

41. 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)

(ID# 23-1843-01)

ORDINANCE NO. NS-5.24.45

AN ORDINANCE AMENDING SANTA CLARA COUNTY ORDINANCE  
NO. NS-5.24 RELATING TO THE COMPENSATION OF EMPLOYEES

The Board of Supervisors of the County of Santa Clara ordains as follows:

SECTION 1:

In SECTION 44 – SOCIAL SERVICES AGENCY – BU 501 the following shall be deleted:

1                      B3N      Program Manager II

SECTION 2:

In SECTION 44 – SOCIAL SERVICES AGENCY – BU 501 the following shall be added:

1                      B3H      Program Manager III

SECTION 3:

This Ordinance shall take effect February 6, 2024. This Ordinance shall be implemented on February 19, 2024.

PASSED AND ADOPTED by the Board of Supervisors of the County of Santa Clara, State of California, on \_\_\_\_\_ by the following vote:

AYES:

NOES:

ABSENT:

\_\_\_\_\_  
Susan Ellenberg, President  
Board of Supervisors

Signed and Certified that a copy of this document has been delivered by electronic or other means to the President, Board of Supervisors.

Attest:

\_\_\_\_\_  
Curtis Boone  
Acting Clerk of the Board of Supervisors

**County Of Santa Clara**  
**Request For Appropriation Modification**  
**Fiscal Year = 2024**

**F - 85 # 142**

**Approved: 02/06/2024**

Line	Fund	Budget Unit	Cost Center	CI	Description	Job Code	Funded Program	CMB Revenues	CMB Expenditures
1	0001	0501	5410	5101000	Permanent Employees	B3H			73,399.00
2	0001	0501	5410	5101000	Permanent Employees	B3N			(64,943.00)
3	0001	0501	5410	5110100	Retiree Medical Insurance	B3H			2,763.00
4	0001	0501	5410	5110100	Retiree Medical Insurance	B3N			(2,763.00)
5	0001	0501	5410	5110200	Health Insurance	B3H			9,140.00
6	0001	0501	5410	5110200	Health Insurance	B3N			(9,140.00)
7	0001	0501	5410	5110300	Unemployment Insurance	B3H			39.00
8	0001	0501	5410	5110300	Unemployment Insurance	B3N			(34.00)
9	0001	0501	5410	5110400	FICA - Employer Share	B3H			4,551.00
10	0001	0501	5410	5110400	FICA - Employer Share	B3N			(4,026.00)
11	0001	0501	5410	5110500	Medicare Tax - Employer Share	B3H			1,064.00
12	0001	0501	5410	5110500	Medicare Tax - Employer Share	B3N			(942.00)
13	0001	0501	5410	5110602	PERS-Employer Paid Employer Contribution	B3H			4,271.00
14	0001	0501	5410	5110602	PERS-Employer Paid Employer Contribution	B3N			(3,779.00)
15	0001	0501	5410	5110603	PERS-Unfunded Accrued Liability-Misc	B3H			9,021.00
16	0001	0501	5410	5110603	PERS-Unfunded Accrued Liability-Misc	B3N			(7,982.00)
17	0001	0501	5410	5110610	Pension Obligation Bond-PERS UAL-Misc	B3H			683.00
18	0001	0501	5410	5110610	Pension Obligation Bond-PERS UAL-Misc	B3N			(604.00)
19	0001	0501	5410	5110700	Workers' Compensation	B3H			1,243.00
20	0001	0501	5410	5110700	Workers' Compensation	B3N			(1,099.00)
21	0001	0501	5410	5111200	Deferred Comp Expense -ER	B3H			8.00

**County Of Santa Clara**  
**Request For Appropriation Modification**  
**Fiscal Year = 2024**

**F - 85 #** **142**

Line	Fund	Budget Unit	Cost Center	CI	Description	Job Code	Funded Program	CMB Revenues	CMB Expenditures
22	0001	0501	5410	5111200	Deferred Comp Expense -ER	B3N			(8.00)
23	0001	0501	5411	4510150	Federal - Medical Assistance Program			304.00	
24	0001	0501	5411	4511200	FED - CWS - IV-E			2,737.00	
25	0001	0501	5416	5301000	Respite Day Care				(7,821.00)
0001					Transfer (From) To Fund Balance:				0.00
					Grand Total:			3,041.00	3,041.00

Form ID# Included:

38610,



## United Veterans Council of Santa Clara County

P.O. Box 26517  
San Jose, California 95159-6517  
[www.uvcsc.org](http://www.uvcsc.org)

*Honoring Those Who Served*

February 2, 2024

Santa Clara County Board of Supervisors

RE: Office of Veterans Services, Social Services Agency  
Staff Additions and reclassification of one Program Manager II to Program Manager III  
Agenda Items #15 and #41

Honorable Board of Supervisors:

The United Veterans Council of Santa Clara County is aware of the request for an additional 3 Veteran Service Officers and the reclassification of one Program Manager II to Program Manager III. The council strongly recommends and supports this additional staffing and reclassification of personnel. The Veteran Service Office is and continues to be an integral part of the Veteran Community in Santa Clara County and supports the needs of veterans and their families.

We applaud the past efforts of the Board of Supervisors in providing shelter, aid and comfort to the veterans in Santa Clara County and see this as a natural extension of all of the efforts and activities that have been provided. Each veteran and their families represent a strong link in our community and their continued contributions add to this overall strength of our community.

The Council recognizes the need for the County to maintain strong fiduciary controls and would like to note that in a recent state report Veteran benefit received \$44 for every \$1 of general funds spent. The addition of this staff and promotion of the Manager provides benefit to the County as well as the Veteran and in conjunction with the overall fiscal responsibilities of the County.

Respectfully submitted,

United Veterans Council of Santa Clara County  
Board of Directors  
Council Delegates and their supporting Veteran agencies

***Support Our Veterans***

A non-profit IRS 501(c)19 Corporation (EIN #77-0044329)  
Pay Pal Donations – [uvcsantacalaracounty@gmail.com](mailto:uvcsantacalaracounty@gmail.com)

ORDINANCE NO. NS-5.24.45

AN ORDINANCE AMENDING SANTA CLARA COUNTY ORDINANCE  
NO. NS-5.24 RELATING TO THE COMPENSATION OF EMPLOYEES

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1                      B3N      Program Manager II

SECTION 2:

In SECTION 44 – SOCIAL SERVICES AGENCY – BU 501 the following shall be added:

1                      B3H      Program Manager III

SECTION 3:

This Ordinance shall take effect February 27, 2024. This Ordinance shall be implemented on March 4, 2024.

PASSED AND ADOPTED by the Board of Supervisors of the County of Santa Clara, State of California, on \_\_\_\_\_ by the following vote:

AYES:  
NOES:  
ABSENT:

\_\_\_\_\_  
Susan Ellenberg, President  
Board of Supervisors

Signed and Certified that a copy of this document has been delivered by electronic or other means to the President, Board of Supervisors.

Attest:

\_\_\_\_\_  
Curtis Boone  
Acting Clerk of the Board of Supervisors

✓

## REQUEST TO SPEAK FORM

This document is a public record, subject to disclosure under the California Public Records Act.  
This document may also be added to the meeting materials posted on the County website.

If you wish to address the Board, Committee, or Commission, please fill out this form and place it in the container provided.

DATE: 2/6/2024

AGENDA ITEM NO. 41

For Issue ☐

Against Issue ☐

Neutral ☐

\* Written comments for the record only ☐

NAME (OPTIONAL): Cole Cameron Decline to State ☐  
PLEASE PRINT CLEARLY

ORGANIZATION (OPTIONAL): \_\_\_\_\_  
PLEASE PRINT CLEARLY

ADDRESS (OPTIONAL): \_\_\_\_\_  
PLEASE PRINT

\*If you want to provide written comments for the record only, and you do NOT wish to address the Board, Committee, or Commission orally, please write comments below:

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23-1843-01

**DATE:** February 6, 2024

**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.

Approved: 02/06/2024



## **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