

Civil Service Commission

San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday August 24, 2022 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA



AGENDA

MEMBERS OF THE COMMISSION
President - Jeannie Nix
Vice President - Jed Nicholson
Robert Bergman
Erica Flores Baltodano
Lesley Santos

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes

The following draft minutes are submitted for approval:

- a. July 27, 2022

4. Reports

Commission President
Commission Counsel
Commission Outside Counsel
Commission Secretary

5. Request to Approve New Job Specification(s):

- a. Homeless Services Division Manager

6. Public Comment on Closed Session Item

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

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- 7. CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION**
(Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of San Luis Obispo Civil Service Commission, San Luis Obispo Superior Court Case Numbers 19CV-0713 and 20CV-0524

- 8. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6):** Agency designated representative: Tami Douglas-Schatz, or designee
- Employee organization: San Luis Obispo County Employees' Association

- 9. Closed Session - Public Employee Discipline (per Government Code Section 54957(b)):**
Hearing and deliberations regarding Appeal #A21-01

- 10. Adjournment**

Civil Service Commission

Regular Session Meeting

Wednesday July 27, 2022

1055 Monterey Street, Suite D-271 San Luis Obispo, CA



MEMBERS OF THE COMMISSION

President Jeannie Nix
Vice President Jed Nicholson
Robert Bergman
Erica Flores Baltodano
Lesley Santos

Present: President Nix
Vice President Nicholson
Commissioner Bergman
Commissioner Santos

Staff: Commission Secretary Tami Douglas-Schatz
Commission Clerk Shaley Gunther

County Counsel: Nicholas Quincey

Outside Counsel: Steve Simas

1. Call to Order/Flag Salute/Roll Call

President Nix called the meeting to order at 9:00 a.m. and led the flag salute. Roll was called. Commissioner Baltodano was absent.

Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual. There were no public comments.

2. Minutes

The following draft minutes are submitted for approval:

- a. June 22, 2022

The minutes for June 22, 2022, were considered. Commissioner Bergman motioned to approve the minutes as written. Commissioner Santos seconded the motion. Vice President Nicholson abstained from vote as he was not present at the June meeting. The motion carried 3-0-2.

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3. Reports

Commission President - none
Commission Counsel – none
Commission Outside Counsel – none
Commission Secretary – none

Mark McKibben, Principal Human Resource Analyst, reminded the commission that a hearing by written brief was on track to be presented at the August meeting, noting that the Commission would hear an oral closing argument from both the appellant's and county's representatives, and would have the opportunity to ask questions. Mr. McKibben reported the appellant's representative had requested to appear remotely; President Nix confirmed that this would be allowed, but that the commission would prefer that representation appear in person whenever possible. Mr. McKibben provided an update on prehearing meetings and received confirmation that the Commission would be available for a hearing scheduled for Tuesday October 25, 2022, and Wednesday October 26, 2022.

4. Request to Approve New Job Specification(s):

- a. Executive Assistant to the Board of Supervisors

Lynsey Bond, Human Resources Analyst, with Lisa Howe, Administrative Analyst, presented the new job specification.

Ms. Bond noted that there were three slight grammatical errors which would be amended for clarity.

Ms. Bond noted that this specification provides clarification of job duties which are currently performed by the incumbent in the role. Commissioner Bergman requested clarification regarding the Board of Supervisors involvement in the hiring process related to the role. Commissioner Nicholson requested clarification regarding the change to the organization chart. Ms. Bond confirmed that this new role would replace the current Secretary Confidential position which has been serving the Board.

Commission President Nix requested clarification on how it was discovered that the incumbent was working out of class and inquired if it would be appropriate to expand the Secretary classification to include the responsibilities. Ms. Bond noted that the unique responsibilities differentiating this role from other Secretary roles include the higher level of responsibility, and public facing nature of this position.

Human Resources Director Tami Douglas-Schatz provided clarity regarding the term "confidential" as relating to labor negotiations. She further noted that this proposed role was

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unique because this individual would be handling confidential information, serve in a public facing role, and be serving 5 supervisors rather than a single department head.

Commissioner Santos requested clarification on the requirement in the specification stating the candidate must “use good judgment,” and questioned if there are any requirements for ethics training. Deputy Director of Human Resources, Jamie Russell, noted that performance expectations and a performance management system are used to clarify any expectations beyond what is detailed in the job specification, and to coach and train employees.

Commission Vice President Nicholson moved to approve the new specification as amended to include the grammatical changes referenced by Ms. Bond. Commissioner Bergman seconded the motion. The motion carried 4-0-1.

5. Request to Approve Revised Job Specification(s):

a. Behavioral Health Clinician I/II/III Class Series

Lynsey Bond, Human Resources Analyst, presented the proposed update to the Behavioral Health Clinician career series along with Frank Stapleton, Principal Human Resources Analyst, and Anne Robin, Behavioral Health Administrator. Ms. Bond summarized that the proposed changes would allow incumbents to progress through the class series with their gained experience.

President Nix requested amendment of line 10 on page 6a.009 to state, “AND two (2) years of full-time experience after obtaining a master’s degree...”

Commissioner Santos motioned to approve the revised specification as amended. Vice President Nicholson seconded the motion. The motion carried 4-0-1.

6. Public Comment on Closed Session Item

President Nix asked for public comment regarding the Closed Session items. Seeing none, President Nix moved to Closed Session.

7. CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL - PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of San Luis Obispo Civil Service Commission, San Luis Obispo Superior Court Case Numbers 19CV-0713 and 20CV-0524

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- 8. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6):** Agency designated representative: Tami Douglas-Schatz, or designee.

- 9. Adjournment**

President Nix reported no action was taken in Closed Session and adjourned the meeting at 10:50.

**** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.***

DRAFT



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF HUMAN RESOURCES

Tami Douglas-Schatz *Director*

TO: Civil Service Commission
DATE: August 24, 2022
FROM: Mark McKibben, Principal Human Resources Analyst
SUBJECT: New Classification: Division Manager – Homeless Services
Department: Department of Social Services
Appointing Authority: Devin Drake

RECOMMENDATION

It is recommended that the Commission approve the new Division Manager – Homeless Services classification and specification as proposed.

BACKGROUND

On August 9, 2022 the Board of Supervisors approved the implementation of the San Luis Obispo’s Countywide Plan to Address Homelessness 2022-2027. A key component of the plan was the creation of a new Homeless Services Division. This new Division is comprised of current positions from the Department of Social Services, the Planning & Building Department, as well as new positions approved by the Board. This new position was allocated to DSS. After an extensive review of existing County classifications, it was determined that the unique programmatic needs made it essential to develop a new classification to accurately describe the duties, and establish the qualifications, of the position.

DISCUSSION

The Human Resources Department and DSS developed a new job classification entitled Division Manager – Homeless Services. This new job class describes the unique characteristics, knowledge, skills, and abilities of this assignment.

DSS's Division Managers are assigned to oversee traditional social services programs such as, Child Welfare Services, Adult Protective Services, Cash Aid and Cal Fresh. In contrast, this position is focused on leading the County's newly created Homeless Services Division. This new area of focus will coordinate program efforts with both internal and external partners, while directing three work units of, Housing, Continuum of Care and Grants, and Communication and Data Analysis. This position will be accountable for the development, implementation, and management of the County's plan to address homelessness. The incumbent will oversee division staff and report directly to the Director of Social Services.

RESULT

The proposed Division Manager – Homeless Services specification accurately describes the duties and requirements specific to the position, enabling the County to identify candidates who are qualified for this position, within the County. The specification will be used as a basis for accurate classification, compensation, and performance management.

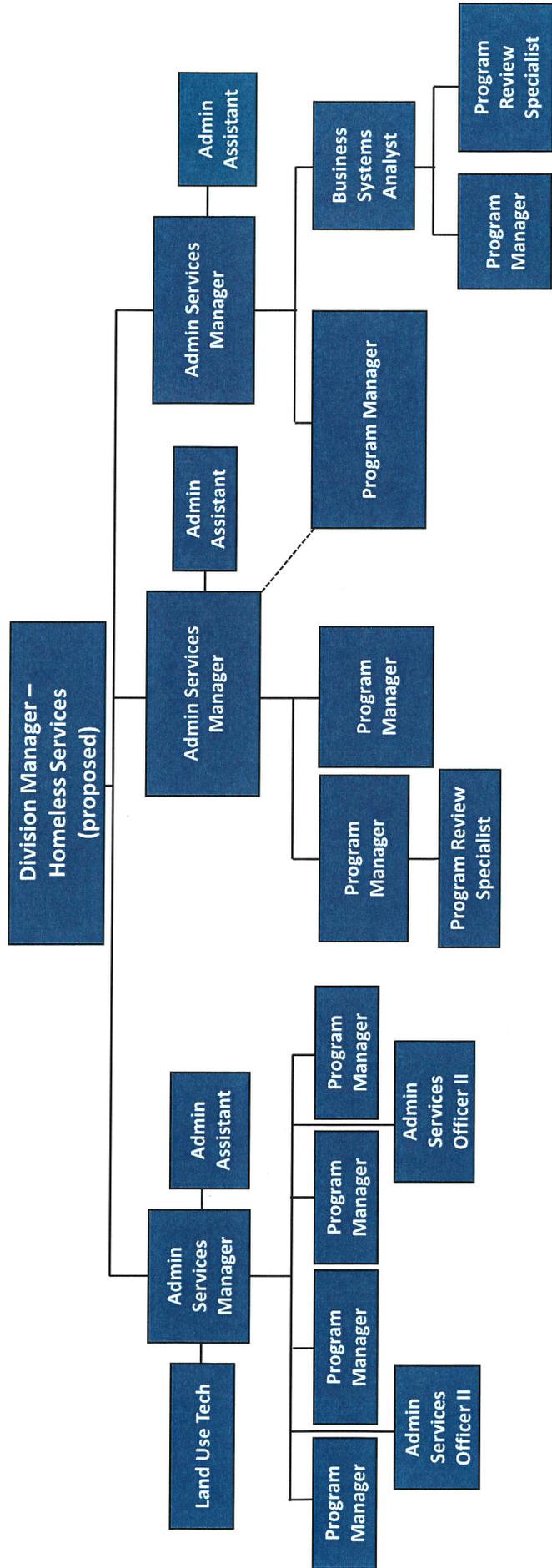
OTHER AGENCY INVOLVEMENT

The Department of Social Services and Administrative Office were involved in the development of the proposed classification and concur with the specification as proposed.

Attachments:

1. Proposed Departmental Organization Chart
2. Proposed Division Manager - Homeless Services Specification
3. Current Division Manager Social Services Specification

Organization Structure for County of San Luis Obispo
 Department of Social Services
Housing and Homelessness Division



1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

3

4

DIVISION MANAGER - HOMELESS SERVICES

5

6 **DEFINITION:**

7 Under general direction, provides strategic planning, management, and administrative
8 oversight of the County Homeless Services Division; develops and implements strategies in
9 collaboration with other county departments, outside agencies and the public; coordinates
10 and directs staff, resources, and communications to address the needs of the homeless and
11 at risk populations; ensures effective and efficient program activities; and supervises and
12 evaluates the performance of assigned personnel.

13

14 **DISTINGUISHING CHARACTERISTICS:**

15 This class is distinguished from the Division Manager- Social Services, in that the latter directs
16 programs unique to a Social Services Department, such as Child Welfare Services, Adult
17 Protective Services, Cash Aide, and Cal Fresh. This class is further distinguished from the
18 higher level Deputy Director – Social Services in that the latter plans, leads, organizes, and
19 directs the activities of a major organizational segment of the Social Services Department,
20 through the supervision of Division Managers.

21

22 **REPRESENTATIVE DUTIES:**

23 (Not in order of importance)

- 24 • Leads the development of the strategic plan and vision of the Division with County
25 leadership, community partners, and other stakeholders.
- 26 • Provides effective leadership, administration, and management of the Division.
- 27 • Leads the design of innovative programming and services for persons experiencing
28 homelessness.

- 29 • Leads and coordinates proactive and collaborative efforts across County Departments
30 to provide services to the homeless.
- 31 • Develops and maintains effective working relationships with elected officials, County
32 Departments, community organizations, and other stakeholders to ensure effective
33 coordination and delivery of homeless services.
- 34 • Presents to the Board of Supervisors and other commissions or committees regarding
35 Division activities.
- 36 • Responds to public inquiries and ensures accurate information is disseminated
37 regarding homelessness and available programs.
- 38 • Assists in the development and preparation of the annual budget for the division;
39 reviews and analyzes budgetary and financial data.
- 40 • Directs and assists in the preparation of grant applications and related reports and
41 data analysis.
- 42 • Monitors and analyzes legislation to determine its effect on homeless services and
43 makes program recommendations.
- 44 • Establishes performance metrics, analyzes data, evaluates performance, and identifies
45 resources that effectively prevent, reduce, and eliminate homelessness.
- 46 • Supervises and evaluates the performance of assigned staff; interviews and selects
47 employees and recommends appointments, transfers, and disciplinary actions within
48 the Homeless Services Division.
- 49 • Performs other duties as assigned.

50

51 **EMPLOYMENT STANDARDS:**

52 **Knowledge of:**

- 53 • Principles of program planning, project management, public administration, and
54 organizational management
- 55 • Best practices and approaches to impact homelessness, including policy development
56 and program management
- 57 • Methods of building consensus among County staff, governmental agencies,
58 community groups and other stakeholders
- 59 • Techniques for designing, creating, and making effective presentations
- 60 • Marketing techniques to ensure public awareness, outreach, and program promotion
- 61 • Laws, regulations, and requirements governing homeless and social services programs
- 62 • Legislative procedures, legal practices, and analytical techniques
- 63 • Principles and practices of grant writing, budget analysis and program assessment
- 64 • Effective verbal and written communication and interpersonal skills
- 65 • Accepted practices of employee supervision and evaluation

66

67 **Ability to:**

- 68 • Plan, lead, organize and direct the operations, functions, activities, and services of the
69 division
- 70 • Coordinate and direct personnel, resources, and communications to meet identified
71 County and public needs
- 72 • Read, analyze, and evaluate complex written materials, develop alternatives, and
73 prepare accurate reports
- 74 • Analyze data trends and analysis related to homelessness
- 75 • Lead research, development, and implementation of homeless services systems,
76 standards, practices, programs, projects, policies, and procedures

- 77 • Communicate effectively, verbally and in writing, to a diverse population of individuals,
78 community groups, and other stakeholders
- 79 • Interpret, apply, and explain rules, regulations, policies, and procedures
- 80 • Plan and organize own work and work of others for successful results
- 81 • Develop and maintain effective relationships with those encountered within the scope
82 of work, including those of diverse perspectives
- 83 • Effectively employ communication skills such as active listening, speaking, and being
84 receptive to alternative approaches
- 85 • Monitor, evaluate and provide recommendations regarding program enhancement
- 86 • Operate a computer and assigned office equipment
- 87 • Supervise, train, and evaluate the performance of assigned personnel
- 88 • Plan, organize, and implement complex projects

89

90 **EDUCATION AND EXPERIENCE:**

91 Graduation from an accredited four-year college or university with a bachelor's degree in
92 Social Sciences, Business Administration, Public Administration, Organizational Leadership, or
93 a closely related field. (Job-related experience may substitute for the required education on a
94 year-for-year basis.)

95 In addition: three years of progressively responsible experience in program development,
96 implementation, and/or management, in Human/Social Services or Housing programs and
97 experience addressing the challenges of homeless or other, at-risk populations. Two years of
98 the required experience must be in a lead or supervisory capacity (a Master's degree may
99 substitute for one year of the required three years of experience.)

100

101 **LICENSES AND CERTIFICATES:**

102 A valid driver license is required at the time of application. A valid CALIFORNIA driver license
103 is required at the time of appointment and must be maintained throughout employment.

104

105 This class specification generally describes the duties and responsibilities characteristic of the
106 position(s) within this class. The duties of a particular position within a multi-position class
107 may vary from the duties of other positions within the class. Accordingly, the essential
108 functions of a particular position (whether it be a multi-position class or a single-position
109 class) will be identified and used by medical examiners and hiring authorities in the selection
110 process. If you have any questions regarding the duties, employment standards, or working
111 conditions of the position, please contact the Human Resources Department at 805.781.5959.

112

113 Adopted: 00-00-00

114 BOS Approved: 00-00-00

115 Revised: 00-00-00

DRAFT

HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

DIVISION MANAGER-SOCIAL SERVICES

DEFINITION:

Under direction plans, organizes and directs the operations, activities and social services of an assigned division, region or area and related programs of the Social Services Department; coordinates and directs personnel, resources and communications to meet identified County and public social service needs and assures effective and efficient activities; supervises and evaluates the performance of assigned personnel; and performs other duties as assigned.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Plans, organizes and directs the operations, activities and social services of an assigned division, region or area and related programs of the Department; directs related case management functions and assures division, region or area activities comply with established standards, laws, codes, regulations, policies and procedures.
- Coordinates and directs personnel, resources and communications to meet identified County and public social service needs and assures effective and efficient activities; collaborates with other administrators, departments, personnel and outside agencies in the development and implementation of division, region or area programs, services, projects, strategies, policies, procedures, goals and objectives.
- Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions; coordinates subordinate work assignments and reviews work to assure accuracy, completeness and compliance with established standards, requirements and procedures; establishes and maintains time lines and priorities.
- Coordinates communications between administrators, staff, other departments, outside organizations and the public; assures proper and timely resolution of issues and problems related to assigned social services and activities; visits facilities to monitor activities and confers with personnel concerning division or area operations, activities, needs and concerns; coordinates, attends and conducts a variety of meetings as assigned; serves on various committees, commissions and task forces as required; prepares and delivers oral presentations concerning assigned social service functions as directed.
- Monitors and evaluates assigned services for progress, financial effectiveness, operational efficiency and capacity to meet public needs; participates in the research, development and implementation of social services, systems, standards, practices, programs, policies and procedures to enhance division, region or area financial effectiveness, operational efficiency and capacity to meet public needs.
- Provides consultation to administrators, personnel, outside agencies and the public concerning division or area operations and related social services; responds to inquiries, resolves issues and conflicts, and provides detailed and technical information concerning related standards, practices, guidelines, requirements, laws, regulations, goals, objectives, policies and procedures; maintains current knowledge of laws, codes, rules, regulations and pending legislation related to assigned programs and functions; modifies programs, functions and procedures to assure compliance with local, State and federal requirements as needed.

- Plans, organizes and directs a variety of special services for identified members of the public; establishes and maintains contact with community resources providing related services and assistance to the public; assures proper and timely communication of goals and objectives; coordinates activities to enhance public awareness of assigned social services.
- Directs and participates in the preparation and maintenance of a variety of narrative and statistical records, reports and files related to social services, projects, programs, caseloads, compliance, personnel, budgets, financial activity and assigned duties; assures mandated reports are submitted to appropriate governmental agency according to established timelines.
- Participates in the development and preparation of the annual budget for assigned division; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; assists with obtaining grants and other funding as assigned; recommends adequate personnel and resource levels to meet designated systems, training and social service needs; negotiates contracts as required.

EMPLOYMENT STANDARDS:

Knowledge of:

- Management of operations, functions, activities and social services of assigned division, region or area and related programs of the Social Services Department
- Theories, trends, principles, terminology, practices and techniques related to assigned area of specialty
- Principles and practices of management including program and project planning and evaluation functions
- Local, State and Federal standards, laws, regulations, and requirements governing social services
- Principles and practices of administration, supervision and training
- Budget preparation and control
- Effective oral and written communication and interpersonal skills
- Operation of a computer and assigned software
- Basic public relations techniques

Ability to:

- Plan, organize and direct the operations, functions, activities and social services of assigned division, region or area and related programs of the Social Services Department
- Coordinate and direct personnel, resources and communications to meet identified County and public social service needs and assure effective and efficient activities
- Supervise and evaluate the performance of assigned personnel
- Participate in the research, development and implementation of social services, systems, standards, practices, programs, projects, policies and procedures
- Provide consultation concerning division, region or area operations and related social services
- Communicate effectively both orally and in writing
- Interpret, apply and explain rules, regulations, policies and procedures
- Establish and maintain cooperative and effective working relationships with others
- Operate a computer and assigned office equipment
- Plan and organize own work and work of others for successful results

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in social sciences, business or public administration or a closely related field. (Job-related experience may substitute for the required education on a year-for-year basis.) In addition, three years of increasingly responsible experience as a supervisor in a California County Welfare/Social Services Department.

LICENSES/CERTIFICATES:

A valid driver's license is required at the time of application. A valid **CALIFORNIA** driver's license is required

at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Personnel Department at (805) 781-5959.

Adopted: 04-28-04

Revised: 06-22-04