



Agenda Date: 9/12/2006  
Agenda Placement: 6R

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

---

**TO:** Board of Supervisors  
**FROM:** Theresa Richmond for Randy Snowden - Director  
Health & Human Services  
**REPORT BY:** Theresa Richmond, Chief Operations Officer, 259-8176  
**SUBJECT:** Amend the Departmental Allocation List - HHSA Social Services & Administration Divisions

---

### **RECOMMENDATION**

Human Resources Director and the Director of Health and Human Services request adoption of a resolution amending the Departmental Allocation List for the Health and Human Services Agency and its budget units as follows, effective September 23, 2006:

1. Delete one (1) Staff Services Analyst I/II and add one (1) Senior Systems Support Analyst in the Administration budget unit; and
2. Delete one (1) Office Assistant II and one (1) System Support Analyst - H & HS, and add one (1) Senior Office Assistant and one (1) Senior Systems Support Analyst to the Social Services budget unit.

### **EXECUTIVE SUMMARY**

Approval of the requested actions will reclassify the following positions within the Health and Human Services Agency (HHSA) effective September 23, 2006:

- | In the HHSA Administration budget unit, one Staff Services Analyst I/II to a Senior Systems Support Analyst.
- | In the Social Services budget unit, one Office Assistant II to a Senior Office Assistant and one System Support Analyst - H & HS to a Senior Systems Support Analyst.

Anticipated direct and indirect impacts of the requested reclassifications: increased costs due to the reclassifications will be more than made up for through improved regulatory compliance, accountability and operational efficiencies.

### **FISCAL IMPACT**

Is there a Fiscal Impact?                      Yes

Is it currently budgeted?	No
What is the revenue source?	Social Services allocations and County General Fund.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	This action is discretionary in that these positions are not required by statute. Neither is the reclassification of these positions mandated in any way. However, improved regulatory compliance, enhanced operational efficiency and accountability are expected to result from the requested reclassifications.
Is the general fund affected?	Yes
Future fiscal impact:	Total additional costs for the remainder of Fiscal Year 2006-2007 for the requested three reclassifications sums up to \$8,535. The Agency will absorb these additional costs within its authorized budget for the current Fiscal Year.  Total annualized costs for the requested three reclassifications sums up to \$12,466. Corresponding appropriations for these permanent positions will be budgeted annually.
Consequences if not approved:	For the Office Assistant position in the Comprehensive Services to Older Adults division, certain compliance-related higher level office duties would need to be reassigned to an Eligibility Worker. Due to the high caseloads currently being carried by Eligibility Workers in CSOA, this would result in delays in either compliance related tasks or the processing of benefits for older and dependent adults applying for assistance.  Regarding the two Senior Systems Support analyst applications, the result would be a lack of consistency among different positions engaged in information technology activities within HHSA; and a reduction in the level of assignments that can be given to the affected positions, which will set back the Agency's ability to complete its infrastructure initiative to improve regulatory compliance, accountability, and efficiency.
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**

Three requests for reclassification of positions at the Health and Human Services Agency (HHSA) were submitted to Human Resources:

1. HHSA Administration (Budget Unit No. 50000) requested the reclassification of a Staff Services Analyst II (SSAII) to a Senior Systems Support Analyst. This position provides support to the Mental Health and Substance Abuse Services Divisions of the Agency.

2. Social Services (Budget Unit No. 50100) requested the reclassification of one Office Assistant II (OAll) in the Comprehensive Services for Older Adults (CSOA) Division to a Senior Office Assistant (Senior OA), and
3. The reclassification of a System Support Analyst H & HS to a Senior Systems Support Analyst. This position provides support to the Public Assistance/Vocational Services Division of the Agency.

1. Administration (ITS) – System Support Analyst II to Senior Systems Support Analyst: The System Support Analyst II position is a County position, not a Merit System Services (MSS) position. County Human Resources has studied the position and recommended that the position be reclassified as Senior Systems Support Analyst.

As a part of the Agency's ongoing infrastructure initiative to improve regulatory compliance, accountability and efficiency, HHSA has been working closely with County Information Technology Services to organize Agency staff who provide IT-related support to program staff into an HHSA-IT Unit under the direction of a County ITS manager. The incumbent is assigned to the Agency's Administration Budget Unit 500, where it provides IT support for program specific software utilized by the Agency's Mental Health and Substance Abuse Services Divisions. The requested reclassification reflects the level of responsibility and expertise which the position requires, will allow for the position to supervise staff, and will also enhance the Agency's ability to initiate essential cross training in IT systems specific to HHSA programs. Moreover, the reclassified position will facilitate training and the provision of other IT support to program staff, and the development and implementation of new technology systems (including several new systems that will be imposed on counties by state authorities over the next few years). As noted above, HHSA's IT Unit is overseen by a manager of the County's central Information Technology Services, thereby ensuring that HHSA-IT activities remain fully coordinated with and by the County's ITS.

2. Social Services (CSOA) – Office Assistant II to Senior Office Assistant: Assigned to the Social Services Budget Unit 501, this position is governed by Merit System Services (MSS). MSS has conducted a review of the duties performed by the incumbent and has recommended that this position be reclassified as a Senior Office Assistant.

The incumbent provides clerical support to the eligibility unit within CSOA and has been assigned increasing responsibilities designed to ensure that client cases are handled in a manner that meets regulatory requirements. More specifically, the incumbent reviews client applications for completeness, alerts eligibility workers to issues which might affect eligibility, and accumulates information from clients necessary to complete their applications. The incumbent also prepares reports on the status of eligibility caseloads. These duties require knowledge of regulatory requirements of the MediCal system. Such program-specific expertise is a characteristic of the Senior Office Assistant job classification. The use of office support staff for these functions additionally provides a cross check for program staff, which reduces compliance errors, and also allows higher paid program staff to devote more time to direct client service.

3. Social Services System Support Analyst H&HS to a Senior Systems Support Analyst: This position is also a Merit System Services (MSS) position. MSS has studied the position and recommended that the position be reclassified as Senior Systems Support Analyst.

This reclassification is also a part of the Agency's effort to organize its staff currently engaged in various types of program-specific ITS support into an HHSA ITS Unit. The incumbent is assigned to the Social Services budget unit and provides IT support for the program-specific software utilized by the Agency's Public Assistance/Vocational Services Division and to the Child Welfare Services Division. The incumbent currently supervises one clerical support staff. Supervision of staff is expressly allowed in MSS Senior Systems Support Analyst job classification but not in the System Support Analyst H&HS classification.

## **SUPPORTING DOCUMENTS**

A . Resolution

CEO Recommendation: Approve

Reviewed By: Lorenzo Zialcita