



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Kathy Gallagher, Employment & Human Services Director  
Date: January 11, 2022

Subject: Add a Clerk-Senior Level (JWXC) position and cancel a Translator (J9WG) position in the Employment and Human Services Department

**RECOMMENDATION(S):**

ADOPT Position Adjustment Resolution No. 25860 to add one (1) Clerk-Senior Level (JWXC) (represented) position at Salary Plan and Grade 3RX 1033 (\$3,758.50 - \$4,799.76) and cancel (1) Translator (J9WG) (represented) position at Salary Plan and Grade 3R5 0847 (\$3,134.43 - \$3,809.92) position #10189 in the Workforce Services Bureau of the Employment and Human Services Department (EHSD).

**FISCAL IMPACT:**

Upon approval of this action, the total cost adjustment of salary and benefits will increase by \$6,608 this fiscal year. There will be an increase in pension cost by \$1,984. This position is for the Workforce Services Bureau position with funding sources of 39% Federal, 46% State, and 15% County.

**BACKGROUND:**

The Employment and Human Services Department (EHSD) is requesting to cancel one (1) Translator position and add one (1) Clerk–Senior Level position. In reviewing roles,

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/11/2022** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: January 11, 2022

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Marcie Clark, (925)  
608-5022

cc: Marcie Clark , Sylvia Wong Tam

responsibilities and long-term needs for the Clerical and Benefits Expedited Services Unit (CBEST),

### BACKGROUND: (CONT'D)

we have concluded that a Clerk–Senior Level position is critical to cover the large volume of application registration. The CBEST unit is responsible for processing the department’s internet portal for CalWORKS, CalFresh, and Medi-Cal applications, scans and indexes all paper mail for the bureau and registers applications in CalFresh, Medi-Cal and CalWORKs. Each month, this unit processes approximately 14,000 pieces of mail and registers approximately 5,050 online applications, CalHEERS contacts, and electronic Inter-County Transfer transmissions. The internet portal is increasingly important to give customers the option of applying for benefits online. The CBEST assists customers in over 6,000 telephone calls per month.

### CONSEQUENCE OF NEGATIVE ACTION:

The department will be non-compliant and have greater exposure and liability for adverse actions associated with application processing non-compliance, error rates, and management performance standards if the position is not filled. These adverse actions will likely result in fiscal sanctions and cost outlays such as those associated with penalties.

### CHILDREN'S IMPACT STATEMENT:

This action of adding a Clerk-Senior Level to support the Clerical and Benefits Expedited Services Unit will support one of the five Contra Costa County’s community outcomes: Outcome 3- Families that are Economically Self-Sufficient.

### ATTACHMENTS

Fiscal report

P300