

CIVIL SERVICE COMMISSION

Thursday, February 4, 2021

3:00 p.m.

In accordance with Executive Orders N-25-20 and N-29-20 the February 4, 2021 Civil Service Commission meeting will be held virtually.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON

The February 4, 2021 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/94611927845?pwd=bFdyZHBTGo4MWFzeld3Q242bmtZZz09>

2. Call-in and listen to the meeting:

By telephone:

Number: +1 (669) 900-9128

Webinar ID: 946 1192 7845

Password: 638565

PUBLIC COMMENT PRIOR TO THE COMMISSION MEETING: Public Comment may be submitted via email.

EMAIL PUBLIC COMMENT: To submit an emailed public comment to the commission secretary email marissa.georges@sonoma-county.org by February 1, 2021. Please provide your name, the agenda items on which you wish to speak, and your comment. These comments will be emailed to all Civil Service Commission members.

PUBLIC COMMENT DURING THE COMMISSION MEETING:

PUBLIC COMMENT USING ZOOM: 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 at specific points throughout the meeting.

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 marissa.georges@sonoma-county.org by 12pm Monday, February 1, 2021 to ensure arrangements for accommodation.

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

CIVIL SERVICE COMMISSION AGENDA

February 4, 2021

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 Marissa Georges at (707) 565-6195, as soon as possible to ensure arrangements for accommodation.

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.

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 January 7, 2021

III. Director's Report

IV. Public Comment

Any member of the public may address the Commission on a matter not listed on the agenda. Please state your name and who you represent, if applicable. Comments will be limited to 3 minutes.

V. Agenda Items

VI. Reports

A. Program Planning and Evaluation Analyst – Human Services Department – Position Review Study

Recommendations: Reclassify one Program Planning and Evaluation Analyst position to Public Assistance Systems Specialist and retain the incumbent in accordance with Civil Service Rule 3.3B.

Gail Papworth, Human Resources Analyst

VII. Appeals

VIII. Other Scheduling Matters

IX. Commissioners Closed Session

X. Reconvene from Closed Session

XI. Commissioners Open Session

XII. Adjourn

CIVIL SERVICE COMMISSION AGENDA

February 4, 2021

The next Civil Service Commission meeting will be **Thursday, February 18, 2021** at 3:00 p.m., virtually with Zoom. The Agenda deadline for this meeting is 2:00 p.m., Monday, February 8, 2021.



COUNTY OF SONOMA

HUMAN RESOURCES DEPARTMENT

REPORT TO THE CIVIL SERVICE COMMISSION POSITION REVIEW STUDY

Date:	1/21/2020
Job Classification Studied:	Program Planning and Evaluation Analyst
Department/Division:	Human Services Department / Economic Assistance Division
Position Reports to (Classification):	Program Development Manager
Incumbent:	Janelle Aman
Bargaining Unit:	SCAMC 50
Study Requested by:	Incumbent
Recommendation:	
Reclassify one Program Planning and Evaluation Analyst position to Public Assistance Systems Specialist and retain the incumbent in accordance with Civil Service Rule 3.3B.	
Justification:	
<p>Human Resources received an incumbent-submitted classification study request for one position of Program Planning and Evaluation Analyst in the Economic Assistance (EA) Division of the Human Services Department. The request stated that the incumbent’s regular duties were primarily focused on providing technical support and training to the EA division staff utilizing CalHEERS (California Healthcare, Eligibility, Enrollment and Retention System), CalWORKs Information Network (CalWIN) system, and implementation to the California Statewide Automated Welfare System (CalSAWS).</p> <p>The request stated that the incumbent provides support for the implementation of state mandated changes associated with the delivery of HSD/EA benefit programs through the State’s CalHEERS system within the EA division. Further, the incumbent assists with CalHEERS system policy review and EA business process development related to State and County systems and any mandated systemic changes including serving on State-wide work groups to address systems issues. Based on the incumbent’s stated technical duties, the request for a position classification study was approved.</p>	
Methodology:	
<p>Human Resources (HR) utilized the following methodology for this classification study:</p> <ul style="list-style-type: none"> – Review of Position Description Questionnaire received from the incumbent in the studied position – Interviews with the incumbent – Interviews with incumbent’s supervisor (Program Development Manager) and the Economic Assistance Division Director – Review of department/division organization structure, staffing allocations within the department/divisions, current State mandated social services and economic assistance technology platforms. 	
Background:	
The Human Services Department’s Economic Assistance Division (EA) helps low-income and other individuals and families gain access to medical insurance benefits, food purchasing assistance,	

financial help, and other services to meet basic needs. Economic Assistance staff determine the initial and ongoing eligibility for public assistance programs for low-income families with children, those disabled or unemployed, and children in foster care homes including to obtain food, shelter, medical and dental care, and other supportive services through Medi-Cal, County Medical Services, CalFresh, and General Assistance. The EA Division is separated into five major sections covering three benefit areas: 1) assisting clients with buying food (CalFresh); 2) obtaining and providing health care coverage (Medi-Cal, County Medical Services Program, and Covered California); and 3) short-term help with rent, utilities and more through the General Assistance Program.

In conjunction with services related to obtaining and providing health care coverage, EA staff determine eligibility for Covered California clients (the statewide health insurance marketplace) through CalHEERS, which is the “automated system that serves as the consolidated system support for eligibility, enrollment, and retention for the California Health Benefit Exchange (also known as Covered California), Medi-Cal, and Healthy Families, and streamlines resources from which individuals and small businesses will be able to research, compare, check their eligibility for, and purchase health coverage”.

CalHEERS supports the maintenance, operations, and on-going business of Covered California and is one of the systems that support the maintenance, operations, and on-going business of the State’s Department of Health Care Services. CalHEERS supports account creation, consumer application, eligibility rules, and health plan selection for insurance affordability programs. CalHEERS interfaces via the Electronic Health Information Transfer (eHIT) with the Statewide Automated Welfare Systems (SAWS) for Modified Adjusted Gross Income (MAGI) Medi-Cal eligibility, enrollment and reporting, and provide data for potential eligibility to other programs such as, non-MAGI Medi-Cal, CalFresh, and California Work Opportunities and Responsibility for Kids (CalWORKS).

Program Planning and Evaluation Analysts (PPEA) within HSD Economic Assistance division are primarily assigned to support a program area within CalFresh, General Assistance, and Medi-Cal. The two exceptions to this include one PPEA position assigned to the office and building administration of the Human Services South County Center, and the studied PPEA position, which provides technical systems support for EA staff utilizing CalHEERS.

Findings:

The studied PPEA position performs technical systems support for the EA staff utilizing CalHEERS and related economic assistance programs, including developing end user solutions to mandated state procedural changes, developing informational and training materials, delivering training, and ensuring a smooth adaptation for the division’s mandated programmatic changes and processes associated with the use of State IT systems. Assigned duties include:

- Collaborating with department and division management and staff to identify related EA program systems needs and solutions
- Serving on a state-wide IT system workgroup appointed to review and assist on State social services system design projects (statewide CalHEERS committee through CalWIN (California Work Opportunity and Responsibility to Kids Information Network) tasked with the implementation of State mandated IT changes in the delivery of the Economic Assistance programs)

- Facilitating the implementation of system changes within the Economic Assistance divisions including staff training and information distribution, troubleshooting end user solutions for complex system issues, and monitoring system performance
- Leading coordination and implementation for the division in the ongoing delivery and support of CalHEERS, CalFresh, and Medi-Cal state systems.

To further illustrate the incumbent’s work, a summary of the duties and estimated time spent follow, based on the incumbent’s position description questionnaire and desk audit review.

System change implementation and staff training: (50%)

- Evaluate CalWIN/CalHEERS/ CalSAWS project design documents and release notes for potential impact to performance, usability, program policy and business processes; interact with CalWIN for clarification as needed
- Provide policy updates and train Economic Assistance staff on the implementation of CalWIN and CalHEERS changes
- Distribute information to staff: conduct meeting presentations, write and distribute newsletters, bulletins, edit and present training videos
- Make recommendations for the implementation of new or revised business processes; develop processes and train for implementation
- Develop and recommend other resources posted to the HSD portal
- Provide direction and resources to staff that specialize in CalHEERS and ICT interface transactions and who serve as Covered California or Cross-County liaisons.

HSD Economic Assistance and State systems interface and implementation: (29%)

- Propose system improvements and provide input for system design requirements on CalWIN/ CalHEERS/CalSAWS state-wide workgroups
- Collaborate with EA managers and representatives from various county, state, or consortium committees to address how automated systems can support Sonoma County/EA programs and other goals
- Facilitate EA’s transition to CalSAWS statewide automated solution.

Systems monitoring and support (21%)

- Identify gaps in automated system functionality that impact EA program policies or business processes and develop interim solutions
- Monitor system functionality, especially after implementation of changes, for issues with usability, program policy and business processes
- Oversee various CalWIN, CalHEERS, or DHCS data clean-up projects that are a by-product of system changes or defects.

Analysis:

Comparison to programmatic and system support classifications include review of the current classification of Program Planning and Evaluation Analyst (PPEA), Department Information Systems Specialist, and Public Assistance Systems Specialist.

Current Classification: Program Planning and Evaluation Analyst (PPEA)

The Program Planning and Evaluation Analyst classification works under general direction from the Program Development Manager in providing analysis, research, planning, development, monitoring, and evaluation of various health, human, or child support services programs, policies and data. The classification is characterized by its programmatic focus and responsibility for complex data gathering and analysis, and the systematic evaluation and presentation of findings, recommendations, or related information to multiple audiences. Its emphasis is on research, writing, planning, analysis, communication, training, and monitoring activities for its assigned area. Work is generally broad, programmatic, and administrative in nature and incumbents are expected to provide high-level analysis and support.

Typical duties for the PPEA include:

- Identifying, developing, and analyzing various information on local health and human services needs and resources.
- Designing and developing studies in order to determine community needs and gaps in service.
- Developing assessment methodology, including determination of data collection, data management, and analytical techniques.
- Gathering, validating, compiling and analyzing data.
- Managing significant program or initiatives that support Department and County strategic direction.
- Convening and facilitating meetings with community leaders, the public, representatives of government, and other organizations related to the project or program, or other area of assigned responsibility.
- Developing assessment methodology, including determination of data collection and statistical techniques to use.
- Developing a wide variety of short- and long-range plans for local and State use which incorporate goals and objectives of specific program areas and are designed to meet identified needs.
- Developing Requests for Proposals, reviewing proposals, and assisting with the selection of contractors.
- Developing and applying procedures and criteria for the evaluation of the effectiveness and efficiency of programs either operated directly by the County or by sub-contractors, and making recommendations on alternative methods of service delivery and of administrative organization.

Given the studied position's focus is on technical systems support and not on administrative programmatic support, HR determined that PPEA it is not the appropriate class for the studied position. To determine a more appropriate classification for this position and its assigned duties, HR identified two County technical support classifications for review, Department Information Systems Specialist and Public Assistance Systems Specialist.

Department Information Systems Specialist II

The DISS performs analytical duties in the operation and support of departmental local access networks (LANs), wide area network (WANs), and other computer systems; analyzes user requirements and implements systems to meet business needs; provides technical support, training, and direction to departmental staff. This class is further distinguished by positions serving as IT generalists in working with the hardware, software, and information systems used in the assigned

department, requiring a substantial knowledge of information technology systems and methods, as well as knowledge of departmental operations. Typical duties of this classification include:

- Conducting business systems analysis appropriate to the department's specific needs.
- Recommending automation solutions to increase productivity and efficiency.
- Evaluating and/or participating in the evaluation of technology products and solutions.
- Consulting with clients, users, vendors, and other providers of systems on the design and feasibility of proposed systems and modifications.
- Estimating cost and timing of systems modifications and new systems development.
- Customizing vendor database software to meet department requirements.
- Working with customers to develop complex data reports and data related applications that meet the needs of the department's business processes and operational procedures.
- Coordinating and performing the configuration, installation, upgrade, or relocation of information system components including, but not limited to, computers, peripherals, software, and network related components.

Although the classification of Department Information Systems Specialist (DISS) performs technical analysis and support duties, the primary purpose of the classification is focused on the support of departmental LANs, WANs, and other computer issues associated with end use. Further, the DISS is characterized as a generalist IT job classification and does not include the specialty knowledge associated with economic assistance and/or health and human benefit systems that is required for the successful performance of the position studied. As such, Human Resources determined that DISS is not an appropriate match for the studied position.

Public Assistance Systems Specialist (PASS)

The PASS classification coordinates the implementation and use of automated public assistance systems within an assigned division of the Human Services Department. Positions generally are responsible for planning, managing, developing, supporting, and coordinating assigned components of a large automated public assistance system, as well as representing the interests of the County in the development and implementation of state-wide automated public assistance systems. Typical duties of this classification include:

- Consulting with customers to gather, analyze, and validate the business needs of project stakeholders and user requirements.
- Identifying related policy issues and making recommendations to management.
- Creating user specifications as required to facilitate development or modification of automation solutions.
- Communicating requirements to project stakeholders including management, to ensure that procedures, rules, and regulations are consistent with policy objectives.
- Analyzing system documentation to identify the effect of programming changes or new developments on existing policies and operations, and making recommendations regarding implementation of these changes.
- Planning and coordinating system implementations.
- Ensuring the integration of assigned systems components.
- Conferring and working with staff and/or public agencies to identify system and program

problems to improve the effectiveness of the system.

- Representing the Human Services Department at meetings with other counties, departments, public agencies, or vendors for information sharing, system improvements, and implementation of changes to automated public assistance systems which could affect the operations of the department.
- Acting as a resource person for users with questions/problems regarding automated public assistance systems.

Conclusion

The review of the incumbent's primary duties shows that the preponderance of work performed is related to technical systems implementation and coordination and is provided to EA staff. The work requires considerable knowledge of the associated technical public assistance programs and IT systems along with the ability to review, research and analyze complex information associated with the delivery of EA programs to identify issues and make recommendations on systemic changes. Additionally, the incumbent works closely with state contacts and HSD IT groups to implement changing processes and represents the EA division with outside agencies and state workgroups.

With the incumbent's primary duties focused on the coordination and implementation of EA programs and technical systems, the level of authority and independence of action, and the associated analysis and required recommendations, Human Resources has determined that the duties of the studied position are most consistent with the job classification of Public Assistance Systems Specialist.

Recommendation

Approve the reclassification of one Program Planning and Evaluation Analyst to Public Assistance Systems Specialist and retain the incumbent in accordance with Civil Service Rule 3.3B.

Report Prepared by:	Gail Papworth, Human Resources Analyst III
Report Approved by:	Spencer Keywood, Recruitment & Classification Manager
CSC Date:	February 4, 2021

CIVIL SERVICE COMMISSION MINUTES
Sonoma County Human Resources Department
January 7, 2021

PRESENT

Commissioners:	Jerry Dunn, Mark Walsh, Anthony Withington, Pat Sabo,
Human Resources Staff:	Spencer Keywood, Amy Kraus, Colleen Goetz, Gail Papworth, David Phillips, Eric Payne, Michael Nielsen, , Jennifer Tamayo, Paul Carroll, Marissa Georges
Commission Counsel:	Not Present

I. CALL TO ORDER

The virtual meeting was called to order at 3:04 p.m.

II. APPROVAL OF MINUTES

Motion: Commissioner Withington

Second: Commissioner Dunn

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

III. DIRECTOR'S REPORT

Christina Cramer, HR Director, reported that Jeff Walter merged with law office of Colantuono, Highsmith & Whatley (CHW). The firm is highly regarded throughout the state as one of California's leading municipal law firms, and there will be no changes to Mr. Walter representing the commission. Christina reported that HR opened a recruitment for a new R&C human resources technician to replace Adriana. Christina reported that Tracy Cunha will be coming back to HR as an administrative aide for the Commission on Human Rights and Commission on the Status of Women.

IV. PUBLIC COMMENT

V. AGENDA ITEMS

A. Election of Officers for 2021

- Chair of the Commission
- Vice Chair of the Commission

Motion: Commissioner Sabo made a motion to elect Commissioner Hadzess to Chair and Commissioner Withington to Vice Chair of the Civil Service Commission

Second: Commissioner Dunn

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

VI. REPORTS

**A. Law Enforcement Auditor I, Law Enforcement Auditor II & Law Enforcement III –
Independent Office of Law Enforcement Review and Outreach – New Classification Series
Study**

Gail Papworth reported

Roll Call Vote: **Ayes: 4 Absent: 1**

VII. APPEALS

VIII. OTHER SCHEDULING MATTERS

IX. COMMISSIONERS CLOSED SESSION

X. RECONVENCE FROM CLOSED SESSION

XI. COMMISSIONERS OPEN SESSION

XII. ADJOURN

The Civil Service Commission meeting adjourned in honor of Janice Hadzess at 3:52 p.m.