II and III job specifications share many general, social work-related duties, and are differentiated by the complexity and scope of the tasks and work being performed.

Specifically, the SSW III is distinguished from SSW II by performance of work that requires an advanced level of skill, provides a variety of complex social services, or carries a large percentage of emergency or crisis cases which require long term care plans.

The Social Service Worker III classification works under “general supervision” and is defined by being a lead worker, being responsible for serving as the agency resource for a particular function, or by their continuing responsibility for carrying a large percentage of emergency or crisis cases. The SSW III is expected to work with a greater degree of independence and carry a greater percentage of specialized cases, which may require long term care plans. Typical duties and responsibilities for this position include:

- Interviewing clients in crisis situations involving social, emotional, financial, medical, or marital problems in order to develop background and details of problems.
- Assessing and evaluating complex cases, which may require psychological and health assessments and regular follow-up; preparing treatment plans and outlines courses of action.
- Counseling clients, assisting them to identify problems and motivate them to make effective use of resources to solve problems.
- Carrying a specialized workload working with a specific population; developing and identifying appropriate resources to meet the needs of the client population; working closely with other agencies which serve this population.

Determination:

Although the incumbents of the studied positions work very independently and noted that they perform other duties not listed in the job specification for SSW II, this does not mean that these duties are outside the scope of the Social Service Worker series. Duties such as interpreting, explaining, and applying state, federal, and local laws; attending various professional and staff meetings; entering and retrieving data from electronic data processing systems; and analyzing data from interviews and records are necessary tasks for performing the work of a Social Service Worker although they are not specifically listed in the job specification.

Based on the information gathered in the PDQs, the desk audits, and in conversation with the supervisors of the studied positions, Human Resources determined that the duties are most aligned with the Social Service Worker III classification due to the fact that these positions:

- Provide a variety of complex social services requiring an advanced level of skill.
- Have a continuing responsibility for carrying a large percentage of emergent or crisis cases.
- Work with a great degree of independence.
- Carry specialized caseloads.
- Engage with clients in a wide variety of settings, including jails, locked psychiatric facilities, hospitals, homeless village, sober living environments, and board and care homes.
- Have clients who require more follow up, direction, and handholding to collect and submit the necessary information to obtain benefits.
- Serve as the agency resource for their particular function(s).

As such, Human Resources recommends the studied SSW II positions assigned to Behavioral Health Division in DHS be reclassified to SSW III positions.

Recommendation

Approve the reclassification of 4.0 FTE Social Service Worker II positions assigned to the Behavioral Health Division of the Department of Health Services to the classification of Social Service Worker III and retain the incumbents pursuant to Civil Service Rule 3.3B.

Report Prepared by: David Phillips, Human Resources Analyst III

Report Approved by: Jennifer Lelouarn, Recruitment & Classification Manager

Date: May 2, 2024

SONOMA COUNTY CIVIL SERVICE COMMISSION MEETING MINUTES

Sonoma County Human Resources Department
April 18, 2024

PRESENT

Commissioners: Patricia Sabo (Chair), John Hadzess (Vice Chair), Anthony Withington, Jerry Dunn

Human Resources Staff: Janell Crane, Spencer Keyword, David Phillips, Jane Loyd, Yuka Kamiishi

Commission Counsel:

I. CALL TO ORDER

The virtual meeting was called to order at 3:31 p.m.

II. APPROVAL OF MINUTES FROM March 21, 2024

Motion: Commissioner Withington

Second: Commissioner Dunn

Ayes – Roll Call Vote: 4 Abstain: 0 Absent: 0

III. DIRECTOR'S REPORT

Human Resources Director Janell Crane reported the status of the HR Department's recruitments: A new EEO Manager, Neha Singh, started the day before this meeting; a new Recruitment and Classification Manager, Lisa Conner, will join in June; other recruitments, an Employee and Labor Relations Analyst and an Employee Engagement Officer are still in process.

Director Crane also reported that the County's vacancy rate has recently decreased from 12% to 10.5%, most of which is due to the Sheriff's Office filling positions. Sheriff Eddie Engram will attend a Commission meeting in the near future to report on Sheriff's Office vacancies and provide information about his office's recruitment

processes. Director Crane also mentioned the Department of Health Services is still experiencing high numbers of vacancies in some job classes.

Director Crane thanked Commissioner Withington for his continued commitment as a Commissioner, as he was reappointed for another four-year term on April 16, 2024. A new Commissioner, Jeff Berk, was also appointed on the same day. Commissioner Berk previously worked as Counsel for the County and as Counsel for the City of Santa Rosa before his recent retirement.

IV. **AGENDA ITEMS**

A. Commission Meeting Time

Item presented by Spencer Keyword, Deputy Human Resources Director. Following the Commission's request from the last meeting to enquire whether it is possible for this meeting to convene at 3:00 PM instead of 3:30 PM, Deputy Director Keyword consulted with County Counsel. Counsel advised him that the Civil Service Rules allow the Commission to change the time of the meeting as long as it is published and posted appropriately. Chair Sabo directed the meeting to convene at 3:00 PM going forward. The Commission and Human Resources will revisit the need to change the meeting time in Civil Service Rules in conjunction with future changes to the rules.

V. **REPORTS**

A. Public Defender I-IV Project Series – Public Defender's Office – New Classification Study Report

Item presented by David Phillips, Human Resources Analyst.

Recommendation: Establish the new classifications of Deputy Public Defender I – Project, Public Defender II – Project, Public Defender III – Project, and Public Defender IV – Project, and adopt the respective classification specifications.

Motion: Commissioner Hadzess

Second: Commissioner Dunn

Ayes - Roll Call Vote: 4 Abstain: 0 Absent: 0

VI. **APPEALS**

A. Appeal of a Minimum Qualifications Denial – Communications Dispatcher II

Jane Loyd, Human Resources Analyst, presented HR's rationale for the denial of Mr. Andrew P. Kangas' Communications Dispatcher II application based on not meeting minimum qualifications for the position. Mr. Kangas presented his appeal. After the motion to deny the appeal, the Commission encouraged Mr. Kangas to apply for the upcoming Communications Dispatcher I recruitment, for which he seems to qualify.

Motion to Deny the Appeal: Commissioner Hadzess
Second: Commissioner Dunn
Ayes - Roll Call Vote: 4 Abstain: 0 Absent: 0

VII. OTHER SCHEDULING MATTERS

N/A

VIII. COMMISSIONERS CLOSED SESSION

N/A

IX. RECONVENE FROM CLOSED SESSION

N/A

X. COMMISSIONERS OPEN SESSION

Commission Withington relayed his appreciation for his reappointment.

Commission Withington requested Director Crane review retiree trust and report back on whether or not funds are earning interest.

XI. PUBLIC COMMENT

N/A

XII. ADJOURN

The Civil Service Commission meeting adjourned at 4:09 p.m.