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.

<table>
<thead>
<tr>
<th>COSTS:</th>
<th>SPECIAL INSTRUCTIONS:</th>
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<tbody>
<tr>
<td>( ) Not Applicable</td>
<td>List the attachments and number</td>
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<tr>
<td>A. Budgeted current FY</td>
<td>the pages consecutively:</td>
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<tr>
<td>B. Total anticipated costs</td>
<td>Family Support Officer Class Spec</td>
</tr>
<tr>
<td>C. Required additional funding</td>
<td>Budget Action Form</td>
</tr>
<tr>
<td>D. Internal transfers</td>
<td></td>
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<table>
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<tr>
<th>SOURCE:</th>
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<tbody>
<tr>
<td>(X ) 4/5ths Vote Required</td>
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<tr>
<td>A. Unanticipated revenues</td>
<td>$38,911</td>
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<td>B. Reserve for contingencies</td>
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<tr>
<td>C. Source description: Child Support Incentives/Administration</td>
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<tr>
<td>Balance in Reserve for Contingencies, if approved:</td>
<td>$</td>
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CLERK'S USE ONLY:
Res. No.: 04-32
Ord. No.________
Vote - Ayes: _______
Abs.: _________
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: ________________________

Action Form Revised 5/92
## BUDGET ACTION FORM

<table>
<thead>
<tr>
<th>FUND</th>
<th>DEPT/DIV</th>
<th>ACCOUNT</th>
<th>DESCRIPTION</th>
<th>PROJECT</th>
<th>INCREASE</th>
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(Handwritten note: laptop, projector, color printer)

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<td>414-1090</td>
<td>GENERAL CONTINGENCY</td>
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## TRANSFER BETWEEN FUNDS

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<th>TRANSFER TO</th>
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<tr>
<th>TRANSFER FROM</th>
<th>TRANSFER TO</th>
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</tr>
</tbody>
</table>

| TOTALS        | -0-         | -0-        |

### ACTION REQUESTED:
- (X) 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

[Signature]

DATE: 1-26-01

### APPROVED BY RES. NO.

[Res. No.]

DATE: 2-5-01

### AUDITOR'S USE ONLY

BA #
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 knowledge and abilities listed above.
MARIPOSA COUNTY

JOB TITLE: Family Support Officer

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

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SUPERVISOR: Deputy District Attorney 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

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