



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 12/9/2025

To: Board of Supervisors

Department or Agency Name: Human Services

Staff Name and Phone Number: Angela Struckmann, 707-565-5800; Nour Maxwell, 707-565-1290

Vote Requirement: Majority

Supervisory District: Countywide

Title:

Human Services Department Position Change Request

Recommended Action:

Adopt a Position Resolution to delete 1.0 Full-Time Equivalent Office Assistant II and add 1.0 Full-Time Equivalent Senior Office Assistant, effective December 9, 2025.

Executive Summary:

The Human Services Department is requesting to delete 1.0 Full-Time Equivalent Office Assistant II and add 1.0 Full-Time Equivalent Senior Office Assistant. The classification change will ensure that the position is aligned with the job duties and tasks performed by staff to meet the evolving needs and increasingly high number of clients served at the South County office.

Discussion:

The Human Services Department (HSD) South County Center (SCC) in Petaluma has experienced steady growth in people coming in for services over the past two years. Key services provided at SCC include assisting clients with applications for benefits such as Medi-Cal, CalFresh, General Assistance, and SonomaWorks; offering In-Home Supportive Services (IHSS) training for providers; and coordinating on-site family visitations for the Family, Youth, and Children Division. SCC also serves as the worksite for 62 HSD staff members representing Adult Protective Services, IHSS, Economic Assistance, and Family, Youth, and Children programs. In 2022, five years after its opening, SCC recorded approximately 630 client visits per month. In comparison, there has been an average of 1,763 client visits per month in the first half of 2025. Despite the drastic increase in the number of clients, the staffing structure has remained unchanged.

Currently, clients visiting the SCC lobby are supported by four Senior Office Assistants (SOA) and one Office Assistant (OA) II under the supervision of the Office Support Supervisor (OSS). The OA II position was designed exclusively to support application registration; however, application registration was discontinued with the implementation of the statewide CalSAWS eligibility system in 2023. This system shift requires the OA II position to perform the same duties and responsibilities assigned to the SOAs. To right-size this change in workflow and business need, it is necessary to delete 1.0 Full-Time Equivalent vacant OA II and add 1.0 Full-Time Equivalent SOA, which will ensure that the appropriate classification performs the required duties.

The Human Resources Department has reviewed the job duties of the positions and determined that the job classification change is appropriate.

Strategic Plan:

Not applicable.

Racial Equity:

Was this item identified as an opportunity to apply the Racial Equity Toolkit?

No

Prior Board Actions:

Not applicable.

FISCAL SUMMARY

Expenditures	FY25-26 Adopted	FY26-27 Projected	FY27-28 Projected
Budgeted Expenses	\$7,800	\$12,200	\$12,500
Additional Appropriation Requested			
Total Expenditures	\$7,800	\$12,200	\$12,500
Funding Sources			
General Fund/WA GF			
State/Federal	\$7,800	\$12,200	\$12,500
Fees/Other			
Use of Fund Balance			
General Fund Contingencies			
Total Sources	\$7,800	\$12,200	\$12,500

Narrative Explanation of Fiscal Impacts:

In Fiscal Year 2025/2026, the increased cost to add a 1.0 FTE SOA and delete a 1.0 FTE OA II is estimated to be \$7,800 and will be funded by a reduction of service and supplies from SCC. Costs will be included in budget development for future fiscal years. HSD is not requesting to increase Fiscal Year 2025-26 appropriations.

STAFFING IMPACTS:

Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)
Office Assistant II	\$4,489.05 - \$5,456.08		1.00
Senior Office Assistant	\$5,036.92 - \$6,123.96	1.00	

Narrative Explanation of Staffing Impacts (If Required):

The Office Assistant (OA) II position is currently vacant. This change in position will benefit the work unit, all of whom will be in the same classification completing the same body of work.

Attachments:

Agenda Date: 12/9/2025

Position Resolution

Related Items “On File” with the Clerk of the Board:

No items are “on file” with the clerk of the board.