

Tonya Moore
Director

Tehama County
Child Support Services

1005 Vista Way, Ste. A
Red Bluff, California 96080
Phone: 1(866) 901-3212
Fax: (530) 527-5130

INTEROFFICE MEMORANDUM

TO: Gabriel Hydrick, County Administrator;
CC: Coral Ferrin, Personnel Director; Taylor Smith, Personnel Analyst
FROM: Tonya Moore, Director
SUBJECT: Tehama DCSS PAL, New Classification, Reclassification Request - Updated
DATE: May 19, 2025

REQUEST:

I'm requesting a Position Allocation List (PAL) change, addition of a new classification, and reclassification of an occupied position to reflect the evolving needs of the department. This includes changing the Child Support Specialist (CSS) Classification Series to include a CSS IV Level and change the CSS I/II flexibly staffed position to be a CSS I/II/III flexibly staffed position. This request would also reclassify an occupied CSS III to be CSS IV position and convert a vacant Supervisor position to be a CSS IV position. This proposal would result in a change to the County's Master Salary Schedule by adding the CSS IV Level and increasing compensation for Child Support Supervisor due to impactation.

ABOUT THE CHILD SUPPORT SPECIALIST (CSS) POSITION:

The Child Support Specialist I/II position is flexibly staffed so an entry level CSS I may promote to a CSS II in one year if the employee successfully meets performance standards. CSS I is entry level and consists of 8 months of training before given a caseload to work with *close* oversight and mentorship. CSS II manages a caseload independently with support and oversight. CSS III is a lead Child Support Specialist and differs from CSS I/II in that the CSS III should be able to work completely independently with guidance and mentorship, may be a trainer for entry level staff, is assigned more complex cases, and can field CSS I/II questions. CSS III is a mentor worker with advanced experience and knowledge.

CSS IV: This proposed position would fall between CSS III and Child Support Supervisor. The CSS IV would serve as the Lead CSS, similar to how we use the CSS III currently, but would also have some limited case management oversight, higher level duties such as ombudsperson, offer minor performance coaching, may task other staff, contributes feedback for performance evaluations composed by the Supervisor, and acts as Supervisory in the absence of a Supervisor.

CSS I/II/III Flexibly Staffed Position Change

Currently, the flexibly staffed position for the CSS Series is CSS I/II. As mentioned above, CSS I is a trainee and an entry level case manager after training, and the CSS II is a journey level case manager. (The CSS III is a currently a separate Lead position.) This request changes the flexibly staff position to be a CSS I/II/III. Keeping the CSS I and CSS II at the same levels, but adding CSS III as the Advanced Journey Level. (Making the new Lead level the CSS IV classification.)

Prior to promoting a CSS II to a CSS III, criteria would be established for the promotion to demonstrate the advanced mastery of the position. Employees would serve in the CSS II position for *at least* two years and demonstrate advanced journey level performance including independent case management, professional conduct,

diligence in accessing and following policies, and meet attendance expectations before being eligible to promote to a CSS III. This may be demonstrated by no unsatisfactory evaluation ratings or verbal or written counseling for performance, conduct, not following policies, or attendance. In addition to handling a caseload, the employee must be willing and capable of serving as a trainer for a new CSS, provide lead worker assistance in the absence of a Lead CSS IV, and serve as a Subject Matter Expert in a function critical to the department.

Reclassification of the current CSS III Position to be a CSS IV Position:

Currently, the CSS III position is not flexibly staffed and is the Lead Child Support Specialist in the Child Support Specialist Series. This proposal makes the Lead in the Child Support Specialist Series a CSS IV instead of a CSS III (The CSS III is to be the Advanced Journey Level instead, as mentioned above). The duties of the current Lead CSS III position are being merged into the CSS IV position duties. The standalone CSS III Lead position will be deleted from the PAL and replaced with CSS IV as the Lead. The (funded) CSS III position at the department is filled with an excellent employee that possesses the knowledge, skills, and abilities to perform the new CSS IV position duties. This worker’s position is being reclassified while she occupies the position, and therefor she will be placed in one of two CSS IV positions on the PAL.

Removal of one Supervisor position on the PAL and replacing with the CSS IV Position:

Currently, there is one (1) vacant Supervisor position on the PAL. That vacant Supervisor position will be deleted and replaced with a Lead CSS IV position. The department will hold a competitive recruitment for this Lead CSS IV vacancy.

Salary Schedule Change:

Currently, the compensation difference between CSS III and Supervisor is minimal (approximately \$300/month) which is a deterrent for a CSS III to apply for the Supervisor position. If my request is approved, the CSS IV compensation would fall between CSS III and Supervisor. I request that the Supervisor position compensation be increased so there is room to place the CSS IV position (avoid compaction) and so there is an incentive for a CSS IV to apply for a Supervisor position. In the below recommended salary placement the existing salary schedule pattern of an increase of four ranges in between ranges is followed.

Current Salary Placement:

Child Support Specialist III (Range 26)				
1,892.80	1,987.20	2,086.40	2,191.20	2,300.00
Child Support Supervisor (Range 31)				
2,141.60	2,248.00	2,360.80	2,478.40	2,602.40

Recommended Master Salary Schedule Changes:

Position	Current Range	Proposed Range	Notes
CSS I	18	Stay as-is	
CSS II	22	Stay as-is	+4 ranges from CSS I
CSS III	26	Stay as-is	+4 ranges from CSS II
CSS IV	n/a	30	+4 ranges from CSS III
Supervisor	31	34	+4 ranges from CSS IV

RATIONALE FOR PAL CHANGE AND NEW CLASSIFICATION:

- Child Support Specialist II or III experience is required for CS Supervisor. There is only one CSS III at the department, and it is a big step to go from a CSS II to a Supervisor. Having more staff operate at the CSS III level will promote skill growth.
- For succession planning purposes, I'd like to have more internal promotional opportunities for staff so they may be prepared to serve in a Supervisor position, or ultimately a Program Manager or Director position.
- Offering CSS III as a promotional opportunity will assist in retaining existing CSS II employees. In general, our Department has low turnover, however there has been some turnover in the position which caused major disruption. The case manager position has an extremely long training program and it takes a long time for a new employee to be able to contribute to the workload. We want our investment of time up front to result in retention so we get a return on our investment.
- We want people to advance and grow their careers. It would be mutually advantageous for them to advance at our office rather than be forced to look elsewhere to make that happen.
- Increasing the number of CSS IIIs in the office will increase the number of staff who are able to serve as trainers for new employees. The training program for a new CSS is very time consuming to implement and it would be helpful for experienced case managers to be able to train without having to facilitate a "working out of class" arrangement.
- Neighboring Child Support Agencies, where we used to draw candidates from, offer CSS III and IV levels. Shasta offers CSS IV as a training ground for Supervisor. Glenn County offers CSS III to retain their case management staff. Offering the CSS III as a journey level and CSS IV as a Supervisor training ground in Tehama County may entice trained child support services staff from other counties to apply.

BUDGET (#5015)

Child Support Services receives a budget allocation from CA DCSS to operate the department. There are funds available within the Tehama DCSS budget to sustain this increase.

FINANCIAL IMPACT

The below calculations are based on the recommended Master Salary Schedule increases (top of page 2)

- There are currently 4 CSS II's who qualify for a promotion to CSS III. The cost to implement this promotion in 2025-26 FY would be \$11,131.08
- To promote the 1 CSS III to a CSS IV would be an annual increase of \$3,415.49 in 2025/26.
- Changing the compensation for the 1 Supervisor would have an annual increase of \$5,374.93.
- The increase in benefits and bilingual pay increase would be \$3,614.95.

Total impact to 2025-26 budget: \$23,536.45