

# 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 October 24, 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. September 26 – Regular
4. **Reports**
  - a. Commission President
  - b. Commission Counsel
  - c. Commission Subcommittees
  - d. Commission Secretary
    1. Annual Report FY 11-12 (Action)
    2. Letter to the Board of Supervisors (Action)
5. **Job Class Specifications – Revision: For Informational Purposes Only (No Action)**
  - a. Admin Analyst Aide
  - b. Community Service Aide
  - c. Employment/ Resource Specialist
  - d. Social Services Investigator
6. **Adjournment**

The 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



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; Steve Simas, Commission outside Counsel

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 22, 2012

A motion was made by Commissioner Chapman and seconded by Commissioner Tappan to approve the February 22, 2012 regular meeting minutes as presented; the motion carried 5-0-0.

March 28, 2012

Commissioner Bergman corrected the minutes to include a second to a motion on page 3b(5); a motion was made by Commissioner Chapman and seconded by Commissioner Tappan to approve the March 28, 2012 regular meeting minutes as corrected; the motion carried 5-0-0.

April 25, 2012

Commissioner Chapman made a correction to his quote on page 3C(2); a motion was made by Commissioner Chapman and seconded by Commissioner Tappan to approve the March 28, 2012 regular meeting minutes as corrected; the motion carried 5-0-0.

May 23, 2012

A motion was made by Commissioner Bergman and seconded by Commissioner Tappan to approve the May 23, 2012 regular meeting minutes as presented; the motion carried 4-0-1. *Commissioner Chapman abstained; he was absent for the meetings listed on the agenda as items: 3d, 3e, 3f, and 3g and abstained from participating in the approval of all remaining minutes.*

May 24, 2012

Commissioner Bergman corrected the wording on page 3E(1) to show that no action was taken on item 10; a motion was made by Commissioner Bergman and seconded by Commissioner Tappan to approve the May 24, 2012 special meeting minutes as corrected; the motion carried 4-0-1

## May 30, 2012

A motion was made by Commissioner Bergman and seconded by Commissioner Tappan to approve the May 30, 2012 special meeting minutes as presented; the motion carried 4-0-1.

## June 28, 2012

A motion was made by Commissioner Bergman and seconded by Commissioner Tappan to approve the June 28, 2012 special meeting minutes as presented; the motion carried 4-0-1.

### 4. **Reports**

#### a. **Commission President**

President Nix: deferred her reporting time until the staff report was discussed during Secretary's time.

#### b. **Commission Counsel**

Rita Neal, Commission Counsel announced it was her last meeting now that she has accepted the position of County Counsel. She further stated that the position of Assistant County Counsel has been filled by Tim McNulty. Ms. Neal explained that she will notify the Commission regarding who will be assigned as Counsel to the Commission as soon as possible. Lastly, she informed the Commission that Mr. Simas will be taking her place as Commission Counsel at 10:25 A.M.

#### c. **Commission Subcommittees**

Commissioner Tappan: reported on the August 30, 2012 Ad Hoc Committee meeting that he attended with Jeannie Nix and Tami Douglas-Schatz. He stated that it was successful and all issues were concluded during that meeting. He further stated that and was looking forward to comments on the letter Tami will address during Secretary's time.

#### d. **Commission Secretary**

Tami Douglas-Schatz: introduced Megan Fisher, Personnel Analyst who joined us 2 months ago from private industry in Wisconsin.

Ms. Douglas-Schatz stated that no dates were needed at this time for hearings, then moved on to the staff report.

#### Staff Report (included in agenda packet)

Ms. Douglas-Schatz summarized the report and opened it to the Commission for discussion.

President Nix invited the Commissioners to weigh in on items and recommended they report back to the Board of Supervisors.

Commissioner Chapman: commented that he liked the way it is explained and had no changes.

Commissioner Salter: stated he was happy that it has been apparently resolved.

Commissioner Bergman: believed it was a compromised position, but will let it go at that.

President Nix: explained that each member of the group was willing to compromise in order to find common ground in order to move forward.

Commission Counsel Rita Neal: advised no action was needed, receive and file only.

Commission Secretary Tami Douglas-Schatz: Explained options in communicating with the Board regarding the staff report.

Commissioner Tappan and President Nix: directed Ms. Douglas-Schatz to inform the Board of the resolution and to draft a letter to the Board of Supervisors for the Civil Service Commission's review.

President Nix: opened the item to Public Comment; being none, she closed the public comment period. The HR Director was directed to provide a draft letter to the Board of Supervisors at the next meeting.

**5. Discussion on Training Outline**

a. Training Outline (included in agenda packet)

President Nix: introduced Steve Simas, Commission Counsel.

Mr. Simas presented the proposed topic outline for training and opened it to the group for discussion.

President Nix: asked Ms. Douglas-Schatz for her comments on the outline.

Ms. Douglas-Schatz: made suggestions to how the training would be most effective.

All Commissioners: expressed approval of the outline overall and made suggestions, including having a Commissioner in the training alongside Mr. Simas. All agreed to begin the training in January of 2013.

Ms. Neal: advised the Commission that they can give direction today, no need to approve the outline.

President Nix: opened public comment.

Kimm Daniels: General Manager of SLOCEA commented.

President Nix: closed public comment and gave direction to Mr. Simas and Tami to move forward with refining training for January, 2013 and all agreed on and approximate time frame.

**6. Job Class Specifications – Revised**

- a. President Nix: introduced the job specification revision for Administrative Assistant III Analyst Aide.

Mark McKibben, HR Analyst: addressed the Commission and introduced Ron Alsop from the Office of Emergency Services. Mr. McKibben explained the reason for the revision and opened the discussion to the Commission.

Commissioner Chapman: asked about whether County Agencies should be included on page 6A(2).

Commission Counsel Rita Neal: Suggested changing spec to include County Departments, Districts and agencies.

President Nix: opened discussion to public comment after clarifying with Mr. Alsop how the current administrative duties would be absorbed.

Kimm Daniels, General Manger of SLOCEA: commented.

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

Commissioner Tappan: made a motion to approve the revised Administrative Analyst Aide job specification with one amendment.

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

- b. President Nix: introduced the job specification revision for Community Service Aide.

Emily Dabner-Rutter, HR Analyst: addressed the Commission and introduced Natalie Walter from the Department of Social Services. Ms Dabner-Rutter explained the reason or the revision and opened the discussion to the Commission.

Commissioner Chapman: suggested changes on section 6B(5,6).

Natalie Walter: commented that a career series may be created for this spec in the future.

President Nix: opened the discussion to public comment.

Kimm Daniels, General Manger of SLOCEA: commented.

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

Commissioner Chapman: moved to approve the revised Community Service Aide job specification with minor corrections.

Commissioner Bergman seconded; the motion carried 5-0-0.

President Nix: adjourned for a 10 minute break at 10:19 A.M. and upon reconvening, she informed the group that Commissioner Chapman has agreed to be a resource for Mr. Simas as well as the Human Resources Department before moving to the next item on the agenda.

- c. Emily Dabner-Rutter, HR Analyst: introduced the job specification revision for Employment Resource Specialist. She referred to CSC Rule 13.05, explained the reason for the revision and opened the discussion to the Commission.

Commissioner Tappan: suggested a minor change on page 6C(3).

Commissioner Chapman: suggested making a minor change to Distinguishing Characteristics on pages 6C(5,7).

President Nix: opened the discussion to public comment.

Kimm Daniels, General Manger of SLOCEA: commented.

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

Commissioner Bergman: made a motion to approve the revisions to the Employment Resource Special job specification as amended.

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

- d. Emily Dabner-Rutter, HR Analyst: introduced the job specification revision for Social Services Investigator. She explained the reason for the revision and opened the discussion to the Commission.

Commissioner Chapman: asked Ms. Walter and Ms. Dabner-Rutter clarifying questions and made suggestions regarding the wording on page 6D(5).

President Nix: opened the discussion to public comment after asking clarifying questions.

Kimm Daniels, General Manger of SLOCEA: commented.

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

Commissioner Chapman: made a motion to approve the revised Social Services Investigator job specification as amended.

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

## 7. Adjournment

Being no further business, President Nix adjourned the meeting at 10:46 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.*

# Annual Report FY 2011/2012

## San Luis Obispo County Civil Service Commission

*Prepared by the Human Resources Department*



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### Authority and Purpose

The County Civil Service Commission shall prescribe, amend, repeal and enforce rules for the classified service, which shall have the force and effect of law, shall keep minutes of its proceedings and records of its examinations and shall, as a board or through a single Commissioner, make investigations concerning the enforcement and effect thereof and of the rules and efficiency of the service. It shall make an annual report to the Board of Supervisors.

Additionally, the Human Resources Director, under general supervision of the Commission, shall administer the civil service system pursuant to the rules adopted by the Commission, advise the Commission upon civil service matters.

### County Code, Title 2 Administration and Personnel Chapter 2.40 Civil Service System

**2.40.010 Adoption.** There is established in the County a civil service system to be governed by the provisions set forth in this chapter and in the County Civil Service enabling law.

### Human Resources Mission Statement

We attract, select, develop, and retain a talented and diverse workforce through strategic collaboration. We provide high quality and cost effective programs to cultivate a healthy, safe and productive work environment to maximize individual and organizational potential.

- **Robert Bergman, Commissioner, Supervisor Frank R. Mecham, District 1**
- **Arthur Chapman, Commissioner Supervisor Bruce S. Gibson, District 2**
- **Jeannie Nix, President, Supervisor Adam Hill, District 3**
- **William Tappan, Vice-President, Supervisor Paul Teixeira District 4**
- **Jay Salter, Commissioner, Supervisor James Patterson, District 5**



*The Civil Service Commission meets in Regular Session each month on the 4th Wednesday unless circumstances necessitate another date. Special meeting dates are reserved by the Commission primarily for hearings of appeals and/or grievances.*

## Highlights

- The Commission voted to approve the final amendments to the County's Civil Service Rules.
- The Commission held 9 regular and 18 special session meetings in FY 2011-12.
- The Commission presided over three disciplinary appeal hearings.

## Appeals and Grievances

Filed in 2011-2012	5
Resolved prior to Commission hearing (resolved, withdrawn or dismissed)	4
Hearings of the Commission (two hearings from FY 2010-2011)	3
Pending Appeals & Grievances	0
Resolved from previous FY 2010-2011	2

**Statistical Summary  
Grievances and Appeals  
Filed by Department**

	Allocations	11/12	10/11	09/10	08/09	07/08
Administrative Office	11	0	0	7 <sup>1</sup>	0	0
Agricultural Commissioner	41	0	0	0	0	0
Animal Services	18.5	0	0	0	0	0
Assessor	84.5	1	0	1	1	1
Auditor-Controller	39.5	0	1	0	0	0
Board of Supervisors	12.5	0	0	0	0	0
Child Support Services	39.75	0	0	0	0	0
Clerk-Recorder	22.5	0	0	0	0	0
County Counsel	21.25	0	0	0	0	0
District Attorney	94	0	0	0	0	0
Emergency Services	5.5	0	0	0	0	0
Farm Advisor	5	0	0	0	0	0
General Services	168	1	1	1	2	3
Grand Jury	0.5	0	0	0	0	0
Health Agency <sup>2</sup>	412.75	0	1	5	11	1
Human Resources	23	0	0	0	0	0
Information Technology	75.25	1	0	0	0	2
Library	70.5	0	2	0	1	0
Organizational Development	1	0	0	0	0	0
Planning and Building	87.75	0	2	1	1	0
Probation	151.5	1	2	3	2	1
Public Works	193.75	0	0	0	2	1
Sheriff - Coroner	388.5	0	2	4	1	2
Social Services	422	1	4	2	0	5
Treasurer/Tax Collector	29	0	1	0	0	0
Veterans Services	4	0	0	0	0	0
Other		0	1	0	0	0
<b>Total Grievances and Appeals</b>		<b>5</b>	<b>17</b>	<b>24</b>	<b>21</b>	<b>16</b>

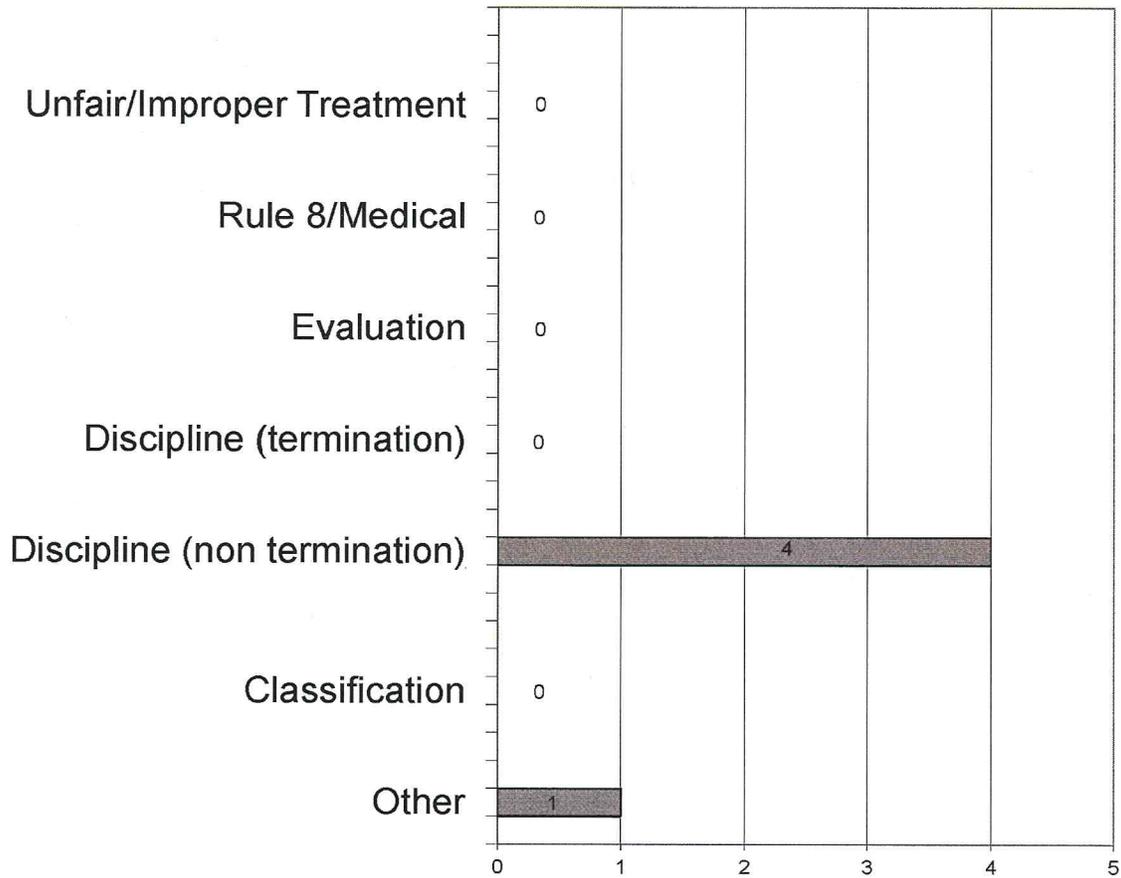
1 - all 7 grievances filed by one employee

2 - Drug & Alcohol Services included in Health Agency

**The number of grievances and appeals filed with the Human Resources Department in FY 2011-12 was the lowest of the last five fiscal years.**

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**Statistical Summary  
Grievances and Appeals  
Filed by Type**



**The Commission's rules outline the procedure for resolving employment disputes prior to requesting a hearing.**

**This fiscal year 4 of the 5 grievances and appeals that were filed with Human Resources were resolved without the need for a hearing before the Commission.**

**Two of the Commission's three hearings this fiscal year arose from appeals filed in FY 2010-11.**

**Commission Meetings**

- July 7, 2011 Special Session
- July 14, 2011 Special Session
- August 3, 2011 Regular Session
- August 24, 2011 Regular Session
- August 29, 2011 Special Session
- September 28, 2011 Regular Session
- October 19, 2011 Special Session
- October 20, 2011 Special Session
- October 26, 2011 Regular Session
- October 27, 2011 Special Session
- November 1, 2011 Special Session
- November 8, 2011 Special Session
- November 9, 2011 Special Session
- December 12, 2011 Special Session
- December 13, 2011 Special Session
- December 21, 2011 Regular Session
- January 10, 2012 Special Session
- January 11, 2012 Special Session
- January 19, 2012 Regular Session
- February 6, 2012 Special Session
- February 22, 2012 Regular Session
- March 28, 2012 Regular Session
- April 25, 2012 Regular Session
- May 23, 2012 Regular Session
- May 24, 2012 Special Session
- May 30, 2012 Special Session
- May 25, 2011 Regular Session
- June 28, 2012 Special Session

Summary of Meetings

9 Regular Session Meetings

18 Special Session Meetings



**Staff to the Civil Service Commission**

- **Tami Douglas-Schatz - Human Resources Director**
- **Rita Neal, Shane Stark, Jayne Williams - Commission Attorneys**
- **Robin Mason, Duane English - Commission Clerk**

## Commission Highlights

### CLASSIFICATION PLAN

- Approved ten new and revised job specifications, involving fifteen job classifications and approximately 50 positions.
- Human Resources staff received eight position study requests during the “open window” period; one request was rescinded. Of the seven positions studied, three incumbents were found to be working in-class, three were re-allocated upward and one was reallocated downward.

### HEARINGS

- Presided over a multiple-day hearing arising from the termination of a County employee, ruling in favor of the appellant. The Commission reinstated the employee, with back pay, and issued a 15-day unpaid suspension.
- Presided over a hearing to receive motions on procedural matters arising from an appeal of termination of a peace officer. The matter was subsequently moved outside the purview of the Commission.
- Presided over a multiple-day hearing arising from the termination of a County employee, ruling in favor of the appellant. The Commission reinstated the employee, with back pay, and issued a demotion.
- Presided over a multiple-day hearing arising from the suspension of a County employee, ruling in favor of the respondent. The Commission extended the suspension from one day to three days.

### CSC RULES

- Voted to approve the final amendments to the County’s Civil Service Rules as recommended by the rules update committee.

### OTHER BUSINESS

- Revised and adopted changes to its procedural guidelines for the election of officers of the Commission.
- Revised and adopted procedural guidelines for the placement of items on the Commission agenda.
- Participated in the RFP process and selected new Commission Counsel for grievance & appeal hearings.
- Approved Jeannie Nix as President and Jay Salter as Vice-President.
- Participated in training on the Brown Act as presented by Commission Counsel.

**Job Class Specifications Review Activity**

- Geographic Information Program Manager
- Health Education Specialist
- Computer Systems Technician Aide, I, II, III
- Senior Computer Systems Technician
- Sheriff's Forensic Laboratory Specialist
- Mental Health Nurse Practitioner
- Land Use Technician
- Crime Prevention Specialist
- Planner I, II, III
- Senior Planner

*Approximately  
560 job classes  
exist in the  
County of San  
Luis Obispo*



**Summary**

**3 new specifications  
7 revised specifications  
15 classifications  
50 positions**

**Summary of  
Recruitment Activity**

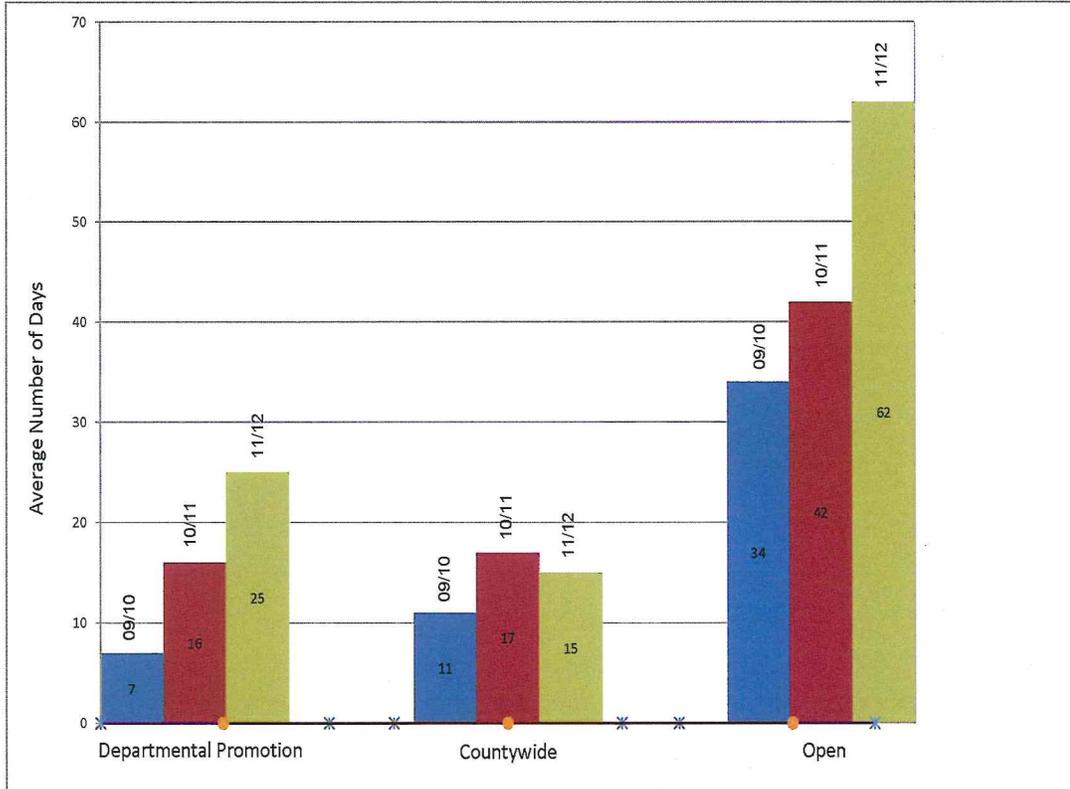
<b>Summary of Recruitment Activity (Regular Recruitments) July 1, 2011 through June 30, 2012</b>				
<b>Application Summary</b>		<b>FY 11/12</b>	<b>FY 10/11</b>	<b>FY 09/10</b>
	Applications	8,183	4,661	5,548
	Requisitions	118	75	98
<b>Requisitions by Category</b>				
	Permanent	110	62	84
	Temporary	3	9	8
	Substitute	5	4	6
<b>Requisitions by Type</b>				
	County Wide Promotional	5	2	7
	Departmental Promotional	32	22	29
	Lateral Transfer	0	2	0
	Open	81	49	62
<b>Hiring Activity</b>				
	Total Hires	328	273	268
	Permanent	145	96	111
	Temporary	183	177	157

**The Rules of the Commission that govern the County's recruitment process are in place to ensure that all examinations for employment are fair, impartial and consistent with merit system principles.**

**The HR Department experienced a 57% increase in the number of requisitions received and an increase of over 75% in the number of applications submitted.**

**24% of the applications submitted were for law enforcement related positions (Sheriff & Probation)**

**Average Number of Days to Produce Eligible Lists By Recruitment Type**



**The Rules of the Commission direct the establishment, certification and duration of the lists of candidates eligible for employment with the County.**

**The increased number of applications required the use of multiple selection elements that resulted in an increase in the “days to list measure.”**

**Statistical Summary  
County Workforce, US Census and  
Applicant Pool Demographics**

Gender	Female	Male	Total					
Workforce (EEO-4 report)	56.60%	43.40%	2,175					
New Hires	57.93%	42.07%	328					
Applications	54.70%	42.60%	8,183					
US Census Bureau (County of SLO - 2010)	48.70%	51.30%	269,637					

Race	White	Hispanic	Black	Other	Asian/ Pacific Islander	American Indian/ Alaskan	Filipino	TOTAL
Workforce (EEO-4 report)	84.37%	11.49%	1.61%	0.00%	2.21%	0.32%	0.00%	2,175
New Hires	53.79%	16.55%	2.07%	26.90%	0.69%	0.00%	0.69%	328
Applications	64.00%	20.90%	3.60%	5.60%	3.30%	1.20%	1.40%	8,183
US Census Bureau (County of SLO - 2010)	71.10%	20.80%	2.10%	3.80%	3.30%	0.90%	0.00%	269,637

Age	Under 20	20-29	30-39	40-49	50-59	60 and Over	TOTAL
Workforce (EEO-4 report)	0.00%	6.70%	18.16%	27.29%	35.55%	12.30%	2,175
New Hires	0.00%	25.52%	36.55%	18.62%	12.41%	6.90%	328
Applications	1.20%	29.60%	28.10%	20.80%	16.70%	3.60%	8,183
US Census Bureau (County of SLO - 2010)	23.40%	16.50%	10.70%	12.70%	15.10%	21.50%	269,637

**While not a legal mandate, the County collects data on race and gender to identify groups which may be underrepresented in County employment.**

- **55% of the County's new hires were between the ages of 30 and 49.**
- **56% of the County's workforce is female.**

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Civil Service Commission, 1055 Monterey Street, Suite D-250, San Luis Obispo, CA 93408  
805-781-5959, Human Resources Department, www.slocounty.ca.gov/hr

COUNTY ORDINANCE  
INFORMATION LOCATED ON  
www.slocounty.ca.gov/hr

Chapter 2.40 CIVIL SERVICE SYSTEM

- [2.40.010 Adoption.](#)
- [2.40.020 Commission--Creation--Membership.](#)
- [2.40.030 Compensation for commission members.](#)
- [2.40.040 Operating funds.](#)
- [2.40.050 Contracting for examinations.](#)
- [2.40.060 Classified and unclassified service.](#)
- [2.40.070 Duties of commission and personnel director.](#)
- [2.40.080 Commission rules.](#)
- [2.40.090 Vacancies in peculiar positions.](#)
- [2.40.100 Examination requirements.](#)
- [2.40.110 Discrimination prohibited.](#)
- [2.40.120 Reductions, suspensions and dismissals.](#)
- [2.40.130 Employee status.](#)
- [2.40.140 Prerequisites to salary payment.](#)
- [2.40.150 Veteran's preference.](#)

Civil Service Commission on-line at www.slocounty.ca.gov/hr/csc

The screenshot displays the San Luis Obispo County website's Civil Service Commission page. At the top, there are navigation tabs for Residents and Visitors, Business, Health and Well Being, Law and Justice, Government, and Emergency. The main header includes the county name and logo, the date 'Thursday, September 13, 2012', and a search bar. Below the header, there are two main columns. The left column contains a 'Human Resources' section with a list of links including 'Civil Service Commission', 'Current Job Openings', 'Employee and Labor Relations', 'Employee Benefits', 'Employee Unemployment', 'Frequently Asked Questions', 'General Information', 'How to Apply', 'HR Site Map', 'Job Information', 'Office Hours, Contact Info and Location', 'Online Resources', and 'Risk Management'. Below this is an 'Online Services' section with a dropdown menu and a 'Go' button. The right column features a breadcrumb trail: 'County Home Page > Human Resources Department > Civil Service Commission'. Below this is the title 'Civil Service Commission' and a link to 'Printer Version'. A section titled 'Click on a link below to access CSC documentation' lists several links: 'Overview', 'Commission Members', '2012 Calendar', 'Appenas/Minutes/Recordings', 'Appeal Forms', 'Rules/Ordinances', and 'Recurrence Forms'. The central part of the page is a grid of six member portraits. The top row includes Robert Bergman (District 1 Appointee) and Jeanne Nix (President, District 3 Appointee). The bottom row includes Jay Lohr (District 5 Appointee), Arthur Chapman (District 2 Appointee), and William Tjepan (District 4 Appointee). A central logo for the 'Civil Service Commission 2012' is also present, with text explaining that the commission is comprised of members appointed by the Board of Supervisors and serves four-year terms.

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October 24, 2012

To: Honorable Board of Supervisors  
From: Jeannie Nix, President, Civil Service Commission  
Subject: Completion of Working Group Actions

As your Board is aware, the Civil Service Commission created an Ad Hoc Committee, including President Jeannie Nix and Commissioner Bill Tappan, to participate in the Board's Working Group in August of 2011. We are pleased to report that the working group has met its objectives. We are offering this summary to finalize the activities of the Ad Hoc Committee.

The purpose of the working group, as set forth by your Board, was to discuss and improve four key items:

1. Brown Act violation 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

After several meetings, the working group members agreed to the following resolutions, which have been approved by the Commission:

1. The Commission adopted the following summary and future action regarding Brown Act violation and subsequent handling:

*One member of the Civil Service Commission violated the Brown Act by discussing closed session deliberations to a party to two appeals before the commission. The Commission requested and followed legal advice from outside counsel. The Commission affirms that any future situation that comes before the commission that carries potential liability to the County must be reported to the Human Resources Director and County Counsel for review.*

2. The Commission adopted the following summary and future action regarding 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.*

3. The Commission adopted the following approach to handling future budget issues:

*Upon being advised, the Commission agreed to consult with the HR Director prior to requesting work from outside counsel beyond findings & decisions associated with hearings.*

4. The Commission took the following three actions to address witness complaints and how hearings are conducted:

- 1) *Updated the Commissions' Procedural Guidelines to allow the parties in a hearing to ask follow-up questions after the CSC completes its questioning.*
- 2) *In the future, engage in training by having new outside counsel, Steve Simas, conduct training on hearing procedures for quasi-judicial bodies. The Commission, Department Heads, County staff and interested members of the public will be invited to participate. Human Resources included funds for this training in its proposed FY 2012-13 budget. It is anticipated that this training will occur in January 2012.*
- 3) *The Commission adopted the following statement: 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.*

## **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, districts and agencies 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.

- 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.

Adopted: 7-28-04

Revised: 10-26-05

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 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.

- 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

### **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:**

**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.

**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.

**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.
  
- 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 mathematic 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
- 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 (60 semester or 90 quarter units); OR C: One year of experience of performing clerical duties and one year of college (30 semester or 45 quarter units).

**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: 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

## **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 using proper grammar and punctuation
- 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