



23-1843-01

**DATE:** February 6, 2024 (Item No. {{item.number}})  
**TO:** Board of Supervisors  
**FROM:** James R. Williams, County Executive  
**SUBJECT:** Reclassification of one Program Manager II to Program Manager III in the Social Services Agency

### **RECOMMENDED ACTION**

Consider recommendations relating to a reclassification of one Program Manager II to Program Manager III in the Social Services Agency.

Possible action:

- a. Introduce and preliminarily adopt Salary Ordinance No. NS-5.24.45, an Ordinance amending Santa Clara County Salary Ordinance No. NS-5.24 relating to compensation of employees deleting one Program Manager II position and adding one Program Manager III position in the Social Services Agency.
- b. Approve Request for Appropriation Modification No. 142 - \$3,041 increasing revenue and expenditures in the Social Services Agency budget, relating to a class study of one Program Manager II. (4/5 Vote)

### **FISCAL IMPLICATIONS**

In Fiscal Year (FY) 2023-2024, the cost of the Program Manager II position to be deleted is \$95,320. The cost of the Program Manager III position to be added is \$106,182 with \$3,041 in net federal revenue and \$10,862 in salaries and benefits. The combined fiscal impact to the County General Fund is a net cost of \$7,821 and will be offset by a reduction in Object 2 Services and Supplies.

In FY 2024-2025, the cost of the Program Manager II position to be deleted is \$241,987. The cost of the Program Manager III position to be added is \$268,300 and is subject to change if they FY 2024-2025 benefit rates are updated. This action increases the net federal revenue by \$7,367 and the salaries and benefits by \$26,313. The combined fiscal impact to the County General Fund is a net cost of \$18,946 and will be offset by a reduction in Object 2 Services and Supplies.

## **REASONS FOR RECOMMENDATION AND BACKGROUND**

The Program Manager II job description no longer accurately reflects the duties, responsibilities and decision-making performed and required of the Program Manager II position within the Social Services Agency.

Employee Services Agency- Human Resources (ESA-HR) received an executive management-initiated classification study request from the Social Services Agency (SSA) Director to study one (1) Program Manager II (PM II) position to determine if the incumbent is appropriately classified. According to the department, the PM II classification does not match the incumbent's additional responsible duties, including but not limited to a created internal program audit process, and numerous, complex programs now being performed, in which the Department of Family and Children's Services (DFCS) does not have other options to reassign this work. As such, a desk audit was conducted in May 2023.

The PM II under study reports to the DFCS Director; has twenty-seven (27) staff reporting to them, including supervising six (6) direct reports; has an additional six (6) indirect staff reports; as well as nine (9) clerical staff who support the programs the incumbent manages in a dotted line relationship.

The incumbent started with DFCS as a Program Manager II in 2014 to manage and supervise child welfare services, including formal and informal resolution of case related complaints and investigations. Since the incumbent started with the department, their role gradually increased in responsibilities and staff supervision, due to several organizational changes, which led to the incumbent currently overseeing twelve (12) programs for DFCS, including Program Audit, Whistle Blower, Child Care, Medical and Dental Care of Foster Youth, Interstate Compact on the Placement of Children, Complaints, Psychological Evaluations, Substance Abuse Testing, Custodian of Records, Grievance Hearings, Paternity Testing, Residential Substance Use treatment, Translation and Interpreter Services, and Litigation Coordination and Presumptive Transfers.

In analyzing the differentiation of duties and scope of responsibilities of the PM II in comparison to the PM III classification, several key indicators support that the incumbent's scope of work is more aligned with the PM III classification. The incumbent's position requires technical or specialized subject area, specifically in child welfare, and also manages twenty-seven (27) staff over twelve (12) Countywide service programs requiring consistent partnership for inter-departmental collaboration with the Office of the County Executive, the Office of County Counsel, the Office of Mediation and Ombuds Services, the Sheriff's Office, the Department of Public Health, Santa Clara Valley Dental and Health Clinics, the Employee Services Agency-Labor Relations Department, and the Equal Opportunity Department. The incumbent's scope of work also requires monthly, quarterly, and annual

reporting duties to local, regional, and state regulatory agencies as well as compliance associations and numerous community-based organizations to fully carry out the DFCS programs and services the incumbent oversees, which include the:

- California Department of Education,
- California Department of Social Services,
- Superior Court-Supervising Juvenile Dependency Division Judge,
- American Association for Interstate Compact on the Placement of Children, and
- Interstate Compact Officers (comprised of all 50 states).

The PM II classification does not adequately describe the incumbent's current duties in that their role distinctly varies in scope, complexity, impact, and coordination levels and aligns more with the level PM III responsibilities within DFCS, which involve the incumbent managing complex coordination between county, local, regional, and state agencies and resources; the incumbent works with cross-departmental staff at all levels of their department as well as the County organization; and the incumbent prepares staff reports and comprehensive detailed plans with Countywide impact, including plans resulting in several DFCS organizational changes with direct impacts to the countywide services DFCS provides throughout its diverse and sensitive client populations and communities.

Therefore, it is recommended to reclassify the incumbent from a Program Manager II to a Program Manager III classification. As such, it is recommended to delete one (1) Program Manager II position and add one (1) Program Manager III position in the Social Services Agency, BU 0501, and to reclassify the incumbent to the Program Manager III classification. Step placement shall follow the promotional rule (MSR Sec. A25-661), and the incumbent shall serve the applicable probationary period in accordance with MSR Sec. A25-191.

The County Employees Management Association (CEMA) concurs with the recommended action.

### **CHILD IMPACT**

This position serves the family and children within the County of Santa Clara and has a positive impact to managing programs and services supporting child welfare and medical and dental care for foster youth.

### **SENIOR IMPACT**

The recommended action will have no/neutral impact on seniors.

### **SUSTAINABILITY IMPLICATIONS**

The recommended action will have no/neutral sustainability implications.

### **CONSEQUENCES OF NEGATIVE ACTION**

The current classification of Program Manager II would not reflect the actual duties and

responsibilities being performed.

### **STEPS FOLLOWING APPROVAL**

The Clerk of the Board is requested to notify Staci Bjerk, Jennifer Parades-Fricano, and Zullay Rodriguez of the Employee Services Agency of completed processing.

### **ATTACHMENTS:**

- NS-5.24.45 - ESA - Deleting one Program Manager II and adding one Program Manager III in SSA
- Class Study Report - Program Manager II
- F85-142 Reclass PMII to PMIII