

Board of Supervisors,

I would like to discuss a reclassification and pay increase for Public Authority (PA) Clerical Staff.

I have requested on several occasions for the county Human Resources department to sit with the Public Authority clerical staff. I understand that as office assistants an example of our duties per our job description “Performs a variety of general and/or department specific clerical office and staff support duties related to an assigned unit, division or department; answers telephones/greets members of the public using or seeking information about County or department services.” However, the Public Authority Clerical Staff go above and beyond that description with our day-to-day duties. We assist the Adult Services Programs Social Workers (SW), Eligibility Workers (EW) Supervisors and Management, however, only approximately 20% percent of our workload is assisting with office needs and 80% of our time is used to provide services to the community. Public Authority maintains a comprehensive IHSS provider registry that connects recipients with care providers which allows for the recipient to remain safely in their own homes. PA staff are mandated to investigate the qualifications and background of potential providers, establish a referral system under which IHSS providers shall be referred to recipients. Maintaining this list and assisting this process contributes to the State of California being able to save millions of dollars versus individuals having to go into Skilled Nursing Facilities., The staff also provide access to training for providers and recipients, serve as the employer of record for collective bargaining (we complete employments of verifications and provide information for wage garnishments).-Interviews and

reference checks of providers on the registry are also handled by the PA staff. . PA staff also handle any workers comp complaints received when a provider is injured on the job. The 7 staff handle all incoming application approximately 20-30 applications per staff member. Per our call center summary from 1/1/2024- 8/22/2024 the PA staff the total calls are 13,294 with 11,752 being inbound calls. These calls include but are not limited to assisting with locating missing checks, reissuing checks, creating a provider portal or electronic timesheet portal, terminating and hiring providers and scheduling orientation. PA staff is also required to facilitate provider orientation for both English and Spanish only providers. Along with all the telephone contact with the community we serve we have also provided direct face to face services with 4910 customers from 1/1/2024- 8/22/2024. PA is also responsible for reading live scan reports to ensure the provider is eligible to provide services.

My concerns regarding our general classification through out the agency have been brought up to our Deputy Director Chris Narez, Program Manager Jason Kemp Van Ee, and through messages to our union representative. The only response I got was from my Deputy Director who stated that the HSA Director stated no change in classification would occur. This was difficult to hear as all the duties that we do are so different than that of an OA in any of the other units. We have a specific clientele we serve. As previously mentioned, I have requested for Human Resources to come and evaluate the different in our workload and job duties to that of other clerical units.

When PA was first brought to HSA, it was thought it could be run by 2 OA's that was shown not to be succeed and probably the first hint that there was more to the position. I was one of the OA's who helped bring PA over from Armona so I can tell you it was not a job

for 2 OA's As the IHSS population has grown and the regulations with IHSS continue our workload has increased as well as job duties. During that transition, I can tell you I shed plenty of tears, was near a nervous breakdown, I was very stressed. We were not properly trained since no one knew what PA basically did. We are never offered any training sessions; other HSA programs go to trainings to help them do their job properly.

I love my job; I love serving my community. I enjoy finding solutions and seeing our customers leave satisfied. I worked as a lead worker with PA for 5 years and then I promoted to PA supervisor. I take pride in the work I do, and I also take pride in the work that my staff does. They are an excellent group of ladies who give 100% when it comes to helping our customers.

I would like to thank you for your time and possible consideration in of reclassifying the Public Authority Staff from OA to a title more deserving of the work that is conducted. At the very least if more information is needed, I encourage HR again to sit with my unit or any of you to get a better understanding. Again, thank you for your time.