

DEPARTMENT: Personnel

By: Jeffrey G. Green

PHONE: 209/966-3222

RECOMMENDED ACTION AND JUSTIFICATION: Policy Item: Yes ( ) No (X )

Authorize an amendment to the Family Support Officer class specification, revising the Employee Allocation Schedule by adding an additional Family Support Officer allocation to the District Attorney/Family Support Division, and increasing revenue and appropriations to accommodate the additional position, effective immediately. The State of California, Department of Child Support Services, has mandated that each county child support agency, i.e., Family Support Division, put into place a Customer Service Plan to provide outreach services to its clients and the public. These outreach activities include instructing the public regarding services rendered by the Family Support Office as well as providing an internal process for resolving disputes between clients and the Family Support Office. The State has recommended that Family Support Officers provide these functions. Because of the mandate, it is necessary to amend the existing class spec to make it clear that the above-described components are functions of the Family Support Officer position. Historically, the Family Support Officer position has been performing dispute resolution between clients and the office.

It is further recommended that one Family Support Officer allocation be added to accommodate the customer service and outreach efforts mandated by the State. The outreach activities do not require a higher level of skill and experience than the current requirements of a Family Support Officer and can be provided by this position.

Funds to support the added allocation have been provided by the State and should be distributed as indicated in the attached Budget Action Form.

**BACKGROUND AND HISTORY OF BOARD ACTIONS:**

None on this action. Pursuant to Mariposa County Personnel Policies and Procedures Handbook, Section 4.02 "Classification Plan Amendment," the Board may create new classes or revise or abolish existing classes.

**LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:**

- Adopt this action as proposed.
- Revise as the Board desires and adopt.

**COSTS:** ( ) Not Applicable

A. Budgeted current FY \$ \_\_\_\_\_

B. Total anticipated costs \$ 38,911 \_\_\_\_\_

C. Required additional funding \$ \_\_\_\_\_

D. Internal transfers \$ \_\_\_\_\_

**SOURCE:** (X) 4/5ths Vote Required

A. Unanticipated revenues \$ 38,911 \_\_\_\_\_

B. Reserve for contingencies \$ \_\_\_\_\_

C. Source description: **Child Support Incentives/Administration**

Balance in Reserve for Contingencies, \_\_\_\_\_

if approved: \$ \_\_\_\_\_

**SPECIAL INSTRUCTIONS:**

List the attachments and number the pages consecutively:

**Family Support Officer Class Spec**

**Budget Action Form**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CLERK'S USE ONLY:**

Res. No.: 01-32 Ord. No. \_\_\_\_\_  
 Vote - Ayes: 4 Noes: \_\_\_\_\_  
 Absent: Reilly Abstained: \_\_\_\_\_  
 Approved ( ) Denied  
 Minute Order Attached ( ) No Action Necessary

The foregoing instrument is a correct copy of  
 the original on file in this office.

Date: \_\_\_\_\_  
 ATTEST: MARGIE WILLIAMS, Clerk of the Board  
County of Mariposa, State of California  
 By: \_\_\_\_\_  
 Deputy

**ADMINISTRATIVE OFFICER'S RECOMMENDATION:**

This item on agenda as:

- Recommended
- Not Recommended
- For Policy Determination
- Submitted with Comment
- Returned for Further Action

Comment: \_\_\_\_\_

A.O. Initials: Ed

## BUDGET ACTION FORM

FUND	DEPT/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
001	0207	305.6205	Child Supp Incentives		(13,230)	
001	0207	306.7209	Child Supp Administration		(25,681)	
001	0207	515.0159	Family Support Officer		10,695	
001	0207	515.0301	Benefits		3,850	
001	0207	515.0417	Office Expenses		10,000	
001	0207	515.0480	Equip Under \$1000		600	
001	0207	515.0642	Fixed Assets		13,766	
			(laptop, projector, color printer)			
0001	0104	414-1090	GENERAL CONTINGENCY			
<b>TRANSFER BETWEEN FUNDS</b>						
<b>TOTALS</b>					-0-	-0-

**ACTION REQUESTED:** (Check all that apply)

Budget appropriation by Board of Supervisors (4/5ths Vote Required) -- Amending the total amount available in the county budget, or in any one fund of the budget, or transferring appropriation from Contingencies

Transfer by Board of Supervisors (3/5ths Vote Required) -- Moving existing appropriations from one budget to another, or between categories within a budget unit

**JUSTIFICATION:**

Increase revenue and appropriations to reflect changes to the Family Support Budget Unit in order to implement Customer Service Initiative required by the California Department of Child Support Services.

DEPT. HEAD SIGNATURE

*Antonia D. Johnson*

DATE

1-26-01

APPROVED BY RES. NO.

01-32

CLERK

*mmj*

DATE

2-6-01

AUDITOR'S USE ONLY BA #
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**MARIPOSA COUNTY**

**JOB TITLE:** Family Support Officer

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

Under general supervision, gather by means of interviews and inquiries to government and private sources information needed to initiate legal actions regarding paternity, child support, reimbursement of public assistance and child support arrearages; negotiate agreements and settlements; prepare legal documents for attorney review and action; recommend civil and/or criminal prosecution; research legal issues; locate absent parents; perform public outreach relative to services offered by the child support program. Incumbents perform the full range of tasks to investigate, evaluate and enforce family support. Incumbents must maintain logs and records of actions and prepare reports. Incumbents work closely with attorneys and may appear in court as a witness, and to do other work as required.

**SUPERVISOR:** Family Support Division Manager

**TYPICAL DUTIES**

- Analyzes and evaluates data and prepares information needed to take legal action to establish and enforce child support orders to collect child support
- Assists attorneys to prepare cases for civil or criminal prosecution within standards set by statute, case law and office policy
- Investigates absent parents ability to pay and initiates criminal and civil legal action as appropriate and approved
- Prepares narrative summaries of case victims and witnesses declarations
- Receives, investigates, and resolves complaints in the child support program
- Performs public outreach to provide and improve education to persons who are involved with the child support program and the public at large for the services offered through the child support program
- Prepares and maintains forms and files

MARIPOSA: Family Support Officer

**TYPICAL DUTIES (cont'd):**

- Prepares statistical reports and correspondences
- Supervise accounting and clerical staff
- May orient and train new employees
- Testifies in court as required
- Attends meetings and conferences
- May provide vacation or other temporary relief for other classes, as required

**EMPLOYMENT STANDARDS**

**Knowledge of**

- legal terminology, legal forms and documents, and basic civil procedures used to enforce support.
- financial record-keeping practices and procedures
- interviewing techniques used for obtaining factual information
- methods and techniques used to determine financial assists and to make collections
- office practices and procedures and record-keeping practices
- sources of information and the techniques used to locate missing persons
- civil and criminal law, procedures and regulations pertaining to child support
- human motivation and behavior

**Ability to:**

- understand, apply and explain applicable complex laws, rules and procedures
- evaluate child support and contested paternity cases to determine appropriate action

MARIPOSA: Family Support Officer

Ability to (cont'd):

- establish rapport with persons contacted to obtain confidential and personal information and gain cooperation
- exercise resourcefulness and ingenuity to gather information from a wide variety of sources to provide documentation for legal action
- evaluate financial statements, and determine ability to pay
- make arithmetic computations
- communicate effectively in oral and written form
- set priorities, organize and schedule work to meet deadlines
- prepare legal documents
- maintain accurate case files and records
- learn to operate a computer terminal to input and access information

MINIMUM QUALIFICATIONS:

1. High School graduation or equivalent; and
2. One year of responsible experience which shall include legal research and preparation of legal documents which exhibit a working knowledge of legal terms and phrases; and
3. Two years of experience in a family support office with a county, or two years administrative or office support experience involving interviewing clients, applying regulations and making determinations in such areas as eligibility, probation, investigation, collections or skip tracing work which directly relates to the knowledges and abilities listed above.

Creation date: 6/91

Revision date: 11/93 (B/S 93-585); 2/01 (B/S 01-32)

MARIPOSA COUNTY

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SUPERVISOR: ~~Deputy District Attorney~~ *Family Support Division Manager*

TYPICAL DUTIES

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