

**ADOPT RESOLUTION TO AMEND THE PLUMAS COUNTY JOB
CLASSIFICATIONS PLAN & WAGE RANGES FOR THE
SOCIAL SERVICES DEPARTMENT #70590**

WHEREAS, Plumas County Personnel Rule 5.01 provides amendments to be made by resolution of the classification plan covering all positions in the County service; and

WHEREAS, during the Fiscal Year needs may arise to amend the Classification Plan; and

WHEREAS, the Director of Social Services requested the Human Resources Director to assist in revising changes to the position classifications and wage ranges as outlined:

1. Deputy Director / Social Services Program Manager – Range 3270
2. Program Manager I - 2960
3. Program Manager II - 3108
4. Staff Services Manager – Range 2842
5. Welfare Fraud Investigator I – Range 2125
6. Welfare Fraud Investigator I – Range 2305

WHEREAS, the Human Resources Director has updated and incorporated modifications to the job descriptions and wage ranges; and

WHEREAS, the Human Resources Director provided the proposed new and amended job classifications to the Operating Engineers Union Local #3 and has met the obligation of meet and confer.

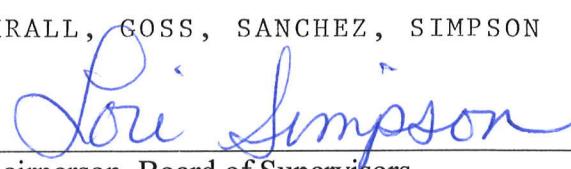
NOW, THEREFORE BE IT RESOLVED by the Plumas County Board of Supervisor as follows:

The job descriptions for the classifications attached hereto are approved, and the County's classification plan is hereby amended at the wage ranges listed for these 1.0 FTE funded and allocated positions.

The foregoing Resolution is duly passed and adopted by the Board of Supervisors of the County of Plumas, State of California, at a regular meeting of said Board held on the 18th day of July, 2017 by the following vote:

AYES: SUPERVISORS ENGEL, THRALL, GOSS, SANCHEZ, SIMPSON
NOES: NONE

ABSENT: NONE


Chairperson, Board of Supervisors

ATTEST:

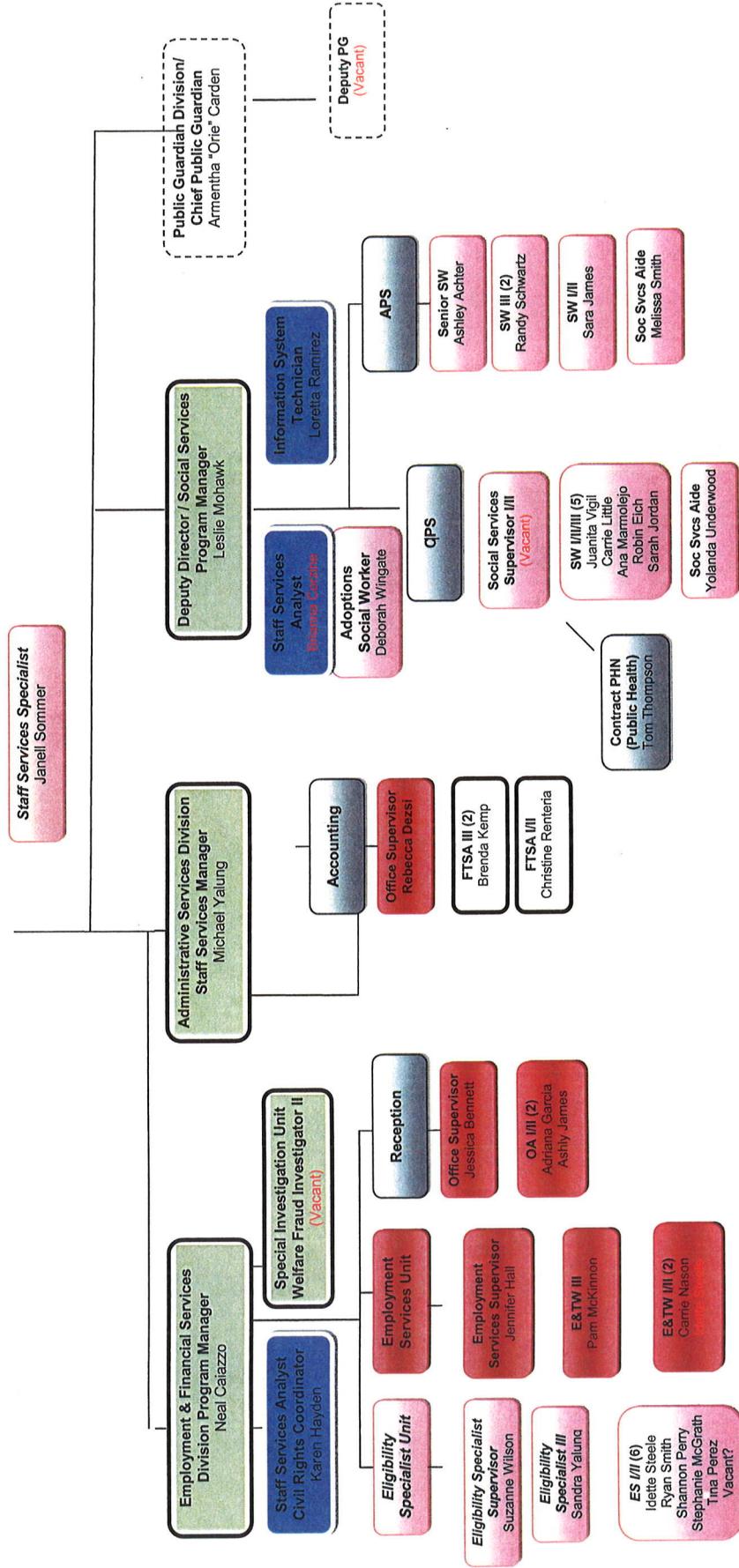

Clerk of the Board

Exhibit A

Phase One - light pink
Phase Two - red
Phase Three - dark blue
Phase Four - green

PLUMAS COUNTY DEPARTMENT OF SOCIAL SERVICES & PUBLIC GUARDIAN

DIRECTOR ELLIOTT SMART



Social Services Department
Ten County Comparison May 2017

	Deputy Director	Deputy Director/Social Services Program Manager I	Program Manager II	Program Manager III	Staff Services Manager
Amador	\$ 44.47	n/a	\$ 30.35	\$ 33.37	n/a
Calaveras	n/a		\$ 24.99	\$ 32.03	n/a
Colusa	n/a			n/a	
Del Norte	n/a				
Glenn		\$ 41.13		\$ 29.64	
Inyo		n/a		n/a	
Lassen	n/a		\$ 29.12	n/a	
San Benito	n/a		\$ 29.56	n/a	
Tehama	\$ 36.23		\$ 30.32		\$ 36.23
Tuolumne			\$ 31.42		\$ 31.42
<i>Sum</i>	\$ 80.70		\$ 191.90	\$ 58.36	\$ 129.32
Average	\$ 40.35		\$ 31.98	\$ 29.18	\$ 32.33
Plumas	n/a		\$ 25.14	\$ 27.65	\$ 23.96
Proposed	\$ 35.71	\$ 29.60	\$ 31.08	\$ 28.42	

Exhibit B

DEPUTY DIRECTOR / SOCIAL SERVICES PROGRAM MANAGER**DEFINITION**

Under executive direction, the Deputy Director / Social Services Program Manager plans, organizes, and directs the overall administrative activities of one or more of the major divisions of a social services agency to include administrative services units, employment, eligibility, or social services programs, either directly or through subordinate managers; may act in the Director's absence; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

A Deputy Director / Social Services Program Manager typically has responsibility for multiple functional areas in a social services agency, but may manage a single division or function through subordinate managers and/or supervisors.

This job classification describes managerial classes used in local social services agencies to provide management and supervision of employment, eligibility and/or social services programs; some positions may have additional responsibility for administrative service units; developing and reviewing departmental policies and procedures, assigning and reviewing work, reviewing and responding to correspondence, conducting staff meetings, provide professional; and technical consultation on complex program matters, assisting in staff training and development, completing employee performance evaluations, preparing budget information and representing the department at community organizations, public gatherings and other government offices.

REPORTS TO

Director Social Services

CLASSIFICATIONS DIRECTLY SUPERVISED

This classification directs the operations and functions of a Child Welfare Services program and the Adult Protective Services program in the Social Services department. May also supervisor various Office, Fiscal, and Program Support Staff as needed.

DEPUTY DIRECTOR / SOCIAL SERVICES PROGRAM MANAGER II – 2

EXAMPLES OF DUTIES

- Develops and implements goals, objectives, policies, procedures and work standards for a division
- Manage the daily work activities of a Child Welfare Services and Adult Protective Services program, by establishing performance levels, communicating goals, and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness
- Plans, organizes, coordinates and directs a division in the areas of administration, social services, eligibility or employment; establishing performance levels, communicating goals and performance expectations, and ensuring conformance to established policies and procedures, and standards for quality and timeliness
- Plans and manages, through subordinate managers and/or supervisors, the work of division staff; assigns, reviews and evaluates staff and provides for their training and professional development; monitors and directs employee relations activities; and provides guidance to subordinate staff regarding personnel matters
- Assesses service delivery to communicate findings to upper management, implements changes to improve efficiency and service quality, maximizes effectiveness of program operations, and ensures alignment with the department's mission
- Serves as an internal technical expert regarding program matters by providing consultation and guidance to staff, subordinate supervisors, managers, executive management, or the Director
- Prepares and recommends long-term plans for division services and programs; develops specific proposals for action on current and future division services and operations
- Assesses the need for changes to policies or programs based on initiatives to improve services, new services or program modifications, and opportunities for cross-collaboration of program areas
- Interprets laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services, and assesses program compliance with laws and regulations
- Develops or revises policies or procedures to improve operational efficiency and effectiveness, and assists higher-level management in departmental strategic planning
- Works collaboratively with personnel of other agencies, community groups, contractors, and other public and private organizations to determine needs for social services, and coordinates shared services or collaborative projects, or the provision of services by contracted agencies
- Assists in development of the budget for assigned programs by preparing cost estimates and projections, and performing ongoing monitoring of expenditures to ensure compliance with budget provisions
- Serves as an external technical expert by providing consultation regarding program, legal, or policy matters to external entities such as County department managers or administrators, State departments, Board of Supervisors, advisory boards, and advocacy groups
- Ensures that information regarding department services and policies is provided accurately and thoroughly to external parties, and that all complaints are responded to appropriately and in a timely manner

DEPUTY DIRECTOR / SOCIAL SERVICES PROGRAM MANAGER II – 3

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Program development, administration, and service delivery related to programs in the area(s) of responsibility, which may include employment services, eligibility, and/or social services
- Federal, state, and local laws, rules, and regulations governing the operation of public social services agencies, including the California Welfare and Institutions Code and the California Department of Social Services Division Regulations
- Principles of public administration, including intergovernmental relationships affecting delivery of public services
- Current management and leadership theories, techniques, and applications to ensure that strategies employed in the supervision and oversight of staff are effective and appropriate
- Planning and scheduling techniques to ensure that timelines and schedules are established appropriately, modified as needed, and adhered to
- Budgeting principles in order to develop, manage, and/or track budgets, budget allocations, and expenditures

Ability to:

- Establish and maintain cooperative working relationships with internal management and staff, and with a variety of external stakeholders
- Monitor the activities in multiple programs or functions run by different subordinate managers or supervisors to ensure all activities are consistent with established policies and procedures, and the mission of the department

Ability to continued:

- Develop solutions to complex problems and issues relating to programs, procedures, and policies
- Be flexible in adapting to changes in priorities or resources that impact pre-established timelines and courses of action
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant
- Analyze and evaluate the impact and effectiveness of programs, procedures, and policies
- Develop alternate work plans and strategies in response to changing priorities, problems, or setbacks to allow for the completion of projects and work assignments within desired timeframes
- Develop short-range and long-range plans and schedules in support of operating goals and strategic plans of the department
- Develop systems and controls to ensure the quality of work performed by staff, and overall quality of services provided
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects
- Read and understand complex written materials, such as laws, proposed legislation, policies, reports, etc., in order to interpret, explain, and apply
- Use a personal computer to input data, access information, and create materials and documents using a variety of software applications
- Communicate verbally, in person or by telephone, clearly and concisely with a variety of audiences on a variety of matters
- Write to ensure effective and clear communication and proper composition of reports, correspondence, email, and other written communication
- Review and edit documents written by others to ensure proper format, sentence structure, grammar, and

DEPUTY DIRECTOR / SOCIAL SERVICES PROGRAM MANAGER II – 5

Training and Experience:

Qualifications needed for this position:

One (1) year of full-time experience performing duties as a Social Services Program Manager, Program Manager, Staff Services Manager, or Senior Staff Services Manager within an Interagency Merit System county;

OR

Four (4) years of full-time supervisory experience in employment, eligibility; social service programs; or administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

OR

A graduate degree in public administration or business administration or a Master's Degree in Social Work or a Master's Degree from a two year counseling program **AND** two (2) years of full-time supervisory or managerial experience in employment, eligibility, social service programs; or administrative or staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

SPECIAL REQUIREMENTS

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment. Exception to this requirement may be considered on a case by case basis.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

PROGRAM MANAGER I

DEFINITION

Under direction, the Program Manager plans, organizes, and directs employment, eligibility, or social services programs and activities in a local public social services department or agency; and performs other duties as assigned. Some positions may have additional responsibility for administrative services units.

DISTINGUISHING CHARACTERISTICS

Positions in this class are distinguished from the Program Manager II in that the Program Manager I may have less managerial responsibility. Both positions have involvement in departmental policy making; and organization and complexity of the agency and the program managed.

This series specification describes managerial classes used in local social services agencies to provide management and supervision of employment, eligibility and/or social services programs. Some positions may have additional responsibility for administrative service units; developing and reviewing departmental policies and procedures and assigning and reviewing work

REPORTS TO

Social Service Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Various Office, Fiscal, and Program Support Staff depending upon the department unit to which a position is allocated

PROGRAM MANAGER I - 2

EXAMPLES OF DUTIES

- Manage the daily work activities of a program or multiple programs, directly or through subordinate supervisors, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness
- Assess service delivery to communicate findings to upper management, implement changes to improve efficiency and service quality, maximize effectiveness of program operations, and ensure alignment with the agency's mission
- Oversee personnel actions to determine compliance with policies and procedures, and provide guidance to subordinate supervisors regarding personnel matters
- Ensure that programs or work units are staffed with qualified individuals by resolving performance problems, documenting performance according to policy, training and developing staff, and assisting in the selection, hiring, and promotion of staff
- Interpret laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services, and assess program compliance with laws and regulations
- Assess the need for changes to policies or programs based on initiatives to improve services, new services or program modifications, and opportunities for cross-collaboration of program areas
- Develop or revise policies or procedures to improve operational efficiency and effectiveness, and assist higher-level management in departmental strategic planning
- Serve as an internal technical expert regarding program matters by providing consultation and guidance to staff, subordinate supervisors, managers, executive management, or the Director
- Work collaboratively with personnel of other agencies, community groups, contractors, and other public and private organizations to determine needs for social services, and coordinate shared services or collaborative projects, or the provision of services by contracted agencies
- Ensure that information regarding department services and policies is provided accurately and thoroughly to external parties, and that all complaints are responded to appropriately and in a timely manner
- Serve as an external technical expert by providing consultation regarding program, legal, or policy matters to external entities such as County department managers or administrators, State departments, Board of Supervisors, advisory boards, and advocacy groups
- Assist in development of the budget for assigned programs by preparing cost estimates and projections, and performing ongoing monitoring of expenditures to ensure compliance with budget provisions
- Perform other duties as assigned

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

PROGRAM MANAGER I – 3

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Program development, administration, and service delivery related to the program or programs in the area of responsibility, which may include employment services, eligibility, and/or social services
- Current management and leadership techniques, performance appraisal methods, and public administration
- Knowledge of planning and scheduling techniques to ensure that timelines and schedules are established appropriately, modified as needed, and adhered to
- Knowledge of budgeting principles in order to develop, manage, and/or track budgets, budget allocations, and expenditures
- Public funding and budget preparation
- Public and private community resources

Ability to:

- Establish and maintain cooperative working relationships with internal management and staff, and with a variety of external stakeholders
- Identify, analyze, and evaluate situations or problems to determine appropriate courses of action
- Analyze laws, regulations, and policies to ensure all programs and activities are in compliance
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant
- Be flexible in adapting to changes in priorities or resources that impact pre-established timelines and courses of action
- Maintain awareness of the functioning and status of multiple work groups or program areas simultaneously
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects
- Read and understand complex written materials, such as laws, proposed legislation, policies, reports, etc., in order to interpret, explain, and apply
- Use a personal computer to input data, access information, and create materials and documents using a variety of software applications
- Communicate verbally, in person or by telephone, clearly and concisely with a variety of audiences on a variety of matters
- Write to ensure effective and clear communication and proper composition of reports, correspondence, email, and other written communication

PROGRAM MANAGER I – 4

Ability to - continued:

- Review and edit documents written by others to ensure proper format, sentence structure, grammar, and punctuation

Training and Experience:

Qualifications needed for this position:

One (1) year of full-time experience performing duties comparable to a Social Worker Supervisor I or II, Eligibility Supervisor, Employment and Training Worker Supervisor, or supervisory experience in administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

OR

A graduate degree in public administration or business administration or a Master's Degree in Social Work or a Master's Degree from a two year counseling program **AND** One (1) year of full-time journey-level experience in employment, eligibility, social service work, or administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency. **AND** One (1) year of full-time general supervisory experience.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

PROGRAM MANAGER II

DEFINITION

Under direction, the Program Manager plans, organizes, and directs employment, eligibility, or social services programs and activities in a local public social services department or agency; and performs other duties as assigned. Some positions may have additional responsibility for administrative services units.

DISTINGUISHING CHARACTERISTICS

Positions in this class are distinguished from the Program Manager I in that the Program Manager II may have greater managerial responsibility. Both positions have involvement in departmental policy making; and organization and complexity of the agency and the program managed.

This series specification describes managerial classes used in local social services agencies to provide management and supervision of employment, eligibility and/or social services programs. Some positions may have additional responsibility for administrative service units; developing and reviewing departmental policies and procedures and assigning and reviewing work

REPORTS TO

Social Service Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Various Office, Fiscal, and Program Support Staff depending upon the department unit to which a position is allocated

PROGRAM MANAGER II - 2

EXAMPLES OF DUTIES

- Manage the daily work activities of a program or multiple programs, directly or through subordinate supervisors, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness
- Assess service delivery to communicate findings to upper management, implement changes to improve efficiency and service quality, maximize effectiveness of program operations, and ensure alignment with the agency's mission
- Oversee personnel actions to determine compliance with policies and procedures, and provide guidance to subordinate supervisors regarding personnel matters
- Ensure that programs or work units are staffed with qualified individuals by resolving performance problems, documenting performance according to policy, training and developing staff, and assisting in the selection, hiring, and promotion of staff
- Interpret laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services, and assess program compliance with laws and regulations
- Assess the need for changes to policies or programs based on initiatives to improve services, new services or program modifications, and opportunities for cross-collaboration of program areas
- Develop or revise policies or procedures to improve operational efficiency and effectiveness, and assist higher-level management in departmental strategic planning
- Serve as an internal technical expert regarding program matters by providing consultation and guidance to staff, subordinate supervisors, managers, executive management, or the Director
- Work collaboratively with personnel of other agencies, community groups, contractors, and other public and private organizations to determine needs for social services, and coordinate shared services or collaborative projects, or the provision of services by contracted agencies
- Ensure that information regarding department services and policies is provided accurately and thoroughly to external parties, and that all complaints are responded to appropriately and in a timely manner
- Serve as an external technical expert by providing consultation regarding program, legal, or policy matters to external entities such as County department managers or administrators, State departments, Board of Supervisors, advisory boards, and advocacy groups
- Assist in development of the budget for assigned programs by preparing cost estimates and projections, and performing ongoing monitoring of expenditures to ensure compliance with budget provisions
- Perform other duties as assigned

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

PROGRAM MANAGER II – 3

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Program development, administration, and service delivery related to the program or programs in the area of responsibility, which may include employment services, eligibility, and/or social services
- Current management and leadership techniques, performance appraisal methods, and public administration
- Knowledge of planning and scheduling techniques to ensure that timelines and schedules are established appropriately, modified as needed, and adhered to
- Knowledge of budgeting principles in order to develop, manage, and/or track budgets, budget allocations, and expenditures
- Public funding and budget preparation
- Public and private community resources

Ability to:

- Establish and maintain cooperative working relationships with internal management and staff, and with a variety of external stakeholders
- Identify, analyze, and evaluate situations or problems to determine appropriate courses of action
- Analyze laws, regulations, and policies to ensure all programs and activities are in compliance
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant
- Be flexible in adapting to changes in priorities or resources that impact pre-established timelines and courses of action
- Maintain awareness of the functioning and status of multiple work groups or program areas simultaneously
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects
- Read and understand complex written materials, such as laws, proposed legislation, policies, reports, etc., in order to interpret, explain, and apply
- Use a personal computer to input data, access information, and create materials and documents using a variety of software applications
- Communicate verbally, in person or by telephone, clearly and concisely with a variety of audiences on a variety of matters
- Write to ensure effective and clear communication and proper composition of reports, correspondence, email, and other written communication

PROGRAM MANAGER II – 4

Ability to - continued:

- Review and edit documents written by others to ensure proper format, sentence structure, grammar, and punctuation

Training and Experience:

Qualifications needed for this position:

One year of experience performing duties comparable to a Program Manager I.

OR

Two (2) years of full-time experience performing duties comparable to a Social Worker Supervisor I or II, Eligibility Supervisor, Employment and Training Worker Supervisor, or supervisory experience in administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

OR

A graduate degree in public administration or business administration or a Master's Degree in Social Work or a Master's Degree from a two year counseling program **AND** One (1) year of full-time journey-level experience in employment, eligibility, social service work, or administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency. **AND** One (1) year of full-time general supervisory experience.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

STAFF SERVICES MANAGER I

DEFINITION

This classification performs general administrative, personnel, staff development, fiscal, programs and data processing system analysis. Make decisions in financial, personnel and other administrative systems of average to difficult complexity. May act as lead analysts to other technical staff or may supervise subordinate clerical staff.

DISTINGUISHING CHARACTERISTICS

This is the first supervisor level of staff services analysts. Staff Services Manager I is distinguished by the level of responsibility of managing multiple components of administrative systems, fiscal, staff development, and program analysis.

REPORTS TO

Social Services Director or Deputy Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Accountant Technician, Fiscal & Technical Service Assistant and various Office Staff

STAFF SERVICES MANAGER I - 2

EXAMPLES OF DUTIES

- Plans, prioritizes, assigns, supervises and reviews the work of staff involved
- Provides or coordinates staff training and development
- Coordinates and monitors assigned operations to ensure compliance with policies, procedures and regulations
- Review and analyze proposed legislation and advise management on the potential impact
- Make decisions in financial, personnel, and other administrative systems
- May administer or assist in administering assigned grant programs and ensure compliance with grant requirements
- Conducts research related to assigned programs; analyzes findings; prepares recommendations, reports and necessary correspondence; presents reports to appropriate agency, committee, Board and/or County staff
- Prepares, maintains, and /or processes a variety of records, reports, plans, correspondence, agreements, contracts as required
- Participates in budget preparation and administration; submits justifications for supplies and equipment; monitors and approves expenditures; prepares fiscal reports and updates
- Prepares bid specifications for services and equipment; reviews purchase requisitions and invoices prior to processing; maintains contact with vendors and services providers
- Attends a variety of meetings with staff, other departments/divisions and /or outside agencies as appropriate; prepares presentation materials and meeting agendas/minutes; disseminates meeting information to departmental staff
- Performs general administrative duties as required, including but not limited to compiling data for reports, completing and processing various forms, maintaining inventory, developing schedules and calendars, maintaining computer record-keeping operations, creating databases and charts, processing personnel/payroll documents
- Performs routine office duties as required, including but not limited to typing reports and correspondence, copying and filing documents, entering computer data, assembling materials, faxing information, answering the telephone, processing mail, etc
- Performs other duties as assigned

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; use of office equipment including computers, telephones, calculators, copiers and FAX; sufficient physical ability and strength to deal with active children; corrected hearing and vision to normal range.

TYPICAL WORKING CONDITIONS

Work is performed in an office and in a field environment; continuous contact with staff, the public as well as adult and child clients.

STAFF SERVICES MANAGER I - 3

DESIRABLE QUALIFICATIONS

Knowledge of:

- Pertinent federal, State, and County laws and regulations
- Modern office practices and technology, including the use of computers for data and word processing
- Research methods, techniques and procedures
- Budgeting procedures and techniques
- Principles and procedures of fiscal and statistical record-keeping
- Principles and/or methods of public and /or business administration
- Governmental functions and organizations
- Principles of supervision, training and performance evaluation
- Business letter writing and report preparation
- English usage, spelling, grammar and punctuation
- Basic mathematical principles

Ability to:

- Plan, assign, train, and supervise the work of others; develop program goals; assume total responsibility to staff support program area in a medium to large department for administrative services
- Understand and interpret pertinent federal, State, and local laws, codes and regulations
- Learn the operation, policies and procedures of the County and the Department
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals
- Prepare and administer a budget
- Establish and maintain cooperative and professional working relationships
- Plan assign, supervise and evaluate the work of others as assigned
- Maintain records, prepare required reports, and maintain confidentiality as required

STAFF SERVICES MANAGER I - 4

Training and Experience:

Qualifications needed for this positon:

One (1) year of experience in the Interagency Merit System performing duties comparable to Staff Services Analyst II

OR

Two (2) years of increasingly responsible analytical experience in staff services such as management, personnel, fiscal, staff development, or data processing analysis work, including the preparation of recommendations and reports.

Special Requirements:

Must possess a valid driver's license at time of application and obtain a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

Exhibit C

Social Services Department
Ten Counties Wage Survey

	Welfare Fraud Inv I	Welfare Fraud Inv II
Amador	n/a	n/a
Calaveras	\$ 22.41	\$ 22.77
Colusa	\$ 21.92	\$ 23.04
Del Norte	n/a	n/a
Glenn	\$ 18.29	\$ 21.23
Inyo	n/a	n/a
Lassen	n/a	n/a
San Benito	\$ 21.63	\$ 23.84
Tehama	n/a	n/a
Tuolumne	\$ 22.05	\$ 24.36
<i>Sum</i>	<i>\$ 106.30</i>	<i>\$ 115.25</i>
Average	\$ 21.26	\$ 23.05
Plumas	\$ 19.74	\$ 21.77
Proposed	\$ 21.25	\$ 23.05

Complete by Human Resources Department
May-17

WELFARE FRAUD INVESTIGATOR I**DEFINITION**

Under direction, conducts investigations relating to suspected fraudulent receipt of aid; obtains and presents facts and evidence to support administrative action or prosecution; negotiates for and secures repayment of funds fraudulently obtained; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Working under close supervision, Welfare Investigator I is the entry/trainee level in the Welfare Investigator series. Employees receive in-service training, and are given detailed instructions in the performance of routine duties related to welfare fraud investigations. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Unless a position is permanently allocated to level I due to the nature of the work, employees are expected to promote to Welfare Investigator II after one year of satisfactory performance at the trainee level.

REPORTS TO

Social Services Director/Public Guardian/Public Conservator

CLASSIFICATIONS DIRECTLY SUPERVISED

None

WELFARE FRAUD INVESTIGATOR I - 2

EXAMPLES OF DUTIES

Duties are performed at the trainee level.

- Conducts in-house and field investigations of suspected fraudulent receipt of aid.
- Locates and interviews suspected persons, absent parents, and witnesses using a variety of surveillance and tracing methods.
- Analyzes and evaluates witnesses' testimony.
- Enters and retrieves numerical and narrative data from an automated computer system.
- Executes search warrants and make arrests.
- Examines a variety of records to secure information concerning suspected violations.
- Gathers, assembles, preserves, and reports facts, statements, or affidavits and other evidence for use in legal action.
- Assists in fraud prosecutions in accordance with specific instructions and clearly defined guidelines.
- Makes arrangements for the repayment of funds fraudulently obtained and follows-up to enforce actions for collection of such funds.
- Reads and interprets computer printouts and information on computer screens.
- Prepares correspondence and reports.
- Interprets and explains the provisions of laws, rules or regulations related to the purpose of the investigation.
- May act in a liaison capacity between the social services department and the District Attorney's office and County Counsel's office.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

WELFARE FRAUD INVESTIGATOR I - 3

DESIRABLE QUALIFICATIONS

Knowledge of:

- Interviewing techniques.
- Report writing and record keeping.
- Computer terminology and computer keyboard arrangement.
- Criminal investigation techniques and procedures.
- Appropriate methods of surveillance, skip tracing methods, and other sources of information used in locating persons or obtaining facts.
- Principles of identification, arrest procedures, search warrant acquisition and execution, preservation, and presentation of evidence.

Ability to:

- Communicate information, both orally and in writing, in a manner that is understandable to others.
- Interview, analyze, and evaluate the statements of witnesses or suspected violators.
- Learn, interpret, and apply provisions of the welfare laws, search and seizure laws, and the legal rights of citizens.
- Navigate through screens to retrieve information in an automated computer system.
- Write clear and accurate correspondence and reports.
- Perform basic arithmetical calculations.
- Deal effectively with citizens and public officials under conditions requiring tact and good judgment.
- Gather and document information and evidence by observation, record examination, and interview.
- Negotiate for, and secure payment of, funds fraudulently obtained or funds for support of recipients of aid.
- Coordinate and communicate job activities and investigations with staff responsible for other functions within the Department.

WELFARE FRAUD INVESTIGATOR I - 4

Training and Experience:

Qualifications needed for this position:

Two (2) years of full-time experience as an Eligibility Worker II;

OR

Two (2) years of full-time experience interviewing and independently determining eligibility for public or private social services, medical services, or related programs;

OR

One (1) year of full-time experience in investigative work which included locating, observing, and interviewing suspected persons and witnesses, writing detailed reports of case findings, and preparing and presenting evidence; **AND** successful completion of six (6) semester units of college level course work in criminal investigation techniques and legal aspects of evidence.

Note: Applicant who is close to completing this education requirement may be admitted to the exam process, but must meet these requirements at time of appointment.

Substitution: An additional six months of investigative experience beyond the one year required above; which included interviewing people, writing detailed case reports, and preparing or presenting evidence or information in court, may substitute for the required education.

Welfare Investigators have Peace Officer status and must meet the following requirements under Government Code Sections 1029, 1030, 1031: No felony convictions; citizen of the United States; 21 years of age; high school graduate or GED equivalence; be fingerprinted to permit search for criminal records; be of good moral character as determined by a background investigation; be free of any condition which might adversely affect exercise of Peace Officer powers.

Successful completion of a Specialized Investigative Basic Course (SIBC) approved by the California Commission on Peace Officer Standards and Training within twelve months of appointment to the class OR possession of a valid basic peace officer certificate as awarded by the California Commission on Peace Officer Standards and Training OR successful completion of the regular basic peace officer course as awarded by the California Commission on Peace Officer Standards and Training within three years prior to appointment.

SPECIAL REQUIREMENTS

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment. Exception to this requirement may be considered on a case by case basis.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

WELFARE FRAUD INVESTIGATOR II**DEFINITION**

Under direction, conducts investigations relating to suspected fraudulent receipt of aid; obtains and presents facts and evidence to support administrative action or prosecution; negotiates for and secures repayment of funds fraudulently obtained; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Working under close supervision, Welfare Investigator II is the journey level in the Welfare Investigator series. Employees at this level are expected to be fully qualified and able to independently perform a wide range of fraud.

REPORTS TO

Social Services Director/Public Guardian/Public Conservator

CLASSIFICATIONS DIRECTLY SUPERVISED

None

WELFARE FRAUD INVESTIGATOR II - 2

EXAMPLES OF DUTIES

- Conducts in-house and field investigations of suspected fraudulent receipt of aid.
- Locates and interviews suspected persons, absent parents, and witnesses using a variety of surveillance and tracing methods.
- Analyzes and evaluates witnesses' testimony.
- Enters and retrieves numerical and narrative data from an automated computer system.
- Executes search warrants and make arrests.
- Examines a variety of records to secure information concerning suspected violations.
- Gathers, assembles, preserves, and reports facts, statements, or affidavits and other evidence for use in legal action.
- Assists in fraud prosecutions in accordance with specific instructions and clearly defined guidelines.
- Makes arrangements for the repayment of funds fraudulently obtained and follows-up to enforce actions for collection of such funds.
- Reads and interprets computer printouts and information on computer screens.
- Prepares correspondence and reports.
- Interprets and explains the provisions of laws, rules or regulations related to the purpose of the investigation.
- May act in a liaison capacity between the social services department and the District Attorney's office and County Counsel's office.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

WELFARE FRAUD INVESTIGATOR II - 3

DESIRABLE QUALIFICATIONS

Knowledge of:

- Interviewing techniques.
- Report writing and record keeping.
- Computer terminology and computer keyboard arrangement.
- Criminal investigation techniques and procedures.
- Appropriate methods of surveillance, skip tracing methods, and other sources of information used in locating persons or obtaining facts.
- Principles of identification, arrest procedures, search warrant acquisition and execution, preservation, and presentation of evidence.

Ability to:

- Communicate information, both orally and in writing, in a manner that is understandable to others.
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- Perform basic arithmetical calculations.
- Deal effectively with citizens and public officials under conditions requiring tact and good judgment.
- Gather and document information and evidence by observation, record examination, and interview.
- Negotiate for, and secure payment of, funds fraudulently obtained or funds for support of recipients of aid.
- Coordinate and communicate job activities and investigations with staff responsible for other functions within the Department.

WELFARE FRAUD INVESTIGATOR II - 4

Training and Experience:

Qualifications needed for this position:

Two (2) years of full-time experience as an Eligibility Worker II;

OR

Two (2) years of full-time experience interviewing and independently determining eligibility for public or private social services, medical services, or related programs;

OR

One (1) year of full-time experience in investigative work which included locating, observing, and interviewing suspected persons and witnesses, writing detailed reports of case findings, and preparing and presenting evidence; **AND** successful completion of six (6) semester units of college level course work in criminal investigation techniques and legal aspects of evidence.

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SPECIAL REQUIREMENTS

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All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

Exhibit C

Deputy Director / Social Services Program Manager		FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22
Current wage range -\$29.13						
Proposed wage range - \$35.71		Current				
Current range: \$29.13		\$ 60,590.00	\$ 63,627.00	\$ 66,810.00	\$ 70,158.00	\$ 73,674.00
Retirement		\$ 11,716.89	\$ 12,304.19	\$ 12,919.72	\$ 13,567.15	\$ 14,247.08
FICA / Medicare		\$ 4,635.14	\$ 4,867.47	\$ 5,110.97	\$ 5,367.09	\$ 5,636.06
Total		\$ 76,942.03	\$ 80,798.65	\$ 84,840.68	\$ 89,092.24	\$ 93,557.14
Proposed range						
Proposed wage \$35.71		\$ 74,277.00	\$ 78,000.00	\$ 81,910.00	\$ 86,008.00	\$ 90,314.00
Retirement		\$ 14,363.69	\$ 15,083.64	\$ 15,839.76	\$ 16,632.23	\$ 17,464.92
FICA/Medicare		\$ 5,682.19	\$ 5,967.00	\$ 6,266.12	\$ 6,579.61	\$ 6,579.61
Total		\$ 94,322.88	\$ 99,050.64	\$ 104,015.87	\$ 109,219.84	\$ 114,358.53
Five Year Differential	Difference	\$ (17,380.85)	\$ (18,251.99)	\$ (19,175.19)	\$ (20,127.60)	\$ (20,801.39)
Five year increase to Personnel	\$ (95,737.01)					

Prepared on June 30, 2017

Program Manager I

Current wage range -\$25.14

Proposed wage range - \$29.60

Current range: \$25.14

Proposed wage range - \$29.60

		FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22
Proposed wage range - \$29.60	Current					
Current range: \$25.14		\$ 52,291.00	\$ 54,912.00	\$ 57,658.00	\$ 60,549.00	\$ 63,586.00
Retirement		\$ 10,112.03	\$ 10,618.88	\$ 11,149.90	\$ 11,708.97	\$ 12,296.26
FICA / Medicare		\$ 4,000.26	\$ 4,200.77	\$ 4,410.84	\$ 4,632.00	\$ 4,864.33
Total		\$ 66,403.30	\$ 69,731.65	\$ 73,218.74	\$ 76,889.96	\$ 80,746.59
Proposed range						
Proposed wage \$29.60		\$ 61,568.00	\$ 64,646.00	\$ 67,891.00	\$ 71,302.00	\$ 74,880.00
Retirement		\$ 11,906.02	\$ 12,501.24	\$ 13,128.76	\$ 13,788.38	\$ 14,480.29
FICA/Medicare		\$ 4,709.95	\$ 4,945.42	\$ 5,193.66	\$ 5,454.60	\$ 5,454.60
Total		\$ 78,183.97	\$ 82,092.66	\$ 86,213.42	\$ 90,544.98	\$ 94,814.90
Five Year Differential	Difference	\$ (11,780.68)	\$ (12,361.01)	\$ (12,994.68)	\$ (13,655.02)	\$ (14,068.31)
Five year increase to Personnel		\$ (64,859.70)				

Prepared on June 30, 2017

Staff Services Manager		FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22
Current wage range -\$23.96						
Proposed wage range - \$28.42		Current				
Current range: \$23.96		\$ 49,837.00	\$ 52,333.00	\$ 54,954.00	\$ 57,520.00	\$ 60,611.00
Retirement		\$ 9,637.48	\$ 10,120.16	\$ 10,627.00	\$ 11,123.22	\$ 11,720.96
FICA / Medicare		\$ 3,812.53	\$ 4,003.47	\$ 4,203.98	\$ 4,400.28	\$ 4,636.74
Total		\$ 63,287.01	\$ 66,456.63	\$ 69,784.99	\$ 73,043.50	\$ 76,968.70
Proposed range						
Proposed wage \$28.42		\$ 59,114.00	\$ 62,088.00	\$ 65,208.00	\$ 68,474.00	\$ 71,906.00
Retirement		\$ 11,431.47	\$ 12,006.58	\$ 12,609.92	\$ 13,241.50	\$ 13,905.18
FICA/Medicare		\$ 4,522.22	\$ 4,749.73	\$ 4,988.41	\$ 5,238.26	\$ 5,238.26
Total		\$ 75,067.69	\$ 78,844.31	\$ 82,806.34	\$ 86,953.76	\$ 91,049.44
Five Year Differential	Difference	\$ (11,780.68)				
		\$ (12,387.68)				
			\$ (13,021.35)			
				\$ (13,910.27)		
					\$ (14,080.75)	
Five year increase to Personnel		\$ (65,180.72)				

Prepared on June 30, 2017

Welfare Fraud Investigator I

Current wage: \$19.74

	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22
Proposed wage range - \$21.25	Current				
Current range: \$19.74	\$ 41,059.00	\$ 43,118.00	\$ 45,282.00	\$ 47,549.00	\$ 49,941.00
Retirement	\$ 7,939.99	\$ 8,338.16	\$ 8,756.63	\$ 9,195.03	\$ 9,657.59
FICA / Medicare	\$ 3,141.01	\$ 3,298.53	\$ 3,464.07	\$ 3,637.50	\$ 3,820.49
Total	\$ 52,140.00	\$ 54,754.69	\$ 57,502.71	\$ 60,381.52	\$ 63,419.08
Proposed range					
Proposed wage: \$21.25	\$ 44,200.00	\$ 46,426.00	\$ 48,755.00	\$ 51,210.00	\$ 53,789.00
Retirement	\$ 8,547.40	\$ 8,977.86	\$ 9,428.24	\$ 9,902.99	\$ 10,401.72
FICA/Medicare	\$ 3,381.30	\$ 3,551.59	\$ 3,729.76	\$ 3,917.57	\$ 3,917.57
Total	\$ 56,128.70	\$ 58,955.45	\$ 61,913.00	\$ 65,030.55	\$ 68,108.28
Five Year Differential	Difference	\$ (3,988.69)	\$ (4,200.76)	\$ (4,410.29)	\$ (4,649.03)
Five year increase to Personnel	\$ (21,937.98)			\$ (4,689.20)	

Prepared on June 30, 2017

Welfare Fraud Investigator II

Current wage: \$21.77 FY 17/18 FY 18/19 FY 19/20 FY 20/21 FY 21/22

Prepared on June 30, 2017