

Civil Service Commission

1055 MONTEREY STREET, SUITE D250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

**San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday September 26, 2012 @ 9:00 a.m.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA**



AGENDA

MEMBERS OF THE COMMISSION

Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

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 minutes are submitted for approval:

- a. February 22, 2012 – Regular
- b. March 28, 2012 – Regular
- c. April 25, 2012 – Regular
- d. May 23, 2012 – Regular
- e. May 24, 2012 – Special
- f. May 30, 2012 – Special
- g. June 28, 2012 – Special

4. Reports

- a. Commission President
- b. Commission Counsel
- c. Commission Subcommittees
- d. Commission Secretary
 - 1. Staff Report

5. Discussion on Training Outline

- a. Proposed Topic Outline for Training

6. Job Class Specifications – Revised

- a. Admin Analyst Aide
- b. Community Service Aide
- c. Employment/ Resource Specialist
- d. Social Services Investigator

7. Adjournment

Civil Service Commission

DRAFT

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday February 22, 2012 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Vice President Jay Salter, Commissioner Art Chapman, Commissioner Robert Bergman, Commissioner Bill Tappan

Staff: Commission Secretary Tami Douglas-Schatz; Commission Clerk Robin Mason

Counsel: Rita Neal, General Commission Counsel; Jayne Williams, Outside Commission Counsel for Hearing

1. Call to Order/ Flag Salute/ Roll Call

President Nix called the meeting to order at 9:01 A.M. and led the flag salute.

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. Being none, President Nix closed the Public Comment Period.

3. Reports

a. Commission President

President Nix: stated she had nothing to report at this time.

b. Commission Subcommittees

Commissioner Tappan: confirmed the next CSC Working Group Meeting is scheduled for March 8th.

c. Commission Counsel

Rita Neal: stated she had nothing to report at this time.

d. Commission Secretary

Tami Douglas-Schatz: stated there were no items for today's Secretary's report and no pending appeals at this time.

4. Job Class Specifications – New

a. Personnel Analyst Maricela Havard introduced Sheriff Department Commander Ron Hastie and explained the process leading to the new job specification: Sheriff's Forensic laboratory Specialist.

Commissioner Bergman: asked clarifying questions about the new job specification.

Commissioner Chapman: suggested corrections to the new job specification on page 2 and asked clarifying questions about the language within the spec.

Personnel Analyst Maricela Havard: agreed with Commissioner Chapman's suggestions.

President Nix, Commissioner Tappan, and Commissioner Chapman: suggested making grammatical changes in order to clarify the details of the spec.

Commander Hastie: clarified the duties of the position and clarified that the position would oversee assistants in the long run, but there is no need to change the title at this time since this current spec meets an immediate need.

President Nix: opened the floor for public comment regarding the new job specification for Sheriff's Forensic Laboratory Specialist. Being none, President Nix closed the public comment period.

Commissioner Tappan: moved to approve the new job specification as amended; Commissioner Salter seconded; the motion carried 5-0-0.

5. **Civil Service Commission Procedural Guidelines: Review procedural guideline for the election of officers of the Commission**

President Nix: distributed (*Attachment 1) a document she prepared showing the proposed changes to the Procedural Guideline and opened the discussion up to the Commission.

Commissioner Tappan: commented that it better defined the changes he originally desired.

Commissioner Salter: replied that he would like to hear discussion describing the protocol up to this point.

Commissioner Nix: commented that the discussion was already held during the January meeting and the document being reviewed at the current meeting was determined to be brought back for review.

Commissioner Bergman: described the topic of discussion at the January meeting regarding maintaining continuity until issues were settled.

Commissioner Tappan: clarified that the rotation for the Vice President's position has not been affected by this change.

President Nix: addressed Commissioner Salter's comment and clarified the issue at hand.

Commissioner Chapman: suggested simplifying the rotation list.

All Commissioners: discussed details of the proposed changes.

President Nix: opened for Public Comment.

SLOCEA General Manager Kimm Daniels: commented on the language of the proposed changes to the Procedural Guidelines.

HR Director and Commission Secretary Tami Douglas-Schatz: Stated that she appreciated the opportunity to comment and had nothing further to add.

Deputy County Counsel Susan Hoffman: spoke to the intent of the original guideline as originally adopted and suggested revising the term limit to match the proposed changes.

Personnel Analyst Ken Tasseff: commented that the Commission may want to revise language to allow for flexibility in the future and use good governance to determine if it is a time to have change or a time to have continuity.

President Nix: closed the Public Comment period as there were no further requests to speak.

Commission Counsel Rita Neal: clarified the agenda says to *review* the guideline and suggested President Nix direct staff to bring back a final draft for approval at the next meeting.

All Commissioners: discussed and clarified proposed changes with HR Director and directed staff to add the item to the next regular meeting.

Vice President Salter: requested adding an item to the next agenda.

President Nix: referred to Commission Counsel Rita Neal regarding Commissioner Salter's request to add an item to the next agenda.

Rita Neal: advised the Commission that items can be added by the CSC President or the majority of CSC.

President Nix: asked Mr. Salter about the item he wishes to add to the next agenda.

Vice President Salter: stated he would like to discuss the topic of CSC lunches at the next regular meeting. All agreed to set on next agenda.

Rita Neal: described that the topic to be added will address the Commission's practice and she will bring updated information to the next meeting.

President Nix: adjourned to closed session at 1:25 P.M. to interview prospective outside legal counsel.

6. Closed Session (per Government Code, Section 54957): Interview prospective Legal Counsel

President Nix adjourned to a closed session interview at 10:25 a.m. and reported out at 11:59 a.m. that the Commission decided to ask HR to retain outside Commission Counsel, Mr. Steve Simas of Simas and Associates.

7. **Closed Session (per Government Code, Section 54957): Deliberation on finding and decision regarding Appeal #A10-010.**

President Nix adjourned the meeting for lunch until 1:15 p.m. and after lunch, the Commission adjourned to closed session to discuss finding and decision with outside counsel Jayne Williams at 1:08 pm. President Nix reconvened into open session at 2:29 P.M. Commissioner Chapman made a motion to adopt the findings and decision regarding Appeal #A10-010 and authorized President Nix to sign on behalf of the Commission. Bill Tappan seconded the motion; a motion to approve the February 25, 2009 regular meeting minutes as presented was made by Commissioner Tappan and seconded by Commissioner Salter.

Vote:

Commissioner Salter	Yes
Commissioner Tappan	Yes
Commissioner Bergman	Yes
Commissioner Chapman	Yes
President Nix	Yes

The motion carried: 5-0-0.

8. **Adjournment**

Being no further business, President Nix adjourned the meeting at 2:30 P.M.

** 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.*

* ATTACHMENT 1

Section VII Selection of Officers of the Commission

Re-wording is in **bold**: Full sentences have been moved around for a different flow of the section.

The Commission shall select and appoint a President and Vice President at the first regular meeting in January of each year. The President and Vice President of the Commission shall each hold office for a one-year term. **No member shall be eligible to serve as President until he/she has served at least eleven months on the Commission. The Commission may select and appoint a President and Vice President** according to rotation of those positions in the order of the Supervisorial District number, which the members represent. **The Commission reserves the discretion to select and appoint the President and / or Vice President out of rotation order.** The President and Vice President positions may rotate among the members of the Commission, in the following order:

(Omitted Rotation list)

- A member of the Commission may opt not to be the President during his/her rotation, then the **Commission may select the member who is next in order to be President; OR the Commission may exercise its discretion to select and appoint another member as President.**

Civil Service Commission

DRAFT

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday March 28, 2012 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Vice President Jay Salter, Commissioner Art Chapman, Commissioner Robert Bergman, Commissioner Bill Tappan

Staff: Commission Secretary Tami Douglas-Schatz; Commission Clerk Robin Mason

Counsel: Rita Neal, Commission Counsel

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.

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. Being none, President Nix closed the Public Comment Period.

3. Minutes

December 21, 2011

After a short discussion, a motion was made by Commissioner Chapman and seconded by Commissioner Bergman to approve the December 21, 2011 minutes as presented; the motion carried 5-0-0.

January 10, 2012

After a short discussion, a motion was made by Commissioner Tappan and seconded by Commissioner Chapman to approve the January 10, 2012 minutes as presented; the motion carried 5-0-0.

January 11, 2012

After a short discussion, a motion was made by Commissioner Chapman and seconded by Commissioner Tappan to approve the January 11, 2012 minutes as presented; the motion carried 5-0-0.

4. Reports

a. Commission President

President Nix: stated she had nothing to report at this time.

b. Commission Subcommittees

Commissioner Tappan: confirmed the CSC Working Group Meeting is scheduled for today.

c. Commission Counsel

Rita Neal: stated she had nothing to report at this time.

d. **Commission Secretary**

Tami Douglas-Schatz: stated there were no items for today's Secretary's report and no pending appeals at this time.

5. **Job Class Specifications – New**

- a. Personnel Analyst Ken Tasseff described the reason for needing the new Mental Health Nurse Practitioner job specification and introduced Behavioral Health Administrator Karen Baylor who was present to answer Commission questions.

Commissioner Tappan: commented on lines 33-36 of page 5a(3).

Ken Tasseff: suggested revising the section to be less redundant.

Commissioner Chapman: clarified organizational structure with Ms. Baylor.

Ken Tasseff: explained how the spec is a reclassification.

President Nix: opened up discussion for public comment.

SLOCEA General Manager Kimm Daniels: commented.

Commissioner Chapman: made a motion to approve the revised job specification as modified.

Commissioner Tappan: seconded the motion to approve the revised job specification as modified; motion carried 5-0-0.

6. **Job Class Specifications – Revised**

- a. Personnel Analyst Ken Tasseff described the reason for the Permit Technician job specification revision to "Land Use Technician"

President Nix and Vice President Salter: commented .

Commissioner Chapman: moved to approve the spec revision as written; Commissioner Bergman seconded; motion carried 5-0-0.

7. **Job Class Specifications – Revised**

- b. Personnel Analyst Ken Tasseff: described the reason for needing to revise the Crime Prevention Specialist job specification and introduced Chief Rob Reid who was present to answer Commission questions.

Commissioner Salter: clarified organizational structure with Chief Reid.

Commissioner Tappan and President Nix: clarified details of the spec and opened the discussion to public comment.

President Nix: closed public comment after there were no requests to speak.

Commissioner Bergman: Made a motion to approve the revised job specification as written.

Commissioner Tappan: seconded the motion to approve the revised job specification as written; motion carried 5-0-0.

7. Open Session re: Civil Service Commission Procedural Guidelines. Revise and adopt procedural guidelines for the election of officers of the Commission (action)

President Nix: opened discussion to the Commission .

Vice President Salter and Commissioner Bergman: deferred to fellow commissioners.

All Commissioners: commented and discussed proposed language to revise current procedural guidelines in order to make it clearer and to allow for continuity at the discretion of the Commission.

Commission Counsel Rita Neal: commented that a rotation is preferred; the revision would allow for discretion regarding the order and term that someone could serve as president and vice president.

Commissioner Tappan: clarified with Ms. Neal that the term will remain as one year.

All Commissioners: discussed the intent of revision.

President Nix: opened public comment on current item.

SLOCEA General Manager Kimm Daniels: commented.

President Nix: closed public comment after there were no further requests to speak.

Commissioner Bergman made a motion to adopt selection of officer's language in the Procedural Guidelines as amended.

Commissioner Tappan: seconded motion.

Roll Call Vote:

Commissioner Salter	No
Vice President Tappan	Yes
Commissioner Bergman	Yes
Commissioner Chapman	Yes
President Nix	Yes

The motion carried 4-1-0.

8. Open Session re: Discuss Commissioners adjourning to lunch together and past practice as it relates to the Brown Act

President Nix: reconvened after a short break; opened discussion to the commission regarding item 8.

Vice President Salter: commented that he planned to opt out in order to avoid the appearance of impropriety.

Commissioner Bergman: recalled and commented on past practice.

Commission Counsel Rita Neal: advised the commission, explained options and noted it was not necessary to make a motion or to vote on this item as it was an individual decision.

Commissioner Chapman: commented that he planned to refrain from having lunch with the entire commission in order to avoid appearance of impropriety.

President Nix: opened public comment and requested Auditor-Controller Gere Sibbach enlighten the commission on rules as they apply to this topic.

Mr. Sibbach: addressed the commission, explained policy and staff duties in keeping within Auditor-Controller Department guidelines.

SLOCEA General Manager Kimm Daniels: commented.

President Nix: closed public comment; brought back to the commission for further discussion.

Commissioner Bergman: clarified past practice with Mr. Sibbach.

President Nix: commented on Ms. Neal's prior comments and advice regarding meeting for lunch and expressed Commission's desire to stay within county policy.

9. Open Session: Civil Service Commission Procedural Guidelines: Revise and adopt procedural guidelines for the placement of items on the agenda

President Nix: moved to item 9 and clerk handed out a new version of the Proposed Language regarding CSC Procedural Guidelines (*Attachment 1)

Vice President Salter: asked procedural question.

President Nix: explained her perspective as to how items are currently placed on the agenda.

Commissioners Bergman, Chapman and Tappan: commented favorably and discussed proposed language.

HR Director Tami Douglas-Schatz: suggested discussing the topic in the working group and to have an opportunity to review it further.

Commission Counsel Rita Neal: commented that she has discussed the topic with Ms. Nix via email.

President Nix: opened public comment; being none, she the closed public comment period.

All Commissioners: discussed whether to table the item.

President Nix: opened public comment period.

SLOCEA General Manager: commented.

Natalie Walter: Department of Social Services commented.

All Commissioners: discussed item and a motion was made by Commissioner Bergman to approve item 9.

Roll Call Vote:

Commissioner Salter	No
Vice President Tappan	No
Commissioner Bergman	No
Commissioner Chapman	No
President Nix	No

The motion did not carry to approve item 9 at this time.

Commissioner Tappan: suggested the item be brought back for next month for April's agenda. All agreed.

Commissioner Bergman: requested next regular meeting on April 25, 2012 begin at 1:00 P.M. instead of 9:00 A.M.

10. Adjournment

Being no further business, President Nix adjourned the meeting at 11:40 A.M.

** 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.*

* ATTACHMENT 1

Please replace Pages 9(1) and 9(2) with this page. I make track changes and the message to Tami is not included. When copying my email, odd spacing and changes occurred. This will be easier to read than the pages copied from my email. Jeannie Nix

Formatted

PROCEDUARL GUIDELINES Proposed Revision Section IV Agenda

Purpose of the revision to clarify the exception(s) to paragraph A

- A. Agendas for the Commission will be prepared by the Secretary of the Commission, who has discretion as to when and what items will be included, except matters set at a specific time by the Commission; matters submitted by the President of the Commission; matters submitted by a majority of the members of the Commission; or matters submitted by less than a majority of the Commission upon approval of the President of the Commission.
- B. Items to be included on the agenda of a regular meeting shall be submitted to the Human Resources Director by 5:00 p.m., no later than eight (8) business days prior to the regular meeting, except, matters submitted by the President of the Commission or by a majority of the members of the Commission shall be submitted no later than 1:00 p.m., four(4) business days prior to the regular meeting.

Deleted: with the Human Resources Director having

Deleted: shall

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NEW WORDING:

- A. Agendas for the Commission will be prepared by the Secretary of the Commission, who has discretion as to when and what items will be included, except matters set at a specific time by the Commission; matters submitted by the President of the Commission; matters submitted by a majority of the members of the Commission; or matters submitted by less than a majority of the Commission upon approval of the President of the Commission.
- B. Items to be included on the agenda of a regular meeting shall be submitted to the Human Resources Director by 5:00 p.m., no later than eight (8) business days prior to the regular meeting, except, matters submitted by the President of the Commission or by a majority of the members of the Commission shall be submitted no later than 1:00 p.m., four(4) business days prior to the regular meeting.

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6

Civil Service Commission

DRAFT

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday April 25, 2012 @ 1:00 P.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Vice President Jay Salter, Commissioner Art Chapman, Commissioner Robert Bergman, Commissioner Bill Tappan

Staff: Commission Secretary Tami Douglas-Schatz; Commission Clerk Robin Mason

Counsel: Tim McNulty, Acting Commission Counsel

1. Call to Order/ Flag Salute/ Roll Call

President Nix called the meeting to order at 1:03 P.M. and led the flag salute.

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. Being none, President Nix closed the Public Comment Period.

3. Minutes

January 19, 2012

Vice President Salter congratulated CSC Clerk Robin Mason for preparing a well balanced, unbiased report. A motion was made by Commissioner Tappan and seconded by Commissioner Bergman to approve the January 19, 2012 minutes as presented; the motion carried 5-0-0.

4. Reports

a. Commission President

President Nix: stated she had nothing to report at this time.

b. Commission Subcommittees

Commissioner Tappan: reported the March 28, 2012 Ad Hoc Committee Meeting was successful and issues should be resolved by the next meeting.

c. Commission Counsel

Tim McNulty, Deputy County Counsel: standing in for Rita Neal as Commission Counsel; stated he had nothing to report at this time.

d. Commission Secretary

Tami Douglas-Schatz: reported there is a pending appeal and requested to begin the hearing at next regular meeting on May 23, 2012 and schedule a second day.

3C
1

Commissioner Chapman: stated he will be out of town during that week.

SLOCEA General Manager Kimm Daniels: requested that all 5 commissioners be present for hearing if possible.

President Nix: stated that May 23, 24 were set as tentative dates for pending appeal hearing.

5. Open Session: Ad Hoc work group committee report (action)

a. Staff Report (included in agenda packet)

Tami Douglas-Schatz: stated that of the 4 key items to discuss on the staff report, the Ad Hoc Committee has been able to resolve 2. She proceeded to read item 1 of the staff report into the record.

President Nix opened the first item of the staff report – Brown Act violation and subsequent handling – for commission discussion.

Tami Douglas-Schatz: replied to Commissioner Tappan that it would be taken to the Board after the Commission approves the item.

Commissioner Chapman: explained who would provide the commission with legal advice for potential litigation.

Acting Commission Counsel Tim McNulty clarified that County Counsel will represent the commission in matters other than hearings and that it is beneficial to bring issues to County Counsel if the situation may be a potential liability to the County.

Commissioner Bergman: addressed cost issue and agreed the recommendation of the Ad Hoc Committee was a good idea.

Tami Douglas-Schatz: explained that the purpose of the language was to make County aware of potential liability.

President Nix: opened discussion for public comment; being none, closed public comment.

Commissioner Chapman: made a motion to adopt the summary of the issue and course of action for the future.

Commissioner Bergman: seconded the motion.

Roll Call Vote:

Commissioner Salter	Yes
Vice President Tappan	Yes
Commissioner Bergman	Yes
Commissioner Chapman	Yes
President Nix	Yes

The motion carried 5-0-0.

Tami Douglas-Schatz: read the next items of the staff report into the record and explained that the second item will be discussed later and no action was required on item 3 – Budget.

All Commissioners: discussed items and were please with the progress of the working group.

President Nix: opened discussion for public comment.

SLOCEA General Manager Kimm Daniels: commented.

President Nix: closed public comment, as there were no further requests to speak.

Tami Douglas-Schatz: read item 4 (1) – Witness complaints and how hearings are conducted – and recommended action.

President Nix: opened discussion for public comment.

Deputy County Counsel Susan Hoffman: commented.

SLOCEA General Manager Kimm Daniels: commented.

President Nix: closed public comment, as there were no further requests to speak.

Commissioner Bergman: made a motion to approve amended procedural guidelines regarding hearings.

Vice President Salter: seconded the motion.

Roll Call Vote:

Commissioner Salter	Yes
Vice President Tappan	Yes
Commissioner Bergman	Yes
Commissioner Chapman	Yes
President Nix	Yes

The motion carried 5-0-0.

3C
3

Tami Douglas-Schatz: read item 4 (2) – Trainings – and suggested having new outside counsel, Steve Simas, conduct training on hearing procedures for quasi-judicial bodies; recommended action.

All Commissioners: discussed options of engaging in training.

President Nix: opened discussion for public comment.

SLOCEA General Manager Kimm Daniels: commented.

President Nix: closed public comment, as there were no further requests to speak and suggested bringing issue back to CSC for further discussion.

Tami Douglas-Schatz: agreed to move forward with training and then bring progress report back for discussion in May; concluded item 5.

6. Job Class Specifications – Revised

- a. Personnel Analyst Ken Tasseff introduced the Director of Planning and Building Jason Giffen and described the reason for the Planner I, II, III, Senior revision and distributed the replacement page (*Attachment 1) for 6A(13).

Director of Planning and Building Director Jason Giffen: addressed the Commission and explained that there is a higher level of expectation with community outreach duties for the job.

Commissioner Tappan suggested changing word “acumen” to “acuity” instead so it will sound less adversarial.

President Nix: opened to commission for further comments on the spec revision.

All Commissioners: discussed minor editorial changes to the spec.

President Nix: opened discussion for public comment. Being none, public comment was closed.

Vice President Salter: moved to approve the Planner I, II, III, Senior spec revisions as amended.

Commissioner Chapman: seconded the motion; carried 5-0-0.

7. **Open Session: Civil Service Commission Procedural Guidelines: Revise and adopt procedural guidelines for the placement of items on the agenda (action)**

a. Updated Proposed Revision to Procedural Guidelines (included in agenda packet)

President Nix: reconvened after short break.

All Commissioners: discussed revision as written.

President Nix: Opened discussion for public comment. Being none, public comment was closed.

Commissioner Bergman: moved to adopt procedural guidelines for placing items on the agenda.

Commissioner Tappan: seconded the motion.

Roll Call Vote:

Commissioner Salter	Yes
Vice President Tappan	Yes
Commissioner Bergman	Yes
Commissioner Chapman	Yes
President Nix	Yes

The motion carried 5-0-0.

8. **Adjournment**

Being no further business, President Nix adjourned the meeting at 3:02 P.M.

* 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.

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* ATTACHMENT 1

- 54 geology)
- 55 • Develops, compiles and indexes inventories of a wide variety of environmental resource
- 56 data from existing records and field surveys; conducts field investigations and
- 57 information surveys
- 58 • Prepares technical reports maps, charts and other graphic displays to illustrate research
- 59 findings, project review and environmental issues; writes staff reports
- 60 • Processes routine land use permits, land divisions and environmental determinations and
- 61 assists in the processing of more complex land use permits, land divisions and
- 62 environmental determinations
- 63 • Assists in the preparation of long range planning documents and grant administration
- 64 • May be assigned specialized projects such as serving as a department liaison at advisory
- 65 committee meetings
- 66

In Addition, Planner II:

- 67
- 68
- 69 • Processes complex land use permits and land use applications including complete
- 70 environmental review.
- 71 • Meets and confers with a wide variety of individuals organizations and agencies in the
- 72 public and private sectors, including applicants, general public, consultants and
- 73 representatives of federal, state and local agencies
- 74 • Reviews and/or assists in the preparations of Environmental Impact Reports
- 75 • Completes application processing including making recommendations to the Planning
- 76 and Building Director or General Services Agency Director on the disposition of cases
- 77 • Meets with the public to advise of the effect of county regulations and policies on
- 78 proposed projects and presents reports at public hearings
- 79 • Evaluates development projects to determine compliance with federal, state and local
- 80 land use and environmental laws, regulations and policies (including compliance with the
- 81 California Environmental Quality Act)
- 82 • Prepares Desk Manual procedures
- 83 • May obtain funding and permits for county projects
- 84 • Prepares and presents staff reports at public meetings and hearings
- 85

In Addition, Planner III:

- 86
- 87
- 88 • Completes application processing including making recommendations to the Planning
- 89 and Building Director or General Services Agency Director on the disposition of cases
- 90 • Makes regular presentations at committee meetings and public hearings
- 91 • Prepares, maintains and updates general plan and policy related documents including
- 92 airport and park land use plans;
- 93 • Prepares Environmental Impact Reports
- 94 • Develops land use and environmental language to ensure clarity, standardization, and
- 95 conformity to policy guidelines for the use in reports, specifications and manuals
- 96 • Recommend needed changes to land use codes/ordinances
- 97 • Amends planning documents and policy
- 98 • Administers grants
- 99

In Addition, Senior Planner:

- 100
- 101
- 102 • Manages long term planning programs such as updating or preparing new general plan
- 103 policy documents and the review of large projects with environmental review
- 104 • Prepares and administers grant and related entitlement programs; represents the
- 105 Planning and Building Director and the Environmental Coordinator, or General Services
- 106 Agency Director as directed.

30
6

Civil Service Commission

DRAFT

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday May 23, 2012 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Vice President Jay Salter, Commissioner Robert Bergman, Commissioner Bill Tappan

Absent: Commissioner Art Chapman

Staff: Commission Secretary Tami Douglas-Schatz; Commission Clerk Robin Mason

Counsel: Rita Neal Commission Counsel, Steve Simas Commission Outside Counsel for hearing portion

1. Call to Order/ Flag Salute/ Roll Call

President Nix called the meeting to order at 9:01 A.M. and led the flag salute.

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. Being none, President Nix closed the Public Comment Period.

3. Minutes

February 6, 2012 – Special

A motion was made by Commissioner Tappan and seconded by Commissioner Salter to approve the February 6, 2012 minutes as presented; the motion carried 4-0-1 (Commissioner Chapman was absent).

4. Reports

a. Commission President

President Nix: stated she had nothing to report at this time.

b. Commission Subcommittees

Commissioner Tappan: reported the March 28, 2012 Ad Hoc Committee Meeting was successful and issues should be resolved by the next meeting.

c. Commission Counsel

Rita Neal: stated she had nothing to report at this time.

d. Commission Secretary

Tami Douglas-Schatz: reported that the next date for the second ad hoc committee meeting was scheduled for July 19, 2012. She also provided 2 updates from the Staff Report: (1) Outside Counsel Steve Simas is working on a draft for the Commission to review.

(2) Procedural Guideline updates to the CSC Rules document have been revised and posted on the CSC website: <http://www.slocounty.ca.gov/hr/csc.htm> (*Attachments 1, 2, 3). Lastly, she reported that there were no pending hearings.

5. Job Class Specifications – FYI

a. Planner I, II, III, Senior

Personnel Analyst Ken Tasseff brought proposed Job Specification revision for Planner I, II, III, Senior Spec; it was approved as modified at the last CSC meeting. The updated Job Spec was provided to the Commission for informational purposes.

President Nix: Confirmed that the revised Job Spec for Planner I, II, III, Senior was approved as modified and confirmed with Commission Counsel Rita Neal that no action was necessary then opened the discussion for public comment. Being none, President Nix closed the public comment period.

6. Closed Session (per Government Code Section 54957): Hearing and Deliberations regarding Appeal #A11-005

President Nix called the closed session hearing to order at 9:13 a.m. after a short break. The hearing lasted all day and was continued to the next day, May 24, 2012.

10. Adjournment

President Nix: No direction was given, adjourned the meeting at 4:46 P.M.

** 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.*

* ATTACHMENT 1

I. COMMITTEES

- A. The President, with majority consent of the San Luis Obispo County Civil Service Commission, shall appoint committees at such times as he/she deems necessary for the proper conduct of the business of the Commission, provided that no committees shall include in their membership more than two Commissioners.
- B. All orders of the Commission relative to committees shall specify the purpose of the committee, the length of time the committee shall serve and the times and methods by which the committee shall report to the Commission.

II. TIME OF MEETINGS

- A. The Commission shall meet in regular session on the fourth Wednesday of each month. Due to holidays, alternative dates may be selected.
- B. Business shall be conducted between 9:00 a.m. and 5:00 p.m. only, unless extended by unanimous consent of the Commissioners present. Otherwise, business shall be adjourned to the following day or on a day designated by the Commission.

III. COMMISSION STAFF

- A. The County Counsel or his/her Deputy shall be present at all meetings of the Commission.
- B. The Human Resources Director or his/her representative and staff shall be present at all meetings of the Commission.
- C. The Secretary of the Commission or Secretary pro tem, shall be present at all meetings of the Commission.
- D. A Department Head or his/her representative shall be present to represent his/her department on matters before the Commission. The Commission may defer action if no representative is present.

IV. AGENDA

- A. Agendas for the Commission will be prepared by the Secretary of the Commission, who has discretion as to when and what items will be included, except matters set at a specific time by the Commission; matters submitted by the President of the Commission; matters submitted by a majority of the members of the Commission; or matters submitted by less than a majority of the Commission upon approval of the President of the Commission.
- B. Items to be included on the agenda of a regular meeting shall be submitted to the Human Resources Director by 5:00 p.m., no later than eight (8) business days prior to the regular meeting, except, matters submitted by the President of the Commission or by a majority of the members of the Commission shall be submitted no later than 1:00 p.m., four(4) business days prior to the regular meeting. (4/25/12)

✖ ATTACHMENT 2

issued by, the Commission. These records shall be available to the public unless otherwise ordered by the Commission.

4. Pre-hearing Meeting of the Parties: When an appeal or grievance is set for hearing the Human Resources Director shall schedule a pre-hearing meeting, at a time mutually acceptable to the parties and the Human Resources Director. The purpose of the pre-hearing meeting is to inform the parties of their pre-hearing obligations and to assist the parties in carrying out their responsibilities as set forth in these Procedural Guidelines. If either party refuses or is unable to meet with the Human Resources Director, the Human Resources Director shall inform the Commission.

B. COMMISSION HEARINGS:

1. With the understanding that the President of the Commission shall have final authority on the order and length of time of presentations, the following order of hearing presentation shall be followed where applicable:
 - a. President:
 - (1) States name of appellant, classification and appointing authority.
 - (2) Reads nature of grievance and appeal, rule(s) alleged not followed, and relief requested.
 - (3) Orders swearing of all witnesses present.
 - (4) States the issues.
 - (5) Appellant and respondent affirm/amend/add to statement of issues.
 - b. The Commission receives stipulations theretofore agreed to.
 - c. President begins hearing:
 - (1) States issues agreed upon.
 - (2) States stipulations agreed upon.
 - d. Presentation of case by party with initial burden of proof under Civil Service Commission Rule 4.05(h). (04/25/12)
 - (1) Cross-Examination
 - (2) Questions from Commissioners.
 - (3) Follow-up questions by both parties
 - e. Presentation of case by party not having the initial burden of proof.
 - (1) Cross-Examination.
 - (2) Questions from Commissioners.
 - (3) Follow-up questions by both parties
 - f. Rebuttal witnesses if good cause shown.
 - g. Summation by party with initial burden of proof.

* ATTACHMENT 3

- h. Summation by party not having initial burden of proof.
- i. Commission adjourns to closed session to determine Findings & Decision.
- j. Open session to announce Findings & Decision.

VII. SELECTION OF OFFICERS OF THE COMMISSION

The Commission shall select and appoint a President and Vice President at the first regular meeting in January of each year, and may do so according to rotation of those positions in the order of the Supervisorial District number which the members represent. The President and Vice President of the Commission shall each hold office for a one-year term. No member shall be eligible to serve as President or Vice President until he or she has served at least eleven months on the Commission. The President and Vice President positions rotate annually among the members of the Commission with the President appointed from Supervisorial District 5 and the Vice President appointed from Supervisorial District 1 beginning in 2013.

In the event a member of the Commission opts not to serve as the President or Vice President during his or her rotation, the Commission may select the member who is next in order to be President and/or Vice President; OR the Commission may exercise its discretion to select and appoint another member as President and/or Vice President. (2/22/12)

VIII. MEET AND CONFER PROCESS

This policy establishes procedures for meeting and conferring in good faith with recognized employee organizations regarding matters within the scope of representation that directly affect and primarily involve administration of the County's Civil Service Ordinances. It is the established policy of the Commission to conduct joint meet and confer sessions with all employee organizations which have been accorded "exclusive representative" status by San Luis Obispo County Board of Supervisors and County Management.

Civil Service Commission

DRAFT

The San Luis Obispo County Civil Service Commission
Special Session Meeting
Thursday May 24, 2012 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Vice President Jay Salter, Commissioner Robert Bergman, Commissioner Bill Tappan

Absent: Commissioner Art Chapman

Staff: Acting Commission Secretary Mark McKibben; Commission Clerk Robin Mason

Counsel: Steve Simas Commission Outside Counsel for hearing portion

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.

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. Being none, President Nix closed the Public Comment Period.

3. Closed Session (per Government Code Section 54957): Hearing and Deliberations regarding Appeal #A11-005

President Nix called the closed session hearing to order at 9:00 a.m. The hearing lasted all day and was continued to May 30, 2012 at 8:30 a.m.

10. Adjournment

President Nix: No direction was given, adjourned the meeting at 4:46 P.M.

** 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.*

Civil Service Commission

DRAFT

The San Luis Obispo County Civil Service Commission
Special Session Meeting
Wednesday May 30, 2012 @ 8:30 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Vice President Jay Salter, Commissioner Robert Bergman, Commissioner Bill Tappan

Absent: Commissioner Art Chapman

Staff: Acting Commission Secretary Mark McKibben; Commission Clerk Robin Mason

Counsel: Steve Simas Commission Outside Counsel for hearing portion

1. Call to Order/ Flag Salute/ Roll Call

President Nix called the meeting to order at 8:30 A.M. and led the flag salute.

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. Being none, President Nix closed the Public Comment Period.

3. Closed Session (per Government Code Section 54957): Hearing and Deliberations regarding Appeal #A11-005

President Nix called the closed session hearing to order at 8:31 a.m. The hearing lasted all day; deliberations to take place during closed session at the next meeting in June.

10. Adjournment

President Nix: no decision made; direction given to Counsel. Adjourned the meeting at 4:46 P.M.

** 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.*

Civil Service Commission

DRAFT

The San Luis Obispo County Civil Service Commission
Special Session Meeting
Thursday June 28, 2012 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Commissioner Robert Bergman, Commissioner Bill Tappan

Absent: Vice President Jay Salter, Commissioner Art Chapman

Staff: Acting Commission Secretary Mark McKibben; Commission Clerk Robin Mason

Counsel: Steve Simas Commission Outside Counsel for hearing portion

1. Call to Order/ Flag Salute/ Roll Call

President Nix called the meeting to order at 8:58 A.M. and led the flag salute.

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.

SLOCEA General Manager Kimm Daniels: commented.

President Nix: acknowledged there were no further requests, closed the Public Comment Period.

3. Closed Session (per Government Code Section 54957): Deliberations regarding Appeal #A11-005

President Nix called the closed session deliberations to order at 9:01 A.M to discuss findings and decision with outside counsel Steve Simas. President Nix reconvened into open session at 10:05 P.M. Outside Counsel Steve Simas explained Vice President Salter's absence and his role in the deliberation process.

President Nix: Read the Findings and Decision into the record.

Commissioner Bergman made a motion to adopt the findings and decision regarding Appeal #A11-005 and authorized President Nix to sign on behalf of the Commission. Commissioner Tappan seconded.

Roll Call Vote:

President Nix	Yes
Commissioner Salter	Absent
Commissioner Tappan	Yes
Commissioner Bergman	Yes
Commissioner Chapman	Absent

The motion carried: 3-0-2.

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4. **Adjournment**

President Nix: adjourned the meeting at 10:06 A.M.

** 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.*



Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz, Director

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408
Telephone 805.781.5959 • Fax 805.781.1044 • Email: hr@co.slo.ca.us

September 26, 2012

To: Civil Service Commission
From: Tami Douglas-Schatz *[Signature]*
Human Resources Director/Civil Service Commission Secretary
Subject: Update on the Ad Hoc Working Group Committee

Background:

On April 25, 2012, the Civil Service Commission reviewed three recommendations in partial, but significant, resolution to the items being addressed by the Ad Hoc Working Group Committee (working group). The purpose of the working group was to discuss and improve four key items:

1. Brown Act violation by one Commissioner and subsequent handling
2. Roles and Responsibilities and interaction between the CSC and the HR Director
3. Budget
4. Witness complaints and how hearings are conducted

The Commission previously approved some changes, based upon the recommendation of the members of the working group, on items 1, 3, and the second half – how hearings are conducted – of item 4. Specifically, changes to the procedural guidelines regarding hearings appear to be effective. The remaining items, numbers 2 and 4 (i.e., witness complaints), were addressed when the working group reconvened on August 30, 2012 (President Nix, Commissioner Tappan, and Tami Douglas-Schatz were in attendance; Jim Grant, County Administrator, was unable to attend).

Summary of Final Working Group Meeting:

The working group meeting was once again productive. The remaining items were discussed in detail, resolved and are now before the Commission for review:

1. Roles, responsibilities and interactions between the CSC and HR Director

The working group members agreed that this item is being resolved and will continue to be resolved with the current effort underway to rebuild trust. The Civil Service Commissioners and the Human Resources Director agree that there was a breach of trust in their working relationship. Everyone has committed to working in a professional way to continue to repair the trust and have a productive relationship.

2. Witness Complaints

In the event there are any future complaints from participants in a hearing process, the Human Resources Director agrees that notification and communication with the Commission will occur as soon as possible and in a manner that protects the Commission from any potential allegation or risk of non-neutrality.

Upon receipt and file, final completion of the items identified by the Board of Supervisors, and approved by the Commission, requiring collaboration and improvement will be achieved.

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SIMAS & ASSOCIATES
L T D

GOVERNMENT AND ADMINISTRATIVE LAW

MEMORANDUM

TO: Tami Douglas-Schatz
FROM: Steven L. Simas
RE: Proposed Topic Outline for Training
DATE: September 14, 2012

I. Brief History of San Luis Obispo Civil Service Commission

- A. State Law
- B. County Ordinances
- C. Purpose/Mission
- D. Goals of Civil Service
 - 1. Employment as a “right”
 - 2. Different from “At-will” employment
 - 3. Due process rights
 - a. Rejection on probation (no appeal)
 - b. Permanent employee

II. Jurisdiction of SLOCSC

- A. Responsibilities of the SLOCSC
 - 1. Prescribe, amend, repeal and enforce Civil Service Rules
 - 2. Oversee administration of County Civil Service Program
 - 3. Consider legitimacy of grievances and hear appeals and grievances
 - 4. Conduct disciplinary hearings

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B. Types of cases heard

1. Grievance procedures
2. Appeals of:
 - a. Grievance routing decision
 - b. Classification action
 - c. Applicant disqualification
 - d. Examination administration
 - e. Medical or physical standards disqualification
 - f. Eligible list rejection
- g. Below satisfactory evaluations
- h. Disciplinary actions
- i. Grievance rejection
- j. Discriminatory probation rejection
- k. Discriminatory treatment

III. Administrative Hearings

A. Rules for Commission Hearings

1. Rule 4—Grievance and Appeals Procedures
2. Procedural Guidelines, Section VI
3. Rules of Administrative Law and Procedure
4. Case Law

B. Requirements of Appeal Submission

C. Prehearing Matters

1. Discovery
2. Prehearing conference(s)
3. Stipulations of the parties
4. Submission of Exhibits/Marking Exhibits
5. *Skelly* Hearing
 - a. Requirements
 - b. *Skelly* decision

D. Notice of Hearing

E. Rights of the Parties

F. Burden of Proof

- G. Subpoenaing Witnesses
- H. Administrative Record
- I. Rulings on evidence, objections, etc.
 - 1. Hearsay is admissible
 - 2. Rules allow "all relevant evidence"
 - 3. "Relevant evidence" defined
 - 4. Hearsay cannot support findings

IV. Anatomy of a Disciplinary Action

- A. Causes for Discipline
 - 1. Rule 14.02
 - 2. Similar to Government Code Section 19572
 - 3. Definitions of Common Causes for Discipline
 - a. Violation of Rule 6.03
 - b. Incompetence
 - c. Inefficiency
 - d. Inexcusable neglect of duty
 - e. Insubordination
 - f. Dishonesty
 - g. Inexcusable absence without leave
 - h. Discourteous treatment of the public or other employees
 - i. Improper political activity
 - j. Willful disobedience
 - k. Misuse of County property
 - l. Violations of County or departmental rules or policies
 - m. Conduct unbecoming an employee in the public service
 - n. Negligence
 - o. Unauthorized release of confidential information from official records
 - p. Overall Unsatisfactory performance evaluation as defined in Rule 13.04
 - 4. Range of Disciplinary Penalties

B. Common Defenses

V. Commission's Decision

- A. Fair proceeding
 - 1. Due process considerations
 - 2. Lack of bias/appearance of bias
 - 3. Guidelines to Avoid

- B. Decision Process and Requirements
 - 1. Evidence must support findings
 - 2. Hearsay evidence
 - 3. Penalty

VI. Judicial Review/Petition for Writ of Administrative Mandate

- A. Timeframe

- B. Scope of Court's Review
 - 1. Deference to Administrative Agency
 - 2. Limited to Administrative Record
 - 3. New Evidence Only in Rare Cases

- C. Common Grounds for Granting Writ Petition
 - 1. Findings not supported by evidence in the record
 - 2. Prejudicial abuse of discretion
 - 3. Lack of fair trial

- D. Judicial Remedies
 - 1. Set aside commission decision
 - 2. Remand with instructions
 - 3. Affirm commission decision

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Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: September 26, 2012

FROM: Mark McKibben, Personnel Analyst

SUBJECT: Revised Specification: Administrative Analyst Aide

RECOMMENDATION

It is recommended that the Commission approve the revised Administrative Analyst Aide class specification as proposed.

DISCUSSION

At the request of the Administrative Office, the Human Resources Department conducted a review of the Administrative Analyst Aide class specification. This specification was last revised in October 2005.

The County Office of Emergency Services (OES) is a unit of Administrative Office (AO) and is responsible for providing disaster preparedness and emergency management services for the County. In the event of a large scale disaster, such as: earthquake, wildland fire, flood or an incident at Diablo Canyon, OES staff coordinate the efforts of first-responders, state and federal agencies, schools, businesses and the community at large. Additional regulatory requirements related to nuclear power plants and those arising from hurricane Katrina and the 911 attacks have resulted in an increased demand for skilled administrative support for OES staff. This additional workload is currently assigned to incumbents in the professional-level Emergency Services Coordinator classification. In reviewing the County's classification plan, Human Resources recommended amending the existing Administrative Analyst Aide class specification to address these additional duties.

Incumbent Administrative Analyst Aides perform paraprofessional administrative duties in support of multiple AO programs including: the annual budget process, county-wide strategic planning and organizational effectiveness initiatives. As currently written, many of the representative duties and employment standards outlined in the class specification apply to both traditional AO and OES programs. The proposed changes in the class specification add duties that are unique to OES assignments and will allow for rotational assignments between AO and OES positions. The revisions also allow for future recruitments to be subclassed for OES or traditional Administrative Analyst Aide duties. In addition, the minimum qualifications have been amended to include education and/or experience in emergency management or a related field.

The Administrative Office, Employee Relations and SLOCEA all concur with the specification as proposed.

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HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

ADMINISTRATIVE ANALYST AIDE

DEFINITION:

Under general supervision performs complex paraprofessional administrative duties in support of the Administrative Office; assists with and/or supports Administrative Office activities such as the annual budget process, organizational effectiveness initiatives, agenda preparation and the activities of the Office of Emergency Services; and performs other related work as required.

REPRESENTATIVE DUTIES:

(Not in order of importance)

ALL ASSIGNMENTS:

- Assists the Administrative Office with budgeting and other fiscal monitoring activities; coordinates technical aspects of the annual budget and fee schedule preparation processes.
- Assists County departments with technical aspects related to preparation of annual budget and other reports; analyzes and makes funding recommendations for smaller, less complex budgets and programs.
- Coordinates the technical aspects of the Board of Supervisors agenda preparation process; reviews departmental agenda items for accuracy and compliance with legal requirements, including the Brown Act.

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- Performs basic accounting duties in support of Administrative Office programs; collects, organizes and tabulates a variety of financial information related to expenditures and the allocation of grant funds.
- Performs tasks necessary to implement approved policies, programs, systems, or procedures; recommends and participates in information systems feasibility studies and applications; initiates and/or recommends changes to increase departmental effectiveness and productivity.
- Responds to inquiries by County officials, employees and members of the public on rules, standards, policies, procedures and emergency preparedness programs; ensures proper and timely resolution of related issues, problems, and discrepancies.
- May make oral presentations to various boards, commissions, and other groups; may coordinate departmental payroll/personnel activities and/or manage purchasing and procurement activities; may supervise clerical staff.
- May conduct special studies and/or surveys related to budgetary issues, organizational effectiveness or emergency preparedness programs.

OFFICE OF EMERGENCY SERVICES ASSIGNMENTS

- Assists in the coordination of resources, personnel and communications in preparation for natural, environmental, homeland security or other emergencies.
- Coordinates emergency planning activities with local, state and federal agencies; Assists with Emergency Operations Center and Joint Information Center functions during drills and activations.

- Coordinates interagency activities and provides administrative support in the review of emergency plans, maps and standard operating procedures for various agencies and jurisdictions; may communicate with the media and distribute media releases.
- Assists in the testing and maintenance of communication systems and devices such as the Emergency Alert System, telephone systems, internet, email, amateur radio and pagers.
- Coordinates the documentation of emergency preparedness activities, such as: personnel training records, equipment inventory and distribution.

EMPLOYMENT STANDARDS:

Knowledge of:

ALL ASSIGNMENTS:

- Operating procedures of the County Board of Supervisors
- County organizational structure
- Basic project organization principles
- Policies and procedures of public meetings
- Modern office practices and procedures
- Basic math and English grammar
- Personal computer applications and operations
- Basic bookkeeping/accounting practices

OFFICE OF EMERGENCY SERVICES ASSIGNMENTS

- Operating procedures of emergency management activities
- Emergency management structure in California
- Basic project management practices

Ability to:

ALL ASSIGNMENTS:

- Interpret, apply and explain complex laws, ordinances, rule and regulations
- Use independent decision-making skills to analyze and resolve non-routine problems
- Perform a variety of work assignments simultaneously
- Organize projects, collect relevant information, and provide oral or written reports
- Communicate effectively both orally and in writing
- Establish and maintain effective working relationships
- Maintain confidentiality of information
- Perform accurate mathematical calculations
- Create and maintain accurate financial records and prepare reports

OFFICE OF EMERGENCY SERVICES ASSIGNMENTS

- Remain calm in emergency situations
- Coordinate communication activities with media outlets
- Plan, implement, monitor and evaluate emergency services programs

EDUCATION AND EXPERIENCE:

Either A: Completion of two years (60 semester units or 90 quarter units) of college level coursework at an accredited college or university in business administration, public administration, emergency management or a closely related field Or B: Two years of progressively responsible administrative support experience in preparing and monitoring budgets, financial reporting, technical writing or emergency planning activities. In addition, experience must include performing customer service duties.

LICENSES AND CERTIFICATES:

Certain positions within this classification may require driving. When driving is an essential function of the position, a CALIFORNIA driver license will be required at the time of appointment.

OTHER CONDITIONS OF EMPLOYMENT:

Must be willing to adjust work hours to meet operational demands and respond as arranged by the department on a 24-hour basis to assist and advise in emergency situations. Must maintain a hard wired telephone at place of residence if assigned to be on call by the department.

SPECIAL SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. Accordingly, the essential functions of a particular position 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 Human Resources Department at (805) 781-5959.

Revised: 10-26-05

Adopted: 7-28-04

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1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

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5 **ADMINISTRATIVE ANALYST AIDE**

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8 **DEFINITION:**

9 Under general supervision performs complex paraprofessional administrative duties in
10 support of ~~programs within, or directed by,~~ the Administrative Office; assists with
11 and/or supports Administrative Office activities such as the annual budget
12 ~~processpreparation,~~ organizational effectiveness initiatives, ~~and~~ agenda preparation
13 and the activities of the Office of Emergency Services; and ~~does-performs~~ other related
14 work as required.

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16 **REPRESENTATIVE DUTIES:**

17 (Not in order of importance)

18
19 ALL ASSIGNMENTS:

- 20 • Assists the Administrative Office with budgeting and other fiscal monitoring
21 activities; coordinates technical aspects of the annual budget and fee schedule
22 preparation processes.
- 23
- 24 • Assists County departments with technical aspects related to preparation of
25 annual budget and other reports; analyzes and makes funding recommendations
26 for smaller, less complex budgets and programs.
- 27
- 28 • Coordinates the technical aspects of the Board of Supervisors agenda
29 preparation process; reviews departmental agenda items for accuracy and
30 compliance with legal requirements, including the Brown Act.

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- ~~Performs basic accounting duties in support of administrative programs~~Administrative Office programs, including risk management and benefit administration; collects, organizes and tabulates a variety of financial information related to expenditures and the allocation of grant funds, including compensation data, in support of administrative programs; maintains various databases.
-
- Performs tasks necessary to implement approved policies, programs, systems, or procedures; recommends and participates in information systems feasibility studies and applications; initiates and/or recommends changes to increase departmental effectiveness and productivity.
- Responds to inquiries by County officials, employees and members of the public on rules, standards, policies, ~~and procedures~~ and emergency preparedness programs; ~~assures~~ ensures proper and timely resolution of related issues, problems, and discrepancies.
- ~~Makes~~ May make oral presentations to various boards, commissions, and other groups; may coordinate departmental payroll/personnel activities and/or manage purchasing and procurement activities; may supervise clerical staff.
- May conduct special studies and/or surveys related to budgetary issues, ~~or~~ organizational effectiveness or emergency preparedness programs.

OFFICE OF EMERGENCY SERVICES ASSIGNMENTS

- Assists in the coordination of resources, personnel and communications in preparation for natural, environmental, homeland security or other emergencies.

- 60 • Coordinates emergency planning activities with local, state and federal agencies;
61 Assists with Emergency Operations Center and Joint Information Center
62 functions during drills and activations.

- 63
- 64 • Coordinates interagency activities and provides administrative support in the
65 review of emergency plans, maps and standard operating procedures for various
66 agencies and jurisdictions; may communicate with the media and distribute
67 media releases.

- 68
- 69 • Assists in the testing and maintenance of communication systems and devices
70 such as the Emergency Alert System, telephone systems, internet, email,
71 amateur radio and pagers.

- 72
- 73 • Coordinates the documentation of emergency preparedness activities, such as:
74 personnel training records, equipment inventory and distribution.

- 75

76 **EMPLOYMENT STANDARDS:**

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78 **Knowledge of:**

79 **ALL ASSIGNMENTS:**

- 80 • Operating procedures of the County Board of Supervisors
- 81 • County organizational structure
- 82 • Basic project organization principles
- 83 • Policies and procedures of public meetings
- 84 • Modern office practices and procedures
- 85 • Basic math and English grammar
- 86 • Personal computer applications and operations
- 87 • Basic bookkeeping/accounting practices

- 88

89 **OFFICE OF EMERGENCY SERVICES ASSIGNMENTS**

- [Operating procedures of emergency management activities](#)
- [Emergency management structure in California](#)
- [Basic project management practices](#)

Ability to:

ALL ASSIGNMENTS:

- Interpret, apply and explain complex laws, ordinances, rule and regulations
- Use independent decision-making skills to analyze and resolve non-routine problems
- Perform a variety of work assignments simultaneously
- Organize projects, collect relevant information, and provide oral or written reports
- Communicate effectively both orally and in writing
- Establish and maintain effective working relationships
- Maintain confidentiality of information
- [Perform accurate mathematical calculations](#)
- [Create and maintain accurate financial records and prepare reports](#)

OFFICE OF EMERGENCY SERVICES ASSIGNMENTS

- [Remain calm in emergency situations](#)
- [Coordinate communication activities with media outlets](#)
- [Plan, implement, monitor and evaluate emergency services programs](#)

EDUCATION AND EXPERIENCE:

Either A: Completion of two years (60 semester units or 90 quarter units) of college level coursework at an accredited college or university in business administration, public administration, [emergency management](#) or a closely related field Or B: Two years of progressively responsible administrative ~~_or financial_~~ support experience in preparing and monitoring budgets, [financial reporting, technical writing or emergency planning](#)

119 | ~~activities. or performing other technical administrative duties.~~ In addition, experience
120 must include performing customer service duties.

121

122 | **LICENSES AND CERTIFICATES:**

123 Certain positions within this classification may require driving. When driving is an
124 essential function of the position, a CALIFORNIA driver license will be required at the
125 time of appointment.

126

127 | **OTHER CONDITIONS OF EMPLOYMENT:**

128 | Must be willing to adjust work hours to meet operational demands and respond as
129 arranged by the department on a 24-hour basis to assist and advise in emergency
130 situations. Must maintain a hard wired telephone at place of residence if assigned to be
131 on call by the department.

132

133 | **SPECIAL SUBCLASS RECRUITMENT:**

134 | Recruitments for this classification may be conducted according to the special divisions
135 or programs in which the vacancy exists and the requirements of the position.

136 | This class specification generally describes the duties and responsibilities characteristic
137 of the position(s) within this class. Accordingly, the essential functions of a particular
138 position will be identified and used by medical examiners and hiring authorities in the
139 selection process. If you have any questions regarding the duties or the working
140 conditions of the position, please contact the Human Resources Department at (805)
141 781-5959.

142

143 | ~~This class specification generally describes the duties and responsibilities characteristic~~
144 ~~of the position(s) within this class. The duties of a particular position within a multi-~~
145 ~~position class may vary from the duties of other positions within the class. Accordingly,~~
146 ~~the essential functions of a particular position (whether it be a multi-position class or a~~
147 ~~single-position class) will be identified and used by medical examiners and hiring~~
148 ~~authorities in the selection process. If you have any questions regarding the duties or~~

149 | ~~the working conditions of the position, please contact the Personnel Department at~~
150 | ~~(805) 781-5959.~~

151

152 Revised: 10-26-05

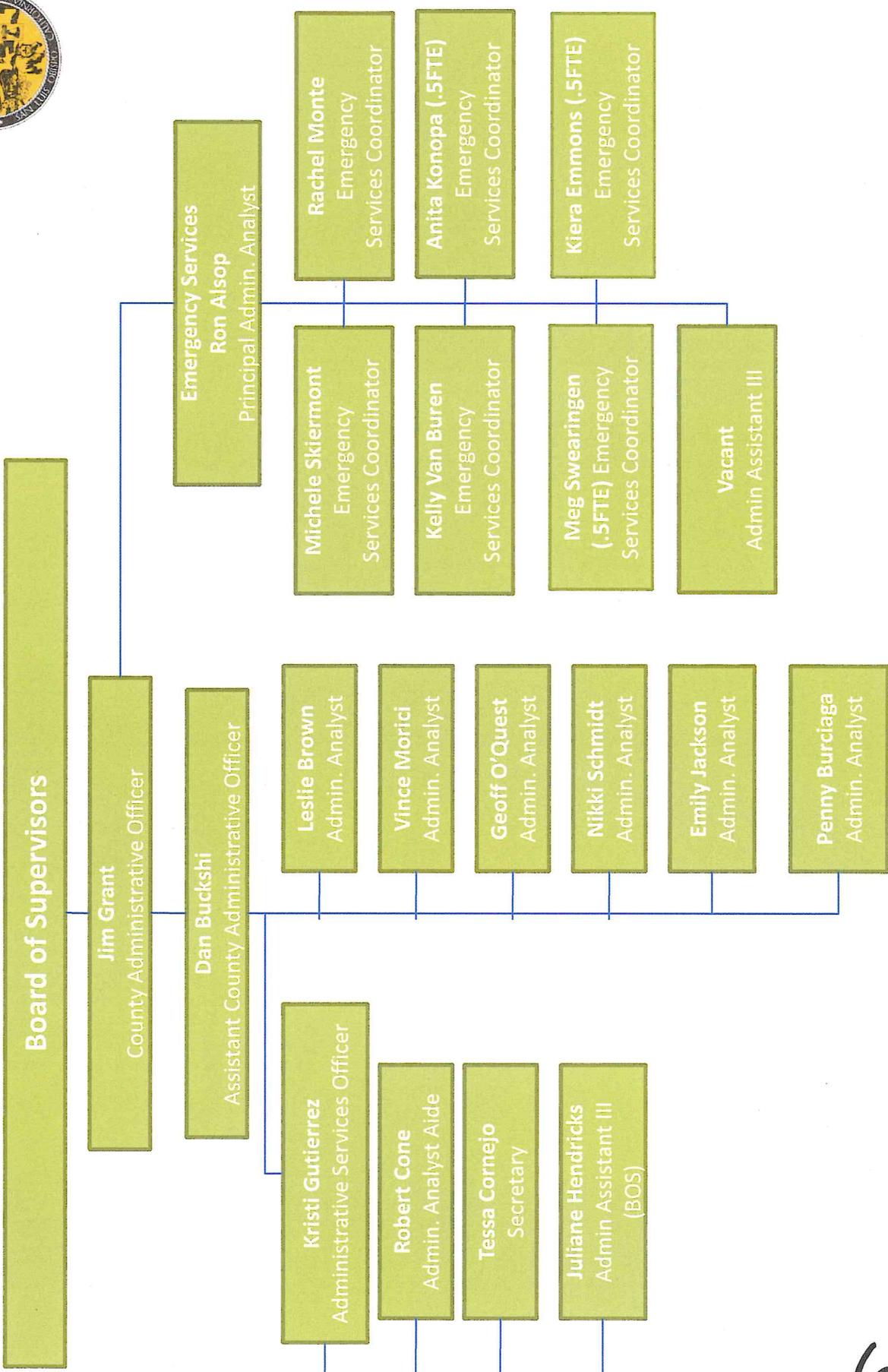
153 Adopted: 7-28-04

6A
12



County of San Luis Obispo

Administration Office Organizational Chart



6A
13



Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: September 26, 2012

FROM: Emily Dabner-Rutter, Personnel Analyst

SUBJECT: Revised Specification: Community Service Aide

RECOMMENDATION

It is recommended that the Commission approve the revised Community Service Aide class specification as proposed.

DISCUSSION

At the request of the Department of Social Services, the Human Resources Department is proposing revisions to the Community Service Aide class specification. This class specification was last revised in March 1999. The key substantive changes are as follows:

- 1) The minimum qualifications for the Community Service Aide classification have been revised to require that candidates possess either a high school diploma or GED certificate. This will ensure that candidates have a basic level of educational experience. Previously, there were no minimum qualifications for this classification.
- 2) The representative duties, knowledge and skills sections have been revised to provide greater detail about the classification. The proposed revisions offer a more comprehensive list of representative duties and job functions, providing applicants with sufficient information about the position and responsibilities.

As part of our ongoing Specification Update Program, various formatting changes have also been included with the proposed revisions.

Attached are track changes for the aforementioned class specification, an organizational chart of the Department of Social Services is also attached. The department has been involved in the development of this specification and concurs with the specification as proposed. SLOCEA and Employee Relations have reviewed the proposed specifications.

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1

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

COMMUNITY SERVICE AIDE

DEFINITION:

Under general supervision, acts as a liaison between clients and the department by providing professional staff with a wide variety of assistance through non-technical, clerical, and related tasks. Incumbents may be assigned a variety of routine duties which do not require the expertise of a professional level social worker, such as transporting clients, supervising parental visits, and providing routine social services assistance.

DISTINGUISHING CHARACTERISTICS:

Assignments may vary widely, based on the program in which employed. This class is distinguished from the social work series, where incumbents perform case management services, require greater assessment skills and a broader knowledge of social work concepts.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Assists in establishing and maintaining effective communication between the professional staff and the community areas serviced; acts as a liaison between the professional staff and the client by clarifying instructions and information.
- Describes basic services, County programs and other available community resources to clients; acts as an advocate, provides encouragement and support to clients in securing and/or following through on services.
- Assists clients in developing appropriate job skills, daily living skills, and parenting skills.
- Support clients' efforts in dealing with children, including those with medical and/or emotional problems.
- Monitors clients' progress and makes written and/or verbal reports of serious problems to professional staff.
- Assists Social Workers in placing clients who are unable to care for themselves into an appropriate care facility.
- Maintains up-to-date electronic records of clients' status; writes and enters visitation reports into a centralized database; uses the Department's automated system to enter documentation from observed direct client/family contact as it relates to client safety and the approved case plan.
- Assists Social Workers with coordinating services provided to clients, by making phone calls, preparing correspondence, completing forms, and supervising family visits.
- When qualified to do so, acts as an interpreter for non-English speaking clients.
- Assists clients, foster parents or temporary care givers in arranging for and providing transportation as necessary to obtain services; provides transportation both inside and outside San Luis Obispo County limits for children and adults under protective services.
- Complies with all safety regulations, including the use of age appropriate California safety mandated equipment, when assisting with the initial removal, placement change, or when transporting individuals to visits with parents, court hearings, therapy, etc. and may include managing the clients' necessary assistive equipment, such as a wheelchair.
- Monitors parental and/or family visitations as directed by Social Workers; enforces visitation time and makes decisions to terminate visit if necessary; makes immediate oral reports of visitation and follows up with written reports.
- Assists professional staff in site visitations, including the removal of children into protective custody, which may require physically lifting and carrying children; supervises children awaiting placement.
- Performs routine welfare checks; routinely checks on clients in Protective Pay status; obtains receipts and assists clients in gathering needed financial information.

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- Maintains contact with clients and families in order to monitor progress and compliance with the case plan, including medical, educational, and counseling recommendations; makes reports of observations/findings to Social Workers.
- Makes home visits to assist clients in completing applications for program participation and in obtaining needed services, such as medical care.
- Provides routine clerical support for professional staff including setting up and coordinating family, adult, and child services, documenting site visits, filing legal documents, and collecting and providing information to placement resources to assist in placing children.
- Monitors condition and records usage of assigned County vehicles. Operates County vehicles safely.

EMPLOYMENT STANDARDS:

Knowledge of:

- Basic public social services programs, goals and objectives
- Problems, needs and behavioral patterns of persons served by the department and the local community
- Basic oral and written communication skills
- Basic math skills
- Appropriate telephone etiquette
- Modern automated office equipment

Ability to:

- Read, write, speak and understand English
- Accept and benefit from training
- Follow written and oral instructions
- Operate modern automated office equipment
- Maintain records and file
- Safely operate County vehicles
- Learn the basic principles of various human services programs
- Understand the cultural and social factors affecting behavior patterns
- Effectively communicate social, cultural, and behavioral facts to professional staff and community members; maintain good relations with an array of social and ethnic groups
- Lift children and assist clients of all physical abilities in and out of vehicles and buildings
- Obtain and record accurate information
- Interpret agency programs and policies
- Read and interpret information obtained from computers and written documents
- Maintain the confidentiality of information about persons served
- Work well with others
- Maintain professional boundaries with persons served

EDUCATION/EXPERIENCE:

Graduation from high school or possession of a GED certificate.

LICENSE:

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, with a good and safe driving record.

OTHER CONDITIONS OF EMPLOYMENT:

Employees in this classification may be required to work holidays, weekends, and evenings. Physical ability tests may also be required as a condition of 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 duties 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. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 9-22-76

Revised: 3-24-99

Revised: 9-26-12

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

COMMUNITY SERVICE AIDE

DEFINITION:

Under general supervision, acts as a liaison between clients and the ~~to assist County departments by in-~~ providing professional staff with a wide variety of assistance through non-technical, clerical, and related tasks. ~~services to persons in the community; and does other related work as required.~~ Incumbents may be assigned a variety of routine duties which do not require the expertise of a professional level social worker, such as transporting clients, supervising parental visits, and providing routine social services assistance.

DISTINGUISHING CHARACTERISTICS:

~~This classification is used to employ persons who have a first hand knowledge of community related problems.~~ Assignments may vary widely, based on the department program in which employed. ~~and program needs.~~ This class is distinguished from the social work series, where incumbents perform case management services, require greater assessment skills and a broader knowledge of social work concepts.

REPRESENTATIVE DUTIES ~~TYPICAL TASKS:~~

(Not in order of importance)

- Assists in establishing and maintaining effective communication between the professional staff and the community areas serviced; acts as a liaison between the professional staff and the client by clarifying instructions and information.
- Describes ~~explains~~ basic services, County programs and ~~provides assistance to the community areas serviced utilizing able department services and~~ other available community resources to clients; acts as an advocate, provides encouragement and support to clients in securing and/or following through on services.
- Assists clients in developing appropriate job skills, daily living skills, and parenting skills. ~~in conducting educational programs geared to the needs and interests of the community;~~
- Support clients' efforts in dealing with children, including those with medical and/or emotional problems.
- Monitors clients' progress and makes written and/or verbal reports of serious problems to professional staff.
- Assists Social Workers in placing clients who are unable to care for themselves into an appropriate care facility.
- Maintains up-to-date electronic records of clients' status; writes and enters visitation reports into a centralized database; uses the Department's automated system to enter documentation from observed direct client/family contact as it relates to client safety and the approved case plan. ~~assists department staff to develop a better understanding of the needs of persons and groups in the community by providing them with information and observations reflecting the particular needs of the community areas serviced;~~
- Assists Social Workers with coordinating services ~~in the referral provided to clients, of persons to appropriate community resources;~~ by making phone calls, preparing correspondence, completing forms, and supervising family visits.
- When qualified to do so, may acts as ~~as translator and an~~ interpreter; for non-English speaking clients.
- ~~transports and accompanies persons to appointments;~~ Assists clients, foster parents or temporary care givers in arranging for and providing transportation as necessary to obtain services; provides transportation both inside and outside San Luis Obispo County limits for children and adults under protective services.

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- ~~operates program-related equipment;~~ Complies with all safety regulations, including the use of age appropriate California safety mandated equipment, when assisting with the initial removal, placement change, or when transporting individuals to visits with parents, court hearings, therapy, etc. and may include managing the clients' necessary assistive equipment, such as a wheelchair.
- Monitors parental and/or family visitations as directed by Social Workers; enforces visitation time and makes decisions to terminate visit if necessary; makes immediate oral reports of visitation and follows up with written reports.
- Assists professional staff in site visitations, including the removal of children into protective custody, which may require physically lifting and carrying children; supervises children awaiting placement.
- ~~assists in gathering, compiling and analyzing data;~~ Performs routine welfare checks; routinely checks on clients in Protective Pay status; obtains receipts and assists clients in gathering needed financial information.
- ~~interviews persons to obtain needed information;~~ Maintains contact with clients and families in order to monitor progress and compliance with the case plan, including medical, educational, and counseling recommendations; makes reports of observations/findings to Social Workers.
- ~~m~~ Makes home visits to assist clients in completing applications for program participation and in obtaining needed services, such as medical care.
- ~~performs~~ Provides routine simple clerical work; support for professional staff including setting up and coordinating family, adult, and child services, documenting site visits, filing legal documents, and collecting and providing information to placement resources to assist in placing children.
- Monitors condition and records usage of assigned County vehicles. Operates County vehicles safely.
- ~~_____ ; participates in required training programs; assists in the preparation of informational releases; develops educational materials, including posters, exhibits, pamphlets, news releases, radio, and television scripts;~~

EMPLOYMENT STANDARDS:

Knowledge of:

- ~~_____~~ Basic public social services programs, goals and objectives
- ~~_____~~ The needs, problems, attitudes and behavior of persons served by the department and the local community; community resources. Problems, needs and behavioral patterns of persons served by the department and the local community
- Basic oral and written communication skills
- Basic math skills
- Appropriate telephone etiquette
- Modern automated office equipment

-Ability to:

- Read, write, speak and understand English;
- ~~a~~ Accept and benefit from training;
- ~~f~~ Follow written and oral instructions
- ~~;~~ ~~e~~ Operate modern automated office equipment ~~tape machines, projectors and other audio-visual equipment;~~ make simple arithmetic computations;
- ~~m~~ Maintain records and file;
- Safely operate County vehicles
- Learn the basic principles of various human services programs
- Understand the cultural and social factors affecting behavior patterns
- Effectively communicate ~~effectively with persons in the community areas serviced;~~

social, cultural, and behavioral facts to professional staff and community members;
maintain good relations with an array of social and ethnic groups

- Lift children and assist clients of all physical abilities in and out of vehicles and buildings
- Obtain and record accurate information
- ~~present programs effectively;~~ Interpret agency programs and policies
- Read and interpret information obtained from computers and written documents
- ~~m~~ Maintain the confidentiality of information about the persons served;
- ~~w~~ Work well with others;
- Maintain professional boundaries with persons served

EDUCATION/EXPERIENCE:

~~None required.~~ Graduation from high school or possession of a GED certificate.

LICENSE:

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, with a good and safe driving record.

OTHER CONDITIONS OF EMPLOYMENT:

Employees in this classification may be required to work holidays, weekends, and evenings.
Physical ability tests may also be required as a condition of 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 duties 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. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 9-22-76

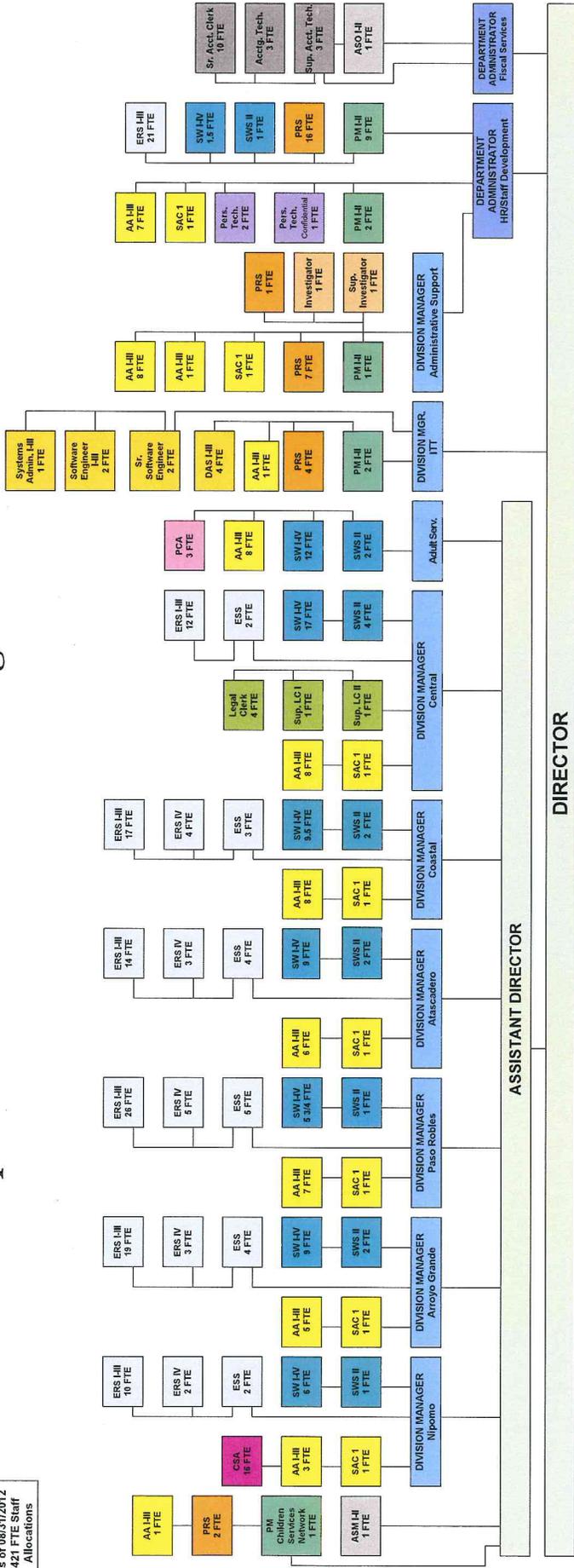
Revised: 3-24-99

Revised: 9-26-12

Department of Social Services Organization Chart

FTE ALLOCATION DISTRIBUTION

As of 09/31/2012
421 FTE Staff Allocations



6800



Human Resources Department

Tami Douglas-Schatz,
Director

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TO: Civil Service Commission

DATE: September 26, 2012

FROM: Emily Dabner-Rutter, Personnel Analyst

SUBJECT: Revised Specification: Employment/Resource Specialist I, II, III

RECOMMENDATION

It is recommended that the Commission approve the revised Employment/Resource Specialist I, II, III class specification as proposed.

DISCUSSION

On September 28, 2011, the newly revised Civil Service Commission Rules were adopted, effectuating change to Rule 11.03, Duration of Probationary Periods. Under this adopted change, incumbents in the Employment/Resource Specialist I classification "shall serve a probationary period of the equivalent of one year of full time paid service." The proposed revisions to the Employment/Resource Specialist I, II, III career series class specification reflect this change. The key substantive changes are as follows:

- 1) The distinguishing characteristics of the Employment/Resource Specialist I classification include reference to the newly implemented twelve month probationary period. Additionally, there is clarifying language that provides greater detail about the type of training received, the first six months of which will take place in a classroom training environment.
- 2) The minimum qualifications for the Employment/Resource Specialist II classification have been revised to require that candidates obtain twelve months of experience performing duties comparable to an Employment/Resource Specialist I. This is in alignment with the twelve month probationary period that is now required for the Employment/Resource Specialist I classification.
- 3) The minimum qualifications and experience requirements for the Employment/Resource Specialist III classification have been reduced by six months for both internal and external candidates. This proposed revision is intended to offset the impact of the extended probationary period at the entry level Employment/Resource Specialist I position. The minimum amount of time it will take for incumbents to promote through the career series from entry to the advanced journey level remains the same.

In addition, and as part of our ongoing Specification Update Program, various formatting changes have also been included with the proposed revisions.

Attached are track changes for the aforementioned class specification, an organizational chart of the Department of Social Services is also attached. The department has been involved in the development of this specification and concurs with the specification as proposed. SLOCEA and Employee Relations have reviewed the proposed specification.

6C
1

HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

EMPLOYMENT/RESOURCE SPECIALIST I, II, III

DEFINITION:

Classes in this series determine the need for public assistance and vocational services; develop and provide Welfare to Work plans and authorize the provision of program benefits, and perform other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Employment/Resource Specialist I** is the entry level position of this series. Incumbents, under close supervision in a training status and team environment, learn departmental organization, learn to identify and refer participants, who appear to be in need, to available department and community services, learn to formulate and implement basic welfare to work plans; learn to determine eligibility of participants for public assistance programs and vocational services within the Extended Services team/unit. Incumbents are expected to demonstrate the ability to promote to **Employment/Resource Specialist II** after successful completion of twelve months of experience, the first six months of which will take place in a classroom training environment.

The **Employment/Resource Specialist II** is the journey level position of this series. Incumbents, under general supervision are expected to perform all of the above; plus: work with more independence on a full caseload, demonstrating increasing responsibility; conducting appraisals to determine continued vocational and public assistance needs of participants.

The **Employment/Resource Specialist III** is the advanced journey level position of this series; incumbents, under direction are expected to perform all of the above, plus: independently identify and refer participants to available department and community services; demonstrate proficiency in all aspects of the team's assignment, which may include Welfare to Work, Cash Aid, Cal Fresh and Medi-Cal; assist other workers with questions and assist the supervisor as directed.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Develops and carries out Welfare to Work plans for cases assigned to a unit/team focusing on participant personal responsibility, employment and self-reliance.
- Has regular contact with participants.
- Communicates with community agencies and businesses.
- Prepares and maintains case records relative to individual case management and outcome statistics.
- Conducts appraisals to determine public assistance and/or vocational needs of participants as well as any barriers to employment, such as substance abuse, family violence or mental health issues.
- Determines initial and continuing eligibility of participants for one or more public assistance programs in accordance with established procedures.

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2

- Computes the amount of benefits and other required computations; interprets rules, regulations and policies pertaining to eligibility for public assistance programs and explains them to clients and the general public.
- Performs computer entry and interpretation of data.
- Operates automated office equipment as appropriate; answers correspondence.
- Participates in case management and staff development activities of the unit/team.

EMPLOYMENT STANDARDS:

Knowledge of:

- Correct English usage, spelling, grammar, and punctuation
- Basic mathematical skills
- Effective communication skills, both oral and written
- The use of automated office equipment

In addition, Employment/Resource Specialist II:

- Systems used by the department
- Principles of interviewing and problem-solving methodology
- Basic Welfare to Work plans
- Vocational counseling and barriers to employment such as substance abuse, family violence or mental health issues
- Community organizations and the social problems calling for the use of public and private community resources
- Rules and regulations necessary to make eligibility and benefit determinations for various public assistance programs
- Department and community resources available to participants

In addition, Employment/Resource Specialist III:

- All aspects of the team process, which may include Welfare to Work, Cash Aid, Cal Fresh and Medi-Cal
- Advanced vocational counseling

Ability to:

- Develop interviewing and record-keeping techniques
- Learn standard office procedures
- Operate automated office equipment and systems used by the department
- Speak and write effectively
- Organize and maintain work detail
- Read, understand and follow complex rules, regulations, policies and interpret them to participants
- Obtain and recognize relevant and significant facts
- Make accurate arithmetic computations
- Communicate with others from diverse socioeconomic and cultural backgrounds
- Establish and maintain the confidence and cooperation of participants
- Develop, establish and maintain cooperative working relationships with agency staff and the general public, as well as with employers to facilitate job development and opportunities

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- Do a high volume of work amid interruptions
- Work under the pressure of deadlines
- Perform repetitive work
- Operate within appropriate confidentiality guidelines

In addition, Employment/Resource Specialist II:

- Carry a higher caseload
Work with greater independence
- Use community collaboration to expand available resources
- Develop appropriate Welfare to Work Plans
- Problem solve and make appropriate decisions

In addition, Employment/Resource Specialist III:

- Take on all aspects of team functions and begin to mentor, teach and counsel participants and other team members

EDUCATION/EXPERIENCE:

All levels: Graduation from high school or possession of a G.E.D. certificate.

In addition to the above:

Employment/Resource Specialist I: EITHER A: Two years experience performing clerical duties; OR B: Equivalent to completion of two years of college; OR C: One year of experience of performing clerical duties and one year of college.

Employment/Resource Specialist II: Twelve months experience performing duties comparable to an Employment/Resource Specialist I in a social services setting.

Employment/Resource Specialist III: EITHER A: At least twelve months demonstrated proficiency in all aspects of the team's assignment, which may include Welfare to Work, Cash Aid, Cal Fresh and Medi-Cal, as an Employment/Resource Specialist II in San Luis Obispo County, OR B: Eighteen months of experience performing duties comparable to an Employment/Resource Specialist II in a social services setting, with demonstrated experience in Welfare to Work, Cash Aid, Cal Fresh and Medi-Cal.

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 duties 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. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 4-29-98
Revised: 6-28-00
Revised: 9-26-12

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4

HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

EMPLOYMENT/RESOURCE SPECIALIST I, II, III

DEFINITION:

Classes in this series determine the need for public assistance and vocational services; develop and provide Welfare to Work plans and authorize the provision of program benefits, and ~~perform~~ other related ~~duties~~ ~~work~~ as required.

DISTINGUISHING CHARACTERISTICS:

The **Employment/Resource Specialist I** ~~+~~ ~~This~~ is the entry level position of this series. Incumbents, under close supervision in a training status and team environment, learn departmental organization, learn to identify and refer participants, who appear to be in need, to available department and community services, learn to formulate and implement basic welfare to work plans; learn to determine eligibility of participants for public assistance programs and vocational services within the Extended Services team/unit. Incumbents are expected to demonstrate the ability to promote to Employment/Resource Specialist II after successful completion of ~~six~~twelve months of experience, the first six months of which will take place in a classroom training environment. ~~with a limited caseload.~~

The **Employment/Resource Specialist II** ~~+~~ ~~This~~ is the ~~first~~ journey ~~person~~-level position of this series. Incumbents, under general supervision are expected to perform all of the above; plus: work with more independence on a full caseload, demonstrating increasing responsibility; conducting appraisals to determine continued vocational and public assistance needs of participants.

The **Employment/Resource Specialist III** ~~+~~ ~~This~~ is ~~the an~~ advanced journey ~~person~~-level ~~of this position of this series~~; incumbents, under direction are expected to perform all of the above, plus: independently identify and refer participants to available department and community services; demonstrate proficiency in all aspects of the team's assignment, which may include Welfare to Work, Cash Aid, ~~Food Stamps~~Cal Fresh and Medi-Cal; assist other workers with questions and assist the supervisor as directed.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Develops and carries out Welfare to Work plans for cases assigned to a unit/team focusing on participant personal responsibility, employment and self-reliance.
- Has regular contact with participants.
- Communicates with community agencies and businesses.
- Prepares and maintains case records relative to individual case management and outcome statistics.
- Conducts appraisals to determine public assistance and/or vocational needs of participants as well as any barriers to employment, such as substance abuse, family violence or mental health issues.
- Determines initial and continuing eligibility of participants for one or more public assistance programs in accordance with established procedures.

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- Computes the amount of benefits and other required computations; interprets rules, regulations and policies pertaining to eligibility for public assistance programs and explains them to clients and the general public.
- Performs computer entry and interpretation of data.
- Operates automated office equipment as appropriate; answers correspondence.
- Participates in case management and staff development activities of the unit/team.

EMPLOYMENT STANDARDS:

Knowledge of:

- ~~Employment/Resource Specialist I:~~ Correct English usage, spelling, grammar, and punctuation and
- Basic mathematical skills
- Effective communication skills, both oral and written
- The use of automated office equipment

In addition, Employment/Resource Specialist II:

~~Employment/Resource Specialist II:~~ All of the above, plus:

~~—the use of automated office equipment; and~~

- Systems used by the department
- Principles of interviewing and problem-solving methodology
- Basic Welfare to Work plans
- Vocational counseling and barriers to employment such as substance abuse, family violence or mental health issues
- Community organizations and the social problems calling for the use of public and private community resources
- Rules and regulations necessary to make eligibility and benefit determinations for various public assistance programs
- Department and community resources available to participants

In addition, Employment/Resource Specialist III:

- ~~Employment/Resource Specialist III:~~ All of the above, plus: ~~a~~All aspects of the team process, which may include Welfare to Work, Cash Aid, ~~Food Stamps~~Cal Fresh and Medi-Cal
- Advanced vocational counseling

Ability to:

- ~~Employment/Resource Specialist I:~~ Develop interviewing and record-keeping techniques
- Learn standard office procedures
- ~~learn to o~~Operate automated office equipment and systems used by the department
- Speak and write effectively
- Organize and maintain work detail
- Read, understand and follow complex rules, regulations, policies and interpret them to participants
- Obtain and recognize relevant and significant facts
- Make accurate arithmetic computations

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- Communicate with others from diverse socioeconomic and cultural backgrounds
- Establish and maintain the confidence and cooperation of participants
- Develop, establish and maintain cooperative working relationships with agency staff and the general public, as well as with employers to facilitate job development and opportunities
- Do a high volume of work amid interruptions; ~~be able to~~
- Work under the pressure of deadlines
- Perform repetitive work
- Operate within appropriate confidentiality guidelines

In addition, Employment/Resource Specialist II: ~~All of the above, plus:~~

- Carry a higher caseload
- ~~Work with greater independence~~ more independently;
- Use community collaboration to expand available resources
- Develop appropriate Welfare to Work Plans
- Problem solve and make appropriate decisions

In addition, Employment/Resource Specialist III: ~~All of the above, plus:~~

- Take on all aspects of team functions and begin to mentor, teach and counsel participants and other team members

EDUCATION/EXPERIENCE:

All levels: Graduation from high school or possession of a G.E.D. certificate.

In addition to the above:

Employment/Resource Specialist I: EITHER A: ~~High school diploma or equivalent and~~ ~~two years~~ experience performing clerical duties; OR B: Equivalent to completion of two years of college; OR C: One year of experience of performing clerical duties and one year of college.

Employment/Resource Specialist II: ~~Six~~Twelve months experience performing duties comparable to an Employment/Resource Specialist I in a social services setting.

Employment/Resource Specialist III: EITHER A: At least ~~twelve months~~ 1-2 years (18 months) demonstrated proficiency in all aspects of the team's assignment, which may include Welfare to Work, Cash Aid, ~~Food Stamps~~Cal Fresh and Medi-Cal, as an Employment/Resource Specialist II in San Luis Obispo County, OR B: ~~Two years~~Eighteen months of experience performing duties comparable to an Employment/Resource Specialist II in a social services setting, with demonstrated experience in Welfare to Work, Cash Aid, ~~Food Stamps~~Cal Fresh and Medi-Cal.

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 duties 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. This

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information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 4-29-98

Revised: 6-28-00

Revised: 9-26-12



Human Resources Department

Tami Douglas-Schatz,
Director

SAN LUIS OBISPO COUNTY

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission
DATE: September 26, 2012
FROM: Emily Dabner-Rutter, Personnel Analyst
SUBJECT: Revised Specification: Social Services Investigator

RECOMMENDATION

It is recommended that the Commission approve the revised Social Services Investigator class specification as proposed.

DISCUSSION

At the request of the Department of Social Services, the Human Resources Department is proposing revisions to the Social Services Investigator class specification. On September 28, 2011, the newly revised Civil Service Commission Rules were adopted, effectuating change to Rule 11.03, Duration of Probationary Periods. Under this adopted change, incumbents in the Social Services Investigator classification "shall serve a probationary period of the equivalent of one year of full time paid service." The Social Services Investigator class specification has been revised to clarify the Peace Officer Standards and Training that is required during the twelve month probationary period of employment.

As part of our ongoing Specification Update Program, various formatting changes have also been included with the proposed revisions; no other substantive changes have been made to the specification.

Attached are track changes for the aforementioned class specification, an organizational chart of the Department of Social Services is also attached.

The department has been involved in the development of this specification and concurs with the specification as proposed. SLOCEA and Employee Relations have reviewed the proposed specification.

6D
1

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

SOCIAL SERVICES INVESTIGATOR

DEFINITION:

Under general supervision, conducts routine investigations relating to suspected fraudulent receipt of aid; works in cooperation with the District Attorney's office and other law enforcement agencies; and completes other related work as required.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Conducts routine investigations of persons suspected of fraudulent receipt of aid
- Locates and interviews suspected persons and witnesses
- Interprets and explains rules and regulations related to the investigation
- Contacts individuals, employers and other representatives of business or governmental organizations to secure information and gather evidence
- Evaluates testimony
- Examines evidence and suggests an appropriate course of action
- Gathers, assembles and prepares reports for presentation in court
- Conducts surveillance
- Testifies in court and assists in prosecutions
- Prepares correspondence, obtains and executes search warrants with concurrence of supervisor

EMPLOYMENT STANDARDS:

Knowledge of:

- Investigative techniques, methods and procedures
- Principles of identification, preservation and presentation of evidence
- Rules of evidence with particular reference to welfare fraud investigation and court procedure
- The legal rights of citizens
- Interviewing principles and techniques
- Sources of information used to locate persons
- Bookkeeping and personal financial and credit transactions
- Report writing
- Record keeping
- The laws pertaining to arrest, search and seizure

Ability to:

- Establish and maintain effective working relationships with others
- Conduct investigations relating to suspected fraudulent receipt of aid
- Learn, interpret and apply provisions of the welfare laws
- Obtain information and evidence by observation, examination of records, and interviews
- Analyze and evaluate the statements of witnesses or suspected violators
- Make arrangements for the repayment of funds erroneously obtained
- Organize time and material effectively
- Prepare correspondence and reports in an effective manner

- Deal tactfully with citizens and public officials
- Operate an automobile

EDUCATION AND EXPERIENCE:

Graduation from high school or possession of a General Education Development (GED) certificate. AND Either A: Two years of experience as an Employment Resource Specialist III or equivalent Or B: One year of experience in investigative work with a law enforcement, probation department, or other closely related agency.

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.

Successful completion of the following is required for continued employment:
Within six (6) months of appointment must satisfactorily complete Basic POST certification.
Within twelve (12) months of appointment must satisfactorily complete POST Specialized Basic Investigators' Course, pursuant to Penal Code Â§832.25.

OTHER CONDITIONS OF EMPLOYMENT:

All applicants are subject to the requirements outlined in Government Code Sections 1029 through 1031 regarding peace officer standards; including candidate's physical, emotional and mental health will be evaluated and must be free from any condition which might adversely affect the exercise of the powers of a peace officer or performance of the duties of this position.

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: 10/24/79
Revised: 04/24/02
Revised: 09/26/12

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

SOCIAL SERVICES INVESTIGATOR

DEFINITION:

Under general supervision, conducts routine investigations relating to suspected fraudulent receipt of aid; works in cooperation with the District Attorney's office and other law enforcement agencies; and completes other related work as required.

~~TYPICAL TASKS~~ REPRESENTATIVE DUTIES:

(Not in order of importance)

- Conducts routine investigations of persons suspected of fraudulent receipt of aid
- ~~L~~Locates and interviews suspected persons and witnesses
- ~~i~~Interprets and explains rules and regulations related to the investigation~~;~~
- ~~e~~Contacts individuals, employers and other representatives of business or governmental organizations to secure information and gather evidence~~;~~
- ~~e~~Evaluates testimony~~;~~
- ~~e~~Examines evidence and suggests an appropriate course of action~~;~~
- ~~g~~Gathers, assembles and prepares reports for presentation in court
- Conducts surveillance
- ~~t~~Testifies in court and assists in prosecutions~~;~~
- ~~p~~Prepares correspondence, obtains and executes search warrants with concurrence of supervisor

~~;- conducts surveillance.~~

EMPLOYMENT STANDARDS:

Knowledge of:

- Investigative techniques, methods and procedures
- Principles of identification, preservation and presentation of evidence
- Rules of evidence with particular reference to welfare fraud investigation and court procedure
- The legal rights of citizens
- Interviewing principles and techniques
- Sources of information used to locate persons
- Bookkeeping and personal financial and credit transactions
- Report writing
- Record keeping
- The laws pertaining to arrest, search and seizure

Ability to:

- Establish and maintain effective working relationships with others
- Conduct investigations relating to suspected fraudulent receipt of aid
- Learn, interpret and apply provisions of the welfare laws
- Obtain information and evidence by observation, examination of records, and interviews
- Analyze and evaluate the statements of witnesses or suspected violators
- Make arrangements for the repayment of funds erroneously obtained
- Organize time and material effectively

- Prepare correspondence and reports in an effective manner
- Deal tactfully with citizens and public officials
- Operate an automobile

EDUCATION AND EXPERIENCE; /LICENSES/CERTIFICATES:

Graduation from high school or possession of a General Education Development (GED) certificate. AND Either A: Two years of experience as an Employment Resource Specialist III or equivalent Or B: One year of experience in investigative work with a law enforcement, probation department, or other closely related agency.

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.

Successful completion of the following is required for continued employment:

Within six (6) months of appointment must satisfactorily complete Successful Completion of Basic POST certification ~~within six (6) months of appointment. is required. Within twelve (12) months of appointment must satisfactorily complete POST Specialized Basic Investigators' Course, pursuant to Penal Code Â§832.25. Candidates must provide written proof of successful completion AND successful completion of POST certified basic investigators course pursuant to Penal Code Â§832.25 within twelve (12) months of Appointment. Candidates must provide written proof of successful completion AND a valid driver's license is required at the time of application.~~

OTHER CONDITIONS OF EMPLOYMENT:

All applicants are subject to the requirements outlined in Government Code Sections 1029 through 1031 regarding peace officer standards; including

PHYSICAL/PSYCHOLOGICAL EXAM

~~In accordance with Government Code Section 1031,~~ candidate's physical, emotional and mental health will be evaluated and must be free from any condition which might adversely affect the exercise of the powers of a peace officer or performance of the duties of this position.

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.

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