

# County of Santa Clara

## Employee Services Agency

Department of Human Resources



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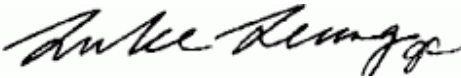
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Human Resources Manager

Submitted by: Joanne Cox  
Human Resources Director

DATE: June 16, 2009

TO: Board of Supervisors

FROM:   
Luke Leung  
Deputy County Executive

SUBJECT: Adoption of New Job Specification in the Office of the County Executive.

### **RECOMMENDED ACTION**

Consider the proposed revision to the FY 2010 Recommended Budget from Employee Services Agency related to the Office of the County Executive.

Possible actions:

- a. Approve new job specification for the classification of Ombudsperson Program Coordinator.
- b. Refer item for final consideration and approval for budget hearing scheduled for June 19, 2009.

### **FISCAL IMPLICATIONS**

The recommended action will have no impact on the General Fund as reflected in the County Executive's FY 2010 Recommended Budget.

### **CONTRACT HISTORY**

Not applicable.

### **REASONS FOR RECOMMENDATION**

The County Executive's FY 2010 Recommended Budget includes a recommendation to add a new position dedicated to the management of the Ombudsperson Program within the Office of the County Executive. This program is task to investigate complaints against Social Services Agency's (SSA) Department of Families and Children's Services (DFCS) and to make recommendations to the Director of SSA to resolve these allegations. At the time of publication of the Recommended Budget, the specific classification had yet to be determined and was under study by Employee Services Agency.

The recommended action includes approval of the appropriate new classification for this position, Ombudsperson Program Coordinator.

### **BACKGROUND**

The Office of Human Relations in the Office of the County Executive bid on an Request for Proposal (RFP) from SSA to provide ombudsperson services for DFCS. The Office of Human Relations was successful in the RFP process and started to manage the contract using a Dispute Resolution Program Coordinator and outside contractors.

The purpose of the ombudsperson services is to independently investigate complaints against DFCS and make recommendations to the Director, SSA on the allegations. In addition the ombudsperson service conducts investigations to determine if there are systematic problems within DFCS and presents those findings to the Director, SSA.

In order to focus appropriate attention on this contract, the Office of the County Executive requested the creation of a new position to manage County's Ombudsperson Program . It is now necessary to add a regular, coded position responsible to manage this program and to free up the Dispute Resolution Program Coordinator for more traditional assignments. The creation of a new job classification titled Ombudsperson Program Coordinator will perform ombudsperson duties and supervise activities of the contractors. The new classification is to be paid at parity with the Dispute Resolution Program Coordinator and the Immigration Services Coordinator classifications. The effective monthly salary for the new position is \$6511.16-\$7919.56.

The County Employees Management Association (CEMA) has been notified of the proposed action.

### **CONSEQUENCES OF NEGATIVE ACTION**

Without creation of this new classification, the County Executive's proposed budget, if approved, will not be implemented.

### **STEPS FOLLOWING APPROVAL**

Upon approval and adoption by the Board, the Clerk of the Board is requested to send Keyboard notification to Mary Ann Barrous, Human Resources Analyst, at Employee Services Agency.

## **ATTACHMENTS**

- Ombudsperson Program Coordinator Job Specification