



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 3/7/2017

Agenda Placement: 6J

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Heather Ruiz - Director
Human Resources

REPORT BY: Kevin Lemieux, Senior Human Resources Analyst - 253-4000

SUBJECT: Adoption of a Resolution Amending the Departmental Allocation List for the Health and Human Services Agency by Adding a Senior Office Assistant and a Social Worker Supervisor

RECOMMENDATION

Director of Human Resources and Director of Health and Human Services requests adoption of a resolution amending the Departmental Allocation List for the Comprehensive Services for Older Adults Division of the Health and Human Services Agency, as follows, effective March 7, 2017:

1. Add one 1.0 FTE Senior Office Assistant; and
2. Add one 1.0 FTE Social Worker Supervisor II.

EXECUTIVE SUMMARY

Over the past four years, the Comprehensive Services for Older Adults (CSOA) Division at Health and Human Services has seen a drastic spike in the volume of clients in two of their units: Napa County Veteran's Services Office (CVSO) and Adult Protective Services (APS). In the CVSO, recent legislation has spurred the need for additional administrative support. In the APS Unit, an aging Napa County population and significant state-level regulatory changes have greatly increased the workload and created a need for additional supervision.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	No
What is the revenue source?	The requested Senior Office Assistant in the Napa County Veteran's Services

Office is 100% General Fund and the requested Social Worker Supervisor II for the Adult Protective Services unit is 53% funded by Realignment dollars and 47% funded by Title XIX.

Is it Mandatory or Discretionary? Discretionary

Discretionary Justification: These positions are necessary to meet the growing needs of Napa County's Veteran population and those served by Adult Protective Services.

Is the general fund affected? Yes

Future fiscal impact: The total cost increase for the remainder of Fiscal Year 2016-2017 for the Senior Office Assistant is approximately \$19,530 (all General Fund), with an annualized cost of approximately \$68,590 for future fiscal years, and will be budgeted accordingly.

The total cost increase for the remainder of Fiscal Year 2016-2017 for the Social Worker Supervisor II is approximately \$42,380, with an annualized cost of approximately \$126,925 for future fiscal years, and will be budgeted accordingly.

Consequences if not approved: If these positions are not approved, the Napa County Veteran's Services Office and Adult Protective Services Unit will continue to face a growing number of clients with limited staff available to meet the varying needs of veterans and older adults.

Additional Information:

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

The Comprehensive Services for Older Adults (CSOA) Division at the Health and Human Services Agency (HHS) is requesting a new position in their County Veteran's Services Office (CVSO) and a second for their Adult Protective Services (APS) Unit. The client population has increased over recent years, and the addition of two new positions is essential to the continued success of both programs.

The CVSO has had the administrative support of a .5 FTE position for the past four years. During that same time period, the average number of phone calls to the program per month has increased from 300 to over 700. Additionally, legislation went into effect November 12, 2015, which allows veterans to have their veteran status on their California Driver's License, but they must obtain certification through the local CVSO. With approximately 11,000 local veterans, the Office has started receiving a much higher flow of walk-in clients. In September 2016, an extra help Senior Office Assistant was hired to meet customer service demands and provide needed program support. Extra help is no longer a viable way to support the ongoing and increasing demands of the Veterans Services Office.

The APS has seen a steady increase in the number of referrals of Abuse and Neglect regarding individuals 65 years of age or older and the Dependent Adult population (aged 18 to 64) over the past two years. In Fiscal Year

15-16, this resulted in a 25% increase in the number of cases investigated by APS Social Workers. Given the steady increase in the older adult population, this trend is expected to continue. Currently, Napa County APS consists of four Social Workers and a Public Health Nurse. This program is currently supervised by the Assistant Public Guardian (PG), who also provides supervision to PG staff, in addition to providing daily client services and case management.

The hiring of a dedicated APS Social Worker Supervisor II will provide added support to the APS Unit, more comprehensive approaches to providing services, and increase the collaboration with agency and community partners. Napa County APS services are a vital part of HHSA, serving the most vulnerable population. Elder and dependent adult abuse and neglect is significantly under-reported locally, largely due to limited awareness of the program and services. The APS Social Worker Supervisor II will play a lead role in providing outreach to the community, educating Mandated Reporters on their reporting requirements, and working with local law enforcement to assure victims are protected. This position will also play a key role in the development of new procedures and community education regarding the Napa County Caregiver Permitting Process.

In December 2016, APS converted to a new computer database software which requires frequent supervisory approval in order for social workers to complete their work timely. The change has brought forward new challenges in documentation and reporting requirements. The APS Social Worker Supervisor II will work with the contracted company to troubleshoot issues and correct problems. This position will also provide added support to the APS Team regarding the computer system, to help ensure timely and accurate documentation.

In addition to the new increase in supervisory workload created by the software change, other impending state-level changes will further increase workload. The State is developing new in-person and online training modules for each Social Worker. The APS Social Worker Supervisor II will need to coordinate and track these trainings to ensure all staff attend. The State monthly reporting form (SOC 242) is also undergoing major revision, and will require collection of new data elements to ensure compliance with the state. The APS Social Worker Supervisor II will need to monitor these and other state and federal activities and develop new internal processes to implement changes, and provide training to staff to ensure regulations are followed correctly. Without a dedicated supervisor to perform these tasks, the APS Program is at risk of non-compliance with state regulations.

Therefore, the Director of Human Resources and the Director of Health and Human Services recommend the adoption of a resolution amending the Departmental Allocation List as shown in "Exhibit A," effective March 7, 2017.

SUPPORTING DOCUMENTS

A . Resolution

CEO Recommendation: Approve

Reviewed By: Bret Prebula