

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



ITEM: 3.39
(ID # 20650)

MEETING DATE:

Tuesday, January 24, 2023

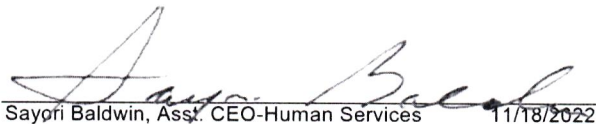
FROM : PUBLIC SOCIAL SERVICES:

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Approval to Amend Salary Ordinance No. 440 pursuant to Resolution No. 440-9316 submitted herewith, which will add Position Control Numbers for flexibility in recruitment efforts to account for attrition; and Approve the budget adjustment to fund a Workload Management Team for ongoing temporary staffing for DPSS - Children's Services Division in the amount of \$800,000; All Districts. [Total Current FY Cost \$800,000; Ongoing cost \$1,599,000; NCC 56%, Federal 44%] (4/5 Vote Required)

RECOMMENDED MOTION: That the Board of Supervisors:

1. Amend Salary Ordinance No. 440 pursuant to Resolution No. 440-9316 submitted herewith, which will add 353 Position Control Numbers (PCNs) and remain within the current approved budget, to provide flexibility in recruitment efforts and account for attrition.
2. Approve and direct the Auditor-Controller to make the budget adjustments shown on Schedule A for the Workload Management Team.

ACTION: Position Added, Policy, 4/5 Vote Required

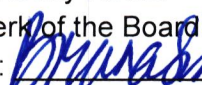

Sayori Baldwin, Assst. CEO-Human Services 11/18/2022


Charity Douglas, DPSS Director 1/11/2023

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9316 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: January 24, 2023
xc: DPSS, HR

Kimberly Rector
Clerk of the Board
By: 
Deputy

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

| FINANCIAL DATA | Current Fiscal Year: | Next Fiscal Year: | Total Cost: | Ongoing Cost |
|--|-----------------------------|--------------------------|-------------------------------|---------------------|
| COST | \$800,000 | \$1,599,000 | \$2,399,000 | \$1,599,000 |
| NET COUNTY COST | \$448,000 | \$895,000 | \$1,343,000 | \$895,000 |
| SOURCE OF FUNDS: Funding for positions is within current approved budget for FY 22/23; Funding for CSD Workload Management Team is Federal 44% and NCC 56%. | | | Budget Adjustment: Yes | |
| | | | For Fiscal Year: 22/23 | |

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Riverside County Department of Public Social Services (DPSS) provides services and assistance to protect, support and empower vulnerable people in our community. Its mission is to support and improve the health, safety, well-being and independence of the county's individuals and families. DPSS' services reach more than one million people each year through the following divisions: Welfare to Work (WTW), Adults Services (ASD), Children's Services (CSD), and Self Sufficiency (SSD).

Services include temporary financial assistance, employment programs and training, and nutrition benefits for qualified families and individuals. The department also offers access to health care coverage and provides protective services for children and adults at risk of abuse and neglect.

This agenda item addresses two efforts: 1) Recruitment efficiency to account for attrition, and 2) Establishment of a Workload Management Team.

1) Recruitment Efficiency Efforts:

The County has taken significant steps with the Board's guidance to reduce attrition within DPSS, such as salary and benefit increases. However, there remains an immediate need to increase Position Control Numbers (PCNs) to meet growing recruitment demands and serve the critical needs of children, working families and the elderly populations. DPSS has identified classifications whose attrition levels necessitate added flexibility in the hiring process to accommodate mass hiring events. It is DPSS' intention to increase available PCNs by 353 across these classifications to shorten the hiring process timeline, onboard candidates more efficiently, and to fill and maintain the maximum approved staffing levels. The PCNs are not net new Full Time Equivalent (FTE's) and will not impact the current fiscal year budget.

The additional PCNs will allow for consideration of employees who decline the offer, leave shortly after hiring, do not pass probation or drop out of training. DPSS will be able to expand and be proactive in its hiring schedule to keep pace with high attrition rates.

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

Additional PCNs are being requested for Adult Services, Children's Services, Self Sufficiency programs to conduct continuous hiring to ensure the department can reach their funded full-time equivalents (FTE's). DPSS will keep personnel costs within the approved department budget and maintain approved staffing levels despite adding these new PCNs.

Social Service Practitioner (SSP) classifications are needed to support families and children who are in or who are at risk of entering the Child Welfare System. With recent state legislation expanding program eligibility for seniors and disabled adults who can receive adult protective and in-home supportive services, the Adult Services Division requires additional staff to ensure this vulnerable population maintains a healthy and safe environment that is free from potential neglect or abuse. Additional SSPs and administrative support are needed to increase capacity and distribute casework to help ensure the safety and wellbeing of the vulnerable populations that are served. The upcoming conclusion of the Public Health Emergency order will reinstate mandatory participation in the Welfare to Work program which necessitates additional case management and administrative support to meet current and ongoing program demands.

The breakdown of PCNs requested is as follows:

| Classification | Number Requested |
|------------------------------------|-------------------------|
| Social Services Practitioner II | 70 |
| Social Services Practitioner III | 105 |
| Social Services Supervisor I | 9 |
| Social Services Supervisor II | 15 |
| Social Services Assistant | 50 |
| Eligibility Services Clerk | 10 |
| Eligibility Technician II | 40 |
| Eligibility Technician III | 10 |
| Employment Services Counselor II | 5 |
| Office Assistant III | 30 |
| Administrative Services Analyst II | 1 |
| Administrative Services Assistant | 3 |
| Customer Support Representative II | 1 |
| Eligibility Supervisors | 3 |
| Supervising Program Specialist | 1 |
| Total | 353 |

2) Workload Management Team:

DPSS is also requesting funding to establish a Workload Management Team that will provide additional temporary staffing during periods of high referrals. DPSS proposes to hire fourteen (14) experienced temporary workers to assist with the backlog of caseload referrals during the peak times of September and March. The temporary staffing model will provide experienced

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

and knowledgeable staff who can assist current staff with case management and placement referrals.

Impact on Residents and Businesses

Additional position capacity in DPSS is a significant step towards providing needed services to Riverside County residents, ensuring the safety and wellbeing of vulnerable youth and adults, and providing a pathway to health and safety, independence and self-sufficiency.

Additional Fiscal Information

No budget adjustment is necessary for the PCNs. DPSS will ensure all filled positions are within the current approved budget.

A budget adjustment is needed for the ongoing temporary staff for the workload management team.

ATTACHMENTS:

ATTACHMENT A: Schedule A – Budget Adjustment

ATTACHMENT B: Resolution No. 440-9316



Heydee Koury, Sr Accountant - Auditor 1/12/2023



Erianria Lontajo, Principal Management Analyst 1/18/2023



Michael Bowers, Assistant HR Director 11/23/2022

RESOLUTION NO. 440-9316

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on January 24, 2023, that pursuant to Section 4(a)(ii) of Ordinance No. 440, the Director of Public Social Services is authorized to make the following listed change(s), operative on the date of approval, as follows:

| Job Code | +/- | Department ID | Class Title |
|----------|------|---------------|------------------------------------|
| 74106 | + 1 | 5100100000 | Administrative Services Analyst II |
| 74114 | + 3 | 5100100000 | Administrative Services Assistant |
| 13396 | + 1 | 5100100000 | Customer Support Representative II |
| 13419 | +10 | 5100100000 | Eligibility Services Clerk |
| 13604 | + 3 | 5100100000 | Eligibility Supervisor |
| 13602 | +40 | 5100100000 | Eligibility Technician II |
| 13603 | +10 | 5100100000 | Eligibility Technician III |
| 79891 | + 5 | 5100100000 | Employment Services Counselor II |
| 13866 | +30 | 5100100000 | Office Assistant III |
| 57726 | +50 | 5100100000 | Social Services Assistant |
| 79874 | +70 | 5100100000 | Social Services Practitioner II |
| 79810 | +105 | 5100100000 | Social Services Practitioner III |
| 79811 | + 9 | 5100100000 | Social Services Supervisor I |
| 79812 | +15 | 5100100000 | Social Services Supervisor II |
| 13609 | + 1 | 5100100000 | Supervising Program Specialist |

ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
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.

KIMBERLY A. RECTOR, Clerk of said Board

By: [Signature] Deputy

SCHEDULE A
ADJUSTING ESTIMATED REVENUES AND APPROPRIATIONS

Increase Appropriations:

| | | |
|--------------------------------|-------------------------------------|------------------|
| 10000-5100100000-525500 | Salary/Benefit Reimbursement | \$800,000 |
|--------------------------------|-------------------------------------|------------------|

Increase Revenue:

| | | |
|--------------------------------|------------------------------------|------------------|
| 10000-5100100000-760000 | Fed-Public Assistance Admin | \$352,000 |
|--------------------------------|------------------------------------|------------------|

Anticipated use of Unassigned Fund Balance:

| | | |
|--------------------------------|--------------------------------|------------------|
| 10000-5100100000-370100 | Unassigned Fund Balance | \$448,000 |
|--------------------------------|--------------------------------|------------------|

Decrease Appropriations:

| | | |
|--------------------------------|--|------------------|
| 10000-1109000000-581000 | Appropriation for Contingencies | \$448,000 |
|--------------------------------|--|------------------|

Anticipated Increase of Unassigned Fund Balance:

| | | |
|--------------------------------|--------------------------------|------------------|
| 10000-1109000000-370100 | Unassigned Fund Balance | \$448,000 |
|--------------------------------|--------------------------------|------------------|