

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 3.21
(ID # 19963)

MEETING DATE:
Tuesday, November 01, 2022

FROM : HUMAN RESOURCES AND DEPARTMENT OF PUBLIC SOCIAL SERVICES :

SUBJECT: HUMAN RESOURCES AND PUBLIC SOCIAL SERVICES AGENCY: Classification and Compensation recommendation to adjust the salary of the Social Services Practitioner III and Supervising Social Services I/II; and amend Ordinance No. 440 Pursuant to Resolution No. 440-9289. All Districts. [Total Annual Cost \$4,304,600, with an Ongoing Cost of \$6,165,800 – DPSS: Federal – 45%, State – 10%, NCC – 45%; all other Departments: 100% department funds] (4/5 Vote Required)

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the recommendation to adjust the salary of the Social Services Practitioner III, Supervising Social Services I and Supervising Social Services II.
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9289 submitted herewith.
3. Approve and direct the Auditor-Controller to make the budget adjustments shown on Schedule A.


ACTION:Policy, 4/5 Vote Required


Michael Bowers, Assistant HR Director 9/7/2022

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Washington, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9289 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Hewitt, and Perez
Nays: None
Absent: None
Date: November 1, 2022
xc: HR, DPSS

Kecia R. Harper
Clerk of the Board
By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 4,304,600	\$6,165,800	\$10,470,400	\$6,165,800
NET COUNTY COST	\$ 1,937,070	\$2,774,610	\$4,711,680	\$1,937,070
SOURCE OF FUNDS: DPSS: Federal - 45%, State - 10%, NCC - 45%; all other Departments: 100% department funds			Budget Adjustment: Yes	
			For Fiscal Year: 22/23	

C.E.O. RECOMMENDATION: Approve

Summary

The Department of Public Social Services (DPSS) is dedicated to supporting and improving the health, safety, well-being and independence of our county's individuals and families. The Children's Services Division (CSD) is mandated to investigate and act on allegations of child abuse and neglect to ensure the welfare of children. The Adult's Services Division (ASD) responds to reports of abuse against older and dependent adults and steps in to alleviate physical, sexual, and financial abuse, neglect, isolation, abandonment, abduction, and mental suffering. The most prominent staffing positions within these two divisions for social service casework is primarily made up of the Social Services Practitioner classifications.

Social Services Practitioner III's (SSP III's), Social Services Supervisor I (SSS I) and Social Services Supervisor II (SSS II) are considered lead roles that perform the more difficult social service casework dealing with more complex individual and family problems. These lead positions also participate in and assist with conducting in-service training programs and provide leadership as a program consultant in the utilization of casework concepts and methodology. The Social Services Supervisors evaluate the performance of subordinates and take or recommend appropriate courses of action. Between CSD and ASD, DPSS employs approximately 940 full time SSP III, SSS I and SSS II's.

DPSS has experienced increasing recruitment challenges within these classifications over the past several years. Social Service casework continues to increase and is required to service our community. The regulatory requirements around child welfare social work exacerbate the impacts of these high caseloads to the point of becoming overwhelming. The complexity of the work and specific skill sets required to perform the function without additional staffing can many times lead to burnout. Human Resources has identified these positions as difficult to recruit, difficult to retain, with a continuous rise in the attrition rate. The most recent attrition report for the department, for a one-year increment (of 26 pay periods) ending on June 15, 2022, showed an overall attrition rate of 22.8% for ASD and 25.1% for CSD. There are many ways to address the recruitment challenges. In FY 21/22, DPSS implemented social worker starting rate increases for Social Services Assistants, Supervising Social Services Assistants, Social Services Practitioner I, II and III, and Social Services Supervisors I and II, and provided a 5.5% Difficult to Recruit (DTR) differential to all social workers and social worker supervisors assigned to CSD. In FY 22/23, DPSS has further expanded difficult to recruit bonuses for the social worker entry-level manager position for CSD to ensure we can retain the most experienced staff in that Division.

Despite these efforts, the DPSS continues to experience severe issues with attraction and retention at the SSP III level, which is the full working level able to independently handle the full

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breadth of social service casework. This critical role must be staffed to acceptable levels to ensure the ongoing effectiveness of the department. An adjustment to the SSP III level would also serve to incentivize internal staff to develop through the class series to fully functional level.

Market Survey

A market survey was conducted by Class and Comp and their findings highlighted that the SSP III class was under market at both the minimum and the maximum when compared to similar classifications within the five-county market (Attachment C). These comparable agencies included Los Angeles County (LA), Orange County (OC), and San Bernardino County (SBC). The data showed that the SSP III classification is 4.71% below market at the minimum, and 0.10% below market at the maximum. HR's recommendation is to provide a 6% increase to the min of the SSP III salary range and a 6% increase at the max. This would better align DPSS with an accurate salary range to be competitive with the surrounding jurisdictions.

Human Resources is also recommending salary adjustments to the SSS I and SSS II classifications to avoid compaction that would be caused by the proposed adjustment to the SSP III salary range. Therefore, it is recommended to provide a 6% increase to the min and a 6% increase at the max of the salary ranges for both the SSS I and SSS II to ensure a valid series structure.

Salary Adjustment:

Social Services Practitioner III: It is recommended to adjust the salary plan/grade from SEU 209 (\$59,051 - \$85,108) to salary plan/grade SEU 285 (\$62,594 - \$90,214). There are currently 798 incumbents in this series.

Social Services Supervisor I: It is recommended to adjust the salary plan/grade from SEUS 605 (\$71,719 - \$89,095) to salary plan/grade SEUS 649 (\$76,021 - \$94,440). There are currently 32 incumbents in this series.

Social Services Supervisor II: It is recommended to adjust the salary plan/grade from SEUS 648 (\$75,878 - \$96,684) to salary plan/grade SEUS 711 (\$80,431 - \$102,484). There are currently 201 incumbents in this series.

In addition to the salary range adjustments described above, it is requested to grant a 6% pay rate increase to incumbents in each of these job classes, unless an incumbent would receive a greater increase to move to the new minimum salary, or unless the incumbent is confined by the new maximum salary. DPSS is requesting a budget adjustment to fund the proposed increases. Within this budget adjustment, DPSS would also like to include a proportional adjustment to capture the FY 22/23 pay adjustments, mentioned above, that were given to CSD entry-level management staff (approximately \$323K in total). These adjustments have already been implemented; however, a portion of the costs are included in this budget adjustment (Attachment A).

Additionally, effective February 24, 2022, DPSS granted a Difficult-to-Recruit (DTR) designation

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of 5.5% to Social Services Practitioners and Supervisors working in the Children's Services Division. The County and SEIU are engaged in ongoing discussions about the aforementioned salary increases and the 5.5% DTR for CSD, among other items related to SSP recruitment and retention.

Lastly, all SEIU represented classifications are scheduled to receive a contractual 2.5% increase to the maximum of the salary ranges in May of 2023, of which the SSP III and Supervisor classification would be entitled to. The recommended salary adjustments would not disqualify the SSP III and Supervisor classifications from these future contractual increases.

Impact on Residents and Businesses

Approval of the recommended budget adjustments will allow DPSS to address the ongoing staffing challenges and be able to retain these positions that are crucial to both ASD and CSD operations. These positions are experts in social service casework and are a vital link between vulnerable communities and necessary service provision. Attaining and retaining staff in these positions is imperative to our departmental operations and ultimately the safety and well-being of our customers by leading to reductions in our case load and thereby increasing quality of care.

Additional Fiscal Information

The total appropriation increase to DPSS is \$4,304,600 with a portion being an NCC impact increase of an additional increase/need of \$1,937,070 is included in the attached Schedule A. The additional NCC would be funded out of Contingency.

Most of the cost of these adjustments falls under the Department of Public Social Services; however, there are a small number of Social Services Practitioner III and Social Services Supervisor incumbents in a few other County departments. The cost to each department is detailed below. Except for DPSS, each department has indicated that they can absorb the cost without a budget adjustment.

Cost Summary by Dept

Dept	Annual Cost
Dept of Public Social Services	\$4,304,600
Public Defender	\$16,776
Public Health	\$57,547
RUHS-MC	\$89,045
IHSS-PA	\$26,632
Office on Aging	\$83,118
Total: \$4,577,718	

ATTACHMENTS:

- Attachment A: Schedule A - Budget Adjustment
- Attachment B: Resolution No. 440-9289

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Attachment C: Social Services External Market Surveys

Evangelina Gregorio
Evangelina Gregorio

9/7/2022

Meghan Hahn
Meghan Hahn, Senior Management Analyst

9/7/2022

RESOLUTION NO. 440-9289

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on October 25, 2022, that pursuant to Section 8(c) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

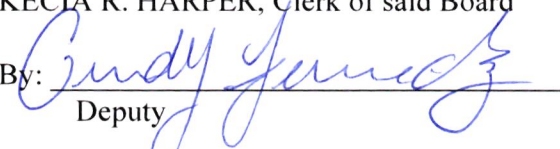
<u>Job Code</u>	<u>Class Title</u>	<u>From Salary Plan/Grade</u>	<u>To Salary Plan/Grade</u>
79810	Social Services Practitioner III	SEU 209	SEU 285
79811	Social Services Supervisor I	SEUS 605	SEUS 649
79812	Social Services Supervisor II	SEUS 648	SEUS 711

ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KECIA R. HARPER, Clerk of said Board

By: 
Deputy

11.01.2022 3.21