

CIVIL SERVICE COMMISSION

Thursday, June 16, 2022

3:30 p.m.

In accordance with AB 361, Governor Newsom's March 4, 2020 State of Emergency due to the COVID-19 Pandemic, the Sonoma County Public Health Officer's Recommendation for Teleconferenced Meetings, and the Sonoma County Board of Supervisors Resolution 21-0399, the June 16, 2022 Civil Service Commission meeting will be held virtually.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON

The June 16, 2022 Civil Service Commission will be facilitated virtually through Zoom.

1. Join the Zoom meeting application on your computer, tablet or smartphone:

Go to:

<https://sonomacounty.zoom.us/j/99403718298?pwd=VVJwQk1US05mZ0ZvbVgvTUN0UmpKZz09>

2. Call-in and listen to the meeting:

By telephone:

Number: +1 (669) 900-9128

Webinar ID: 994 0371 8298

Passcode: 253506

PUBLIC COMMENT PRIOR TO THE COMMISSION MEETING:

Public Comment may be submitted via email.

EMAIL PUBLIC COMMENT: To submit an emailed public comment, email the Commission Secretary at yuka.kamiishi@sonoma-county.org by June 13, 2022 to ensure the commissioners review time. 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.

PUBLIC COMMENT DURING THE COMMISSION MEETING:

PUBLIC COMMENT USING ZOOM: Available time for comments is determined by the Chair based on agenda scheduling demands and total number of speakers. Members of the public who join the Zoom meeting, either through the Zoom app or by calling in, will be able to provide live public comment when the Chair opens the public hearing for your item of interest. Please take the time to

CIVIL SERVICE COMMISSION AGENDA

June 16, 2022

locate the raise hand feature in the app, press the Alt & Y keys together on your keyboard, or press *9 to raise and lower your hand when calling in. Your name, or phone number if you call in, will be announced when it is your turn to speak. One public comment is allowed per person.

DISABLED ACCOMMODATION: If you have a disability which requires 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 by 12pm Monday, June 13, 2022 to ensure arrangements for accommodation.

The rules for public observation and comment supersede and replace the standard provisions on below for the duration of the public health emergency.

Public Comment: Any member of the public may address the Commission on a matter listed on the agenda. Commenters are requested to come forward to the podium when recognized by the Commission Chair. Please state your name and limit your comments to the agenda or report item under discussion. Available time for comments is determined by the Commission Chair based on agenda scheduling demands and total number of speakers.

Disabled Accommodation: If you have a disability which requires an accommodation, an alternative format, or requires another person to assist you while attending this meeting, please contact the Commission Secretary, Yuka Kamiishi at (707) 565-6195 or by email at yuka.kamiishi@sonoma-county.org, as soon as possible to ensure arrangements for accommodation.

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 the above address during normal business hours.

- I. **Call to Order**
- II. **Approval of Minutes of June 2, 2021**
- III. **Director's Report**

CIVIL SERVICE COMMISSION AGENDA

June 16, 2022

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

V. Agenda Items

A. New Classification Study – Homelessness Services Division Director – Department of Health Services

Recommendation: Approve the new job classification of Homelessness Services Division Director for the Department of Health Services.

Spencer Keyword, HR Recruitment and Classification Manager

VI. Reports

VII. Appeals

VIII. Other Scheduling Matters

IX. Commissioners Closed Session

X. Reconvene from Closed Session

XI. Commissioners Open Session

XII. Adjourn

The next Civil Service Commission meeting will be **Thursday, July 7, 2022** at 3:30 p.m., virtually with Zoom. The Agenda deadline for this meeting is 2:00 p.m., Friday, July 1, 2022.



**REPORT TO THE CIVIL SERVICE COMMISSION
NEW CLASSIFICATION
STUDY**

Job Classification Studied:	N/A
Department/Division:	The Department of Health Services
Position Reports to (Classification):	Director of Health Services
Incumbent:	N/A
Bargaining Unit:	SCAMC – 50
Study Requested by:	County Administrator

Recommendation:

Approve the new job classification of Homelessness Services Division Director for the Department of Health Services.

Justification Submitted in the Request:

The County Administrator requested Human Resources develop a new job classification to lead a new homelessness services division within the Department of Health Services (DHS). The position will be responsible for overseeing a new business model that aligns programmatic offerings with services provided within DHS to improve cross-program collaboration and coordination.

Summary of Recommendation:

In April 2021, the Board of Supervisors received a report prepared by KPMG, LLP, a professional consulting firm, that proposed recommendations to improve the overall operational efficiency, effectiveness, and delivery of housing and homelessness services across the County. One of the recommendations of the report, titled “Improving Integration & Outcomes to Benefit County Residents,” was for the County to evaluate organizational structures of homelessness services to facilitate the best outcomes for members of the community. Several organizational models were proposed for homelessness services. These included: (1) keeping existing homelessness services at the Community Development Commission (CDC), while enhancing staff and services; (2) consolidating all County homelessness services within the CDC; and, (3) creating a new Homelessness Services Division within DHS.

On May 24, 2022, the County Administrator’s Office staff presented a recommendation to the Board of Supervisors to create a new homelessness services division within the Department of Health Services (DHS). The recommendation also includes transitioning eleven (11) positions of the CDC’s Ending Homelessness team, six (6) positions of DHS’s Homeless Encampment ACCESS and Resources Team (HEART), and fourteen (14) positions of DHS’s Interdepartmental Multidisciplinary Team (IMDT) to the new DHS division, and the addition of three new positions, a Senior Office Assistant, an Accountant III, and the new classification of Homelessness Services Division Director. At that same meeting, the Board voiced their support of staff’s recommendation and requested they return during budget hearings in

June to gain formal approval to effectuate the necessary changes. In response to this recommendation, Human Resources was tasked with the development of the single position classification of Homelessness Services Division Director for the Board to adopt and allocate to DHS's allocation list at an upcoming meeting.

Working under general policy direction, the Homelessness Services Division Director will be responsible for managing, planning, advising, and coordinating County programs related to ending homelessness; ensuring there is collaboration and coordination of services with internal and external partners; and leading and supervising staff in the accomplishment of the division's objectives. The position is one of trust and confidence, and will be accountable for the operations, performance, and work environment of the Division.

Due to the position's level and scope of responsibilities a considerable amount of knowledge in public policy, planning, and regulations pertaining to homelessness related services is required upon entry. The qualifications for the position include coursework in a related field and four years of full-time administrative or management experience working with federally-assisted housing and/or homelessness service programs in a nonprofit or government agency, which included supervising and leading subordinate employees.

Human Resources will continue working with the County Administrator on other organizational changes and classification needs as the staffing model and implementation plan for the new division are finalized and return to the Commission as needed.

Recommendation

Approve the new job classification of Homelessness Services Division Director for the Department of Health Services.

Report Prepared by: Spencer Keywood, Recruitment and Classification Manager

Report Approved by: Christina Cramer, HR Director

Date: June 2, 2022

HOMELESSNESS SERVICES DIVISION DIRECTOR

Definition

Under general policy direction, manages, plans, advises, and coordinates many of the County's homelessness services and related programs; ensures collaboration and coordination of services with County and external programs and partnerships; leads and supervises professional, technical, and/or support staff in the accomplishment of division objectives and in ensuring a positive work culture; and performs related work as required.

Distinguishing Characteristics

Incumbents in this class perform the full range of administrative management functions for the homelessness services division of the Department of Health Services through subordinate managers and staff. The incumbent is in a position of trust and confidence, has delegated authority, and is held accountable for the operations, performance, and work environment of the Division.

Incumbents perform administrative and management activities related to directing and coordinating the work of the Division through subordinate managers staff. Incumbents provide technical advice to the Director of Health Services and other staff; recommend policies, procedures, and enhancements; and prepare, monitor, and administer the Division budget.

Typical Duties

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

Plans, coordinates, and directs the operations of the Division; prepares, recommends, and establishes policies, procedures, and program improvements; confers with staff in the identification of problems and development of solutions; determines priorities within the Division and assists in setting goals and work plans; ensures success metrics are developed and analyzed and reports on the effectiveness of programs.

Oversees the preparation, justification, and administration of the Division's budget, grants, homeless and housing finance sources, and contracts; interprets, monitors, and ensures compliance with contract and grant terms and conditions and other legislative requirements.

Develops and instills program and process improvements and practices in the Division; conducts studies of systems and procedures; evaluates and submits recommendations concerning the effectiveness of program operations; attends management staff meetings to advise on the progress of projects, programs, and studies; proposes program modifications to meet changing needs and simplify procedures.

Selects, trains, evaluates, and supervises division staff, directly and through subordinate

managers and supervisors; meets with employees and employee organizations to discuss and resolve grievances and problems; confers with professional staff to resolve complex issues.

Collaborates with other divisions within Health Services, County departments, cities, other government agencies, nonprofits, and service providers to align resources and develop a sustainable and responsive supportive system to improve client experiences.

Supports regional, state and federal policies that reduce homelessness and improve the supportive housing system.

Reviews legislative proposals for content and appropriateness; provides recommendations on necessary changes and approaches to County advocacy positions; analyzes and interprets legislative or legal changes and regulations from federal, state, and local agencies which affect assigned programs; consults with legal counsel as needed.

May represent the department and the County before individuals, private groups, the Board of Supervisors, the Continuum of Care, and other public groups or agencies; conducts and participates in public hearings in order to present the department's position, provide information and clarification, and receive input from interested parties.

Develops procedures and ensures preparedness for emergency and disaster response and support services for homeless population; ensures staff are trained and prepared for disaster assignments.

Performs related duties as assigned.

Knowledge and Abilities

Considerable knowledge of: the principles of public policy, planning, and homelessness and related services; federal, state, and local statutes, regulations, and legislative considerations governing non-profits, state, and/or federally-assisted housing and homelessness services programs and funding sources; the general principles of land use planning and zoning related to housing assistance; social, economic, and health-related community issues that contribute to homelessness; the principles and practices of providing community services; policy and procedural development and the analysis and evaluation of programs; grant administration, housing finance, and budgeting; fluency in racial justice and social equity concepts; effective supervision and management, including work planning and organization, and the selection and performance management of employees.

Ability to: effectively supervise and direct the work of professional, technical, and operations support staff; develop and maintain effective working relationships; successfully manage complex assignments; manage, plan, and organize various aspects of work relating to administration, budget, grant management, and general management matters; understand and interpret policies, data, and technical and legal documents; communicate effectively orally and in writing; develop and support strategic objectives; provide effective leadership, motivate

employees and foster an inclusive, equitable, and positive work culture; be decisive, and work independently.

Minimum Qualifications

Education and Experience: Any combination of education, training, and professional work experience that would provide an opportunity to acquire the knowledge and abilities listed herein. Normally this would include significant academic coursework and/or training in business or public administration, the Social Sciences, or a related field of study; and four years of full-time administrative or management experience working with federally-assisted housing and/or homelessness services programs in a non-profit or government agency, which included supervising subordinate employees.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

**CIVIL SERVICE COMMISSION
MEETING MINUTES**
Sonoma County Human Resources Department
June 2, 2022

PRESENT

Commissioners: Jerry Dunn (Vice Chair), Mark Walsh, Pat Sabo,
John Hadzess

Human Resources Staff: Christina Cramer, Spencer Keywood, Yuka
Kamiishi, Colleen Goetz, Amy Kraus, Eric
Payne, Gail Papworth, Jennifer Tamayo

Commission Counsel: Not Present

I. CALL TO ORDER

The virtual meeting was called to order at 3:35 p.m.

II. APPROVAL OF MINUTES OF MAY 5, 2022

Motion: Commissioner Sabo

Second: Commissioner Walsh

Ayes - Roll Call Vote: 4 Abstain: 0 Absent: 1

III. DIRECTOR'S REPORT

Christina Cramer, Human Resources Director, reported the recent economic impact of *Great Resignation* within HR: The Employee Relations Manager, as well as some other employees, have resigned or retired recently. The recruitments are ongoing, and the Employee Relations Manager position is expected to be filled by mid-July.

IV. PUBLIC COMMENT

N/A

V. AGENDA ITEMS

A. Update on The Brown Act Requirements and Options for Virtual/Hybrid Meeting

Christina Cramer, Human Resources Director, informed the Commission that the current ability to hold remote Brown Act meetings in California is due to expire on June 30, 2022, and that in-person Commission meetings may need to resume in July. However, County Counsel's Office has made HR aware remote Brown Act meetings may be able to continue beyond June 30, pending further action yet to be taken by State. HR will keep the Commission apprised of the status of the State's action and requirements for upcoming meetings.

VI. REPORTS

A. Ad Hoc Subcommittee Report

Commissioner Mark Walsh reported on the current status of the Ad Hoc's work reviewing the Civil Service Ordinance. The subcommittee has reviewed all Civil Service Ordinances and is in the process of summarizing the findings. There are several questions they plan to ask the County Counsel's Office for clarification and guidance. The subcommittee should be able to present a draft report of findings to the Commission in July.

VII. APPEALS

N/A

VIII. OTHER SCHEDULING MATTERS

N/A

IX. COMMISSIONERS CLOSED SESSION

N/A

X. RECONVENCE FROM CLOSED SESSION

N/A

XI. COMMISSIONERS OPEN SESSION

XII. ADJOURN

The Civil Service Commission meeting adjourned at 3:55 p.m.