

From: [Annette](#)
To: [District1](#); [Chavez, Cindy](#); [Supervisor.Lee](#); [Ellenberg, Supervisor](#); [Supervisor Simitian](#); [BoardOperations](#)
Subject: [EXTERNAL] Regarding #23-1843-02 (Item #71 or 72 on the 2/26/24 BOS agenda)
Date: Tuesday, February 27, 2024 7:37:03 AM

Regarding #23-1843-02 (Item #71 or 72 on the 2/26/24 BOS agenda)

Honorable Members of the County of Santa Clara Board of Supervisors,

This reclassification is not necessary and is just one more example of unethical hiring decisions (promotions and reclassifications), including many recent ones that seem more based upon nepotism rather than on skill, experience, competence, and business need.

I was pleased when, at the special meeting on December 19th, the Board stated that hiring at the program manager level or higher needed to be presented, presumably approved by the BOS. The document submitted to BOS to reclassify a Program Manager II within the Department of Family and Children's Services (DFCS) to the classification of Program Manager III is fraught with inaccurate information and has been conducted in secrecy unlike prior classification requests.

First, these documents indicate the incumbent has had these assignments since arriving at DFCS in 2014. While the incumbent may have arrived at DFCS in 2014, in her first several years with the department, she was assigned management over contracts and legislative files that were removed due to creating conflictual relationships with other departments and creating unharmonious work environments with staff she supervised, many of whom subsequently left the department. These issues have continued to occur.

The incumbent and the programs managed by her had been within the Administrative Support Bureau (ASB), which is managed and handled by a Social Services Program Manager III until approximately 2021. There is no doubt that her responsibilities have increased over the years. After her initial assignments were removed, the incumbent was assigned one program, and eventually, other responsibilities were added as the by the then ASB manager who felt as a Program Manager II the incumbents' responsibilities should equivalent to that of others in similar classifications within the department. The incumbent and the programs she managed were moved to the Director's Office, presumably based upon the request or recommendation of the Juvenile Welfare Office of the Ombuds (JWOO) to have the individual responsible for DFCS internal complaint process report directly to the department director. It is important to note that for many years, the manager responsible for internal complaints and who served as liaison with JWOO was part of ASB but worked directly on the complaints with the DFCS Director without issue. Many of the programs under the incumbent's management do not need to be attached to the Director's Office but instead would be a better fit within the Administrative Support Bureau, which includes other department-wide programs which support DFCS operations such as Centralized Hiring, Travel, Policy, and Case Review. The reclassification report and the memo to the BOS state that there is no other place for the programs under the incumbent's management, but that is not true. The programs, except for complaints and Whistleblower, along with the clerical staff, Social Service Analysts, Social Work Supervisor, Project Manager level staff, could be returned to the Administrative Support Bureau, and the reclassification would not be needed. The efforts to create a bureau for the incumbent has resulted in the unnecessary addition of staff resulting in decreased scope of responsibilities for existing staff and do not make good business sense. Department and agency executives have blatantly refused to listen to all sides when making these business decisions.

Additionally, I would encourage the BOS and/or County Executive to look at where and how analytical or support staff are used and assigned within the department. The specific job

descriptions of some of these positions seem to have little, undefined or at least uncommunicated responsibilities while other staff of similar classifications, in the same area, are overburdened. These positions could be better and be more equitably utilized.

Amazingly, the agency and departmental leadership listen, support, and encourage those with self-serving motives while ignoring others who have been working beyond their scope for years. DFCS has a Project Manager within the Family Support Bureau, who for over ten years, has been responsible for close to ten county-wide programs, which require substantial collaboration with community, county and state entities, contracts of significant monetary worth, and a facility.

It is disheartening that the most recent directors have been unable or unwilling to listen to and/or address concerns raised to their level which has resulted in extremely low morale in DFCS.