



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



DATE: January 19, 2012
BOARD MEETING DATE: January 31, 2012
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors
FROM: Beverly Beasley Johnson, J.D., Director, Human Services Agency
SUBJECT: Addition of a Human Services Agency Hearings Officer

RECOMMENDATION:

Adopt an ordinance to amend the Salary Ordinance to add one (1) classified position: Human Services Agency Hearings Officer (G233).

BACKGROUND:

Human Services Agency Hearings Officers (Hearings Officers) represent the County in State and County Administrative hearings for CalWORKS, Food Stamps, Medi-Cal, Adoption Assistance, Foster Care, In home Supportive Services, Special Needs, Child Care and General Assistance Programs. Hearings Officers also perform the mandated function of civil rights investigations.

Hearings are conducted every four (4) weeks and with state requirements there is no allowance for backlog. Hearings Officers are required by state regulations to review each hearing request, and work with the claimant and line staff to resolve all issues. If issues can not be resolved, the Hearings Officer must prepare a statement of position and prepare witnesses as needed, presenting the Agencies case before the Administrative Law Judge. Additionally the Hearings Officer must present the County's position at the Judge's hearing. After the hearing, the Hearings Officer must review the decision, determine if a complaint needs to be reheard and assure that the County complies with the outcomes of the hearing.

DISCUSSION:

Over the last fiscal year due to the economy and the rising number of applications for programs in San Mateo County, hearings have risen from an average of eighty (80) per month in FY 2010-11 to one hundred seventeen (117) per month in FY 2011-12 or by thirty-three percent (33%). It is anticipated that with increasing numbers of applications that the number of hearings requested will also continue to increase, placing an additional burden on the current Hearings Officers.

Human Services Agency currently has four (4) Hearing Officers in its Fair Hearings Unit. Due to the increased demand for hearings, each Hearings Officer has been working twenty (20) hours of overtime per pay period. Anytime a Hearings Officer requests time off, the remaining Hearings Officers are forced to work even more overtime to keep up with the work demand. This overtime expense adds a cost of \$120,000 per year to the Human Services Agency's budget.

To keep up with the increasing work demand and comply with mandated services, it is necessary to add one (1) Hearings Officer position. Adding this one (1) position will even out the current workload and significantly reduce the need for overtime.

County Counsel has reviewed and approved the Board Memo and Salary Ordinance as to form.

The addition of a Hearings Officer contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing access to community services and a fair and equitable service delivery system that allows Human Services Agency's participants to work towards their goals of self-sufficiency.

FISCAL IMPACT:

The FY 2011-12 annualized cost of adding a Class G233, step C, position is \$116,324. This expense will reduce and replace the amount the agency is currently paying in overtime, estimated to be \$120,000 annually. The additional staffing cost is approximately equal to the overtime cost it will be replacing. This funding will be transferred from overtime. There is no Net County Cost associated with this action.

ORDINANCE NO.
BOARD OF SUPERVISORS, COUNTY OF SAN MATEO,
STATE OF CALIFORNIA

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AN ORDINANCE AMENDING ORDINANCE NUMBER 04515

The Board of Supervisors of the County of San Mateo, State of California,
ordains as follows:

SECTION 1. Part 13 of the Ordinance is amended as indicated:

ORGANIZATION 70000 HUMAN SERVICES AGENCY

1. Item G233, Human Services Hearings Officer is increased by 1 position for a new total of 5 positions.

SECTION 2. The changes in this ordinance are effective at the start of the first pay period 30 days following adoption.