

# SONOMA COUNTY CIVIL SERVICE COMMISSION AGENDA

Patricia Sabo, Chair  
John Hadzess, Vice Chair  
Anthony Withington  
Jerry Dunn  
Jeff Berk

Janell Crane, HR Director  
Spencer Keywood, Deputy HR Director  
Yuka Kamiishi, Executive Assistant

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**Thursday, June 6, 2024  
3:00 PM**

**HR Large Training Room/Virtual**  
575 Administration Drive 117C  
Santa Rosa, CA 95403

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Members of the public can attend, watch, or listen to the meeting using one of the three following methods:

1. ATTEND IN PERSON:

Human Resources Large Training Room  
575 Administration Drive, Suite 117C, Santa Rosa, CA 95403  
Limited seating is available for public participants.

2. WATCH/LISTEN TO MEETING IN ZOOM:

Participate by computer, tablet, or smartphone application. Go to:  
<https://sonomacounty.zoom.us/j/92332186914?pwd=Y21iRHh0aDV6dThqS093VzAvSUN5UT09>  
Webinar ID: 923 3218 6914  
Passcode: 176761

3. LISTEN THROUGH ZOOM BY TELEPHONE:

Dial +1 669 900 9128  
Webinar ID: 923 3218 6914  
Passcode: 176761

Please note the meeting may be recorded for transcription purposes.

**ACCOMMODATION REQUEST:** If you need an accommodation or an alternative format to assist you in observing and commenting on this meeting, please contact the Commission Secretary at (707) 565-6195 or by email [yuka.kamiishi@sonoma-county.org](mailto:yuka.kamiishi@sonoma-county.org) prior to 72 hours of the meeting to ensure arrangements for accommodation.

## **CIVIL SERVICE COMMISSION AGENDA**

**June 6, 2024**

**PUBLIC COMMENT:** Public Comment may be made live, in person, in the Commission meeting room. Available time for comments is determined by the Commission Chair based on agenda scheduling demands and the total number of speakers. To guarantee that your comment is received and considered by the Commission, you may attend the meeting in person or submit your comment in writing in advance of the meeting to [yuka.kamiishi@sonoma-county.org](mailto:yuka.kamiishi@sonoma-county.org) before 1:30 PM on the day of the meeting. Please provide your name, the agenda items on which you wish to speak, and your comment in the email. These comments will be emailed to all Civil Service Commission members.

**DURING THE MEETING:** Members of the public who wish to comment may do so according to the following procedure. Commenters will be requested to line up by the podium when the Commission Chair announces Public Comment to commence. Upon completion of a comment, the individual should quietly take a seat or exit the meeting room. No standing unless in the queue to speak or exiting the meeting room. To comment on any subsequent items, this process is to be repeated.

**COMMITMENT TO CIVILITY:** The Civil Service Commission has adopted rules of procedures that include a commitment to civility. To assure civility in its public meetings, the public is encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. Commissioners, County staff, and members of the public are expected to establish and maintain a cordial and respectful atmosphere during discussions and foster meaningful dialogue free of personal attacks. Members of the public must also adhere to the speaking time limit if one is indicated by the Chair.

### **MATERIALS:**

Materials related to an item on this Agenda submitted to the Commission after distribution of the agenda packet are available for public inspection in the Human Resources office at below location during normal business hours.

County of Sonoma Human Resources  
575 Administration Drive, Suite 116B  
Santa Rosa, CA 95403

3:00 P.M. CALL TO ORDER

- I. Call to Order
- II. Approval of Minutes from May 2, 2024
- III. Director's Report
- IV. Agenda Items
- V. Reports
  - A. **Chief Deputy Law Enforcement Auditor – Independent Office of Law Enforcement Review and Outreach – New Position Classification Study**  
David Phillips, Human Resources Analyst  
  
**Recommendation:** Approve the new job classification of Chief Deputy Law Enforcement Auditor for the Independent Office of Law Enforcement Review and Outreach.
  - B. **Human Services Compliance Officer – Human Services Department – New Position Classification Study**  
Jennifer Lelouarn, Human Resources Analyst  
  
**Recommendation:** Approve the new classification of Human Services Compliance Officer.
- VI. Appeals
- VII. Other Scheduling Matters
  - A. **July 4, 2024 Meeting**
- VIII. Commissioners Closed Session
- IX. Reconvene from Closed Session
- X. Commissioners Open Session
- XI. Public Comment

## **CIVIL SERVICE COMMISSION AGENDA**

**June 6, 2024**

Any member of the public may address the Commission on a matter not listed on the agenda but within the subject matter jurisdiction of the Commission. Please state your name and who you represent, if applicable. Comments may be limited to 3 minutes, or as determined at the discretion of the Chair. Under State Law, matters presented during public appearances cannot be discussed or acted upon by the Civil Service Commissioners.

### **XII. Adjourn**

The next Civil Service Commission meeting will be **Thursday, June 20, 2024** at 3:00 p.m., in the HR Large Training Room at 575 Administration Drive, Suite 117C, Santa Rosa, CA 95403. The Agenda deadline for this meeting is 1:30 p.m., Thursday, June 13, 2024.



**REPORT TO THE CIVIL SERVICE  
COMMISSION  
NEW CLASSIFICATION STUDY**

<b>Job Classification Studied:</b>	New classification – Chief Deputy Law Enforcement Auditor
<b>Department/Division:</b>	Independent Office of Law Enforcement Review and Outreach (IOLERO)
<b>Position Reports to (Classification):</b>	Director, Independent Office of Law Enforcement Review and Outreach
<b>Bargaining Unit:</b>	SCAMC-50
<b>Study Requested by:</b>	John Alden, Director, Independent Office of Law Enforcement Review and Outreach and Jade Kim, Administrative Services Officer I
<b>Recommendation:</b>	
Approve the new job classification of Chief Deputy Law Enforcement Auditor for the Independent Office of Law Enforcement Review and Outreach.	
<b>Justification Submitted in the Request:</b>	
<p>The Director of the Independent Office of Law Enforcement Review and Outreach (IOLERO) requested Human Resources develop a new managerial-level job classification to assist in overseeing the auditing of law enforcement investigations, supervise IOLERO-initiated investigations, oversee the office in the Director’s absence, and perform other related duties including the advancement of community engagement and outreach.</p> <p>Presently, the IOLERO Director is the sole legal professional with supervisory responsibility for the Audit and Investigations staff who audit complaint investigations and conduct direct investigations at IOLERO. In addition, the Director supervises the administrative staff, including two Department Analysts, and provides direction to a shared Administrative Services Officer I. When the office was established, IOLERO only had one auditor, and thus had a flat organizational structure. Although the department has grown and more auditors have been added, up to now, there has not been a higher supervisory/managerial level classification to support the Director.</p> <p>The request stated that the new class will assume supervisory responsibility over the Audit and Investigation staff and operational processes within the unit. This position would reduce the span of control for the Director of IOLERO to three direct reports. In addition to assigning audits to staff, and directing and supervising their work, the new supervisory level position would handle the more complex audits and review and approve some audits on behalf of the Director.</p>	

### **Summary of Recommendation**

The Independent Office of Law Enforcement Review and Outreach was established by the Sonoma County Board of Supervisors on September 15, 2015. With the support of the elected Sheriff, IOLERO was created to conduct independent reviews of investigations alleging law enforcement misconduct including use of force and to engage the community in the review and possible recommendation of policy changes to the Sheriff's Office and the Board of Supervisors. The Office is intended to serve as one of the foundations upon which improved transparency and accountability may be built for the community.

In November 2020, Human Resources created the Law Enforcement Auditor series which are all professional level, licensed attorney classifications. Since 2022, the audit caseload has increased dramatically. This increase comes predominantly from a combination of more complainants choosing to file complaints with IOLERO, and more complainants filing complaints directly with Sonoma County Sheriff's Office (SCSO) of the sort IOLERO is directed to audit (such as Use of Force claims). Secondarily, smaller increases have been caused by more complicated cases coming to IOLERO since Measure P's implementation and the launch of full investigations of Whistleblower claims and cases involving deaths.

Increasing caseloads have required a wider variety of skill sets from auditors to maintain and meet the new authorities and audit deadlines. These changes necessitate more auditor capacity, supervision of those auditors, and routinization of the auditing workflow. The risk of inconsistency in processing audits presents an additional challenge to the efficiency of the auditing process. Therefore, increased output will also require additional attention to the development of policy and procedures, case management, tracking, and skill building, such that this new position will require mid-level supervisory skills.

The addition of this new position will decrease the span of control for the IOLERO Director by supervising and guiding the staff on case prioritization, investigative strategy, interview protocols, and evidence gathering. This supervisory position would have the ability to review and approve audits, alleviating much of this responsibility from the Director, except for the most complicated audits. In addition, this management position would carry a caseload auditing the most complicated cases, and assist with the tracking, analysis, and advising on legislative actions and law enforcement audit and policy trends.

Approval of this position would allow the Director to have three managerial reports and free up time to focus on Board priorities, developing department policy, coordinating outreach to community groups, promoting and facilitating communication between the community and law enforcement, and managing the overall relationship between IOLERO, the Sheriff's Office, and internal stakeholders such as, but not limited to, the Sonoma County Sheriff's Office unions and the Community Advisory Council.

Working under general direction of the Director of IOLERO, the Chief Deputy Law Enforcement Auditor will assist in the overall management of the department; directly manage and supervise staff of the Audits and Investigations section of IOLERO; review, approve, and sign off on audits; conduct the most complex audits of law enforcement citizen

complaints, allegations of misconduct including use of force, personnel, and administrative investigations; and may act for the Director of IOLERO during periods of absence.

Due to the classification's level and scope of responsibilities, a considerable amount of knowledge in legal proceedings and law enforcement is required. As such, the qualifications for the classification will normally require at least four years of related legal experience, including two years as a licensed attorney, performing work similar to that conducted by the IOLERO, including law enforcement oversight/audit work, civil rights, criminal law, or other relevant experience, and possession of a Juris Doctor degree or the equivalent from an accredited US law school. Supervisory or lead worker experience, bilingual Spanish/English skills, and prior experience working with individuals or groups with diverse backgrounds are desirable.

Consistent with the Director's classification, additional requirements include successful completion of a thorough background investigation; having not been a sworn law enforcement officer within the last five years; and no immediate family members (defined as spouse, child, sibling, parent) who are currently in sworn law enforcement positions. Possession of the Certified Practitioner of Oversight (CPO) Credential from the National Association for Civilian Oversight of Law Enforcement (NACOLE) is desirable.

Classification Review & Conclusion

Review of the County's current classification plan showed no current classification that would meet the required experience and knowledge necessary to perform the essential functions of the position. Therefore, to provide the necessary experience and education needed to supervise the law enforcement audit and investigations staff, Human Resources is recommending the adoption of a new classification of Chief Deputy Law Enforcement Auditor.

**Summary of Recommendation:**

Approve the new job classification of Chief Deputy Law Enforcement Auditor for the Independent Office of Law Enforcement Review and Outreach.

<b>Report Prepared by:</b>	David Phillips, Human Resources Analyst III
<b>Report Approved by:</b>	Spencer Keywood, Deputy Human Resources Director
<b>Date:</b>	6/06/24

## CHIEF DEPUTY LAW ENFORCEMENT AUDITOR

### **Definition**

Under general direction, assists in the overall management of the department; directly manages and supervises staff of the Audits and Investigations section of the Office of Law Enforcement Review and Outreach (IOLERO); reviews, approves, and signs off on audits; conducts the most complex audits of law enforcement citizen complaints, allegations of misconduct including use of force, personnel, and administrative investigations; may act for the Director of IOLERO during periods of absence.

### **Distinguishing Characteristics**

This is a management class with supervisory responsibility for the Audit and Investigations section of IOLERO. This position is a licensed attorney, who assists the Director of IOLERO in the County's efforts to maintain a credible, fair, and equitable review process and effectively and fairly representing the community's interests.

An incumbent may be delegated responsibilities for the overall day-to-day administration and management of some or all of the functions of the department and may also assist with the establishment of office policies, procedures, and objectives. As such, the incumbent uses considerable independent judgment and discretion in staff supervision. The incumbent may also be assigned the most complex and sensitive case audits and legal work associated with assessing public complaints and investigations related to law enforcement personnel misconduct. The incumbent reports to the Director of IOLERO and may be required to represent the Office in meetings of the Community Advisory Council (CAC) in the Director's absence.

This class is distinguished from the lower levels in the Law Enforcement Auditor series in its assignment to the most complex audits and in the assigned responsibility for supervising and managing day-to-day operational administration of the Audits and Investigations section of the Office, and in that it may act on behalf of the Director of IOLERO in their absence. This class is distinguished from the next higher class, the Director of the IOLERO, in that the latter has overall responsibility for management and coordination of the functions of the Office and for determining its operational philosophy and objectives.

Incumbents serve a one-year probationary period.

### **Typical Duties**

*Duties include, but are not limited to, the following:*

Supervises and oversees the work of Law Enforcement Auditor staff and consultants for the Audit and Investigations section of the Office; assists in establishing goals and objectives for the



the Audit and Investigations Section; assists in selecting staff for the Audit and Investigations Section as assigned; and implements the effective provisions of the Evelyn Cheatham Effective IOLERO Ordinance (Measure P).

Advises, coordinates, and directs attorneys and other professional, technical, and clerical support staff as assigned; provides training to subordinate staff in effective methods of handling complaints, performing audits, and interacting with the public and other stakeholders; ensures Audit and Investigations staff complete mandatory trainings; establishes performance standards, conducts employee performance evaluations, and takes actions on disciplinary matters as assigned.

As delegated, may direct the administrative functions of the Office; assesses and implements organizational and operational efficiencies; assists the Director in developing and implementing policies and procedures as assigned.

Performs the most complex and sensitive inquiries into disciplinary situations and other operational issues, either individually or with a team of subordinates, in compliance with related County Ordinance, IOLERO internal protocols, law enforcement policies, and any related policies including those promulgated by the Board of Supervisors.

Performs audits of investigations involving Sheriff's Office sworn personnel and highly confidential issues, including the review of available evidence such as surveillance video, dispatch records, recorded interviews, medical records, transcripts and police reports; prepares audit reports as required evaluating the adequacy and thoroughness of the investigation, and the quality and accuracy of the investigation report.

Conducts independent investigations, interviews witnesses, performs depositions, and appears in court to litigate subpoenas and other issues related to law enforcement administrative investigations.

Assesses and makes recommendations regarding policies, procedures, strategies, training, and practices based on the complaints received and issues identified in Sheriff Office policies and procedures; advises if any investigations appear incomplete or otherwise deficient, and requests further review as deemed necessary; when warranted, proposes independent recommendations or determinations regarding investigations.

Maintains liaison with Sheriff's Office management, outside law enforcement agencies, community groups, CAC members, and the public; works collaboratively with law enforcement staff, educates the community on law enforcement practices, policies, strategies, incident trends, and challenges.

Attends and participates in CAC meetings and give presentations at other community outreach events or board of supervisors' meetings; provides additional information, policy, and legal-related advice as required.

Conducts legal research in relation to the independent law enforcement oversight and review; tracks and analyzes legislative actions and law enforcement audit trends which may have an effect on the functions of the IOLERO; advises on legislative and audit trends and makes recommendations to the Director of IOLERO related to policy; assists in the preparation of the Office's annual report to the Board of Supervisors including gathering data such as statistical information, analysis of trends of the law enforcement offices, trends in law enforcement review, and prepares ad hoc reports.

Works with other County departments to advance the needs of the Office and the County; may serve on committees to represent the Department's needs; represents the Office to external stakeholders, including the public; and acts as a liaison with department heads, employees, the media, and the public.

Performs related duties as required.

### **Knowledge and Abilities**

**Considerable knowledge of:** the principles of civil and criminal law and rules of evidence; legal research methods and judicial procedures; the statutory and constitutional laws of the State of California; applicable policies/laws, weighing evidence in accordance with legal standards; the fundamentals of investigations including interviewing and interrogating principles and techniques; legal research principles; conducting depositions and litigating subpoenas and other issues in court; written and oral communications including language mechanics, syntax and English composition; legal document formatting and writing; the responsibilities, functions, policies, and procedures of law enforcement; the fundamentals of investigations including evidence collection; conducting critical evaluations of findings and supporting analysis; current Federal and California case law and statutes in the civil and/or criminal law; techniques of law enforcement training, instruction, and evaluation of work performance; techniques for dealing with persons of various ages and ethnic and socio-economic backgrounds, who may have physical and/or emotional issues.

**Working Knowledge of:** limitations and authorities of the Independent Office of Law Enforcement Review and Outreach; local government organization, structure, and administration and its procedures, principles, and concepts; office practices and procedures, including filing and operation of standard office equipment such as a computer; laws related to public safety investigations and the essential elements of the California Public Safety Officers Procedural Bill of Rights (Government Code Section 3300); current trends on law enforcement review concepts and practices; research methods, statistical concepts and report writing techniques; public relations practices and techniques, including public speaking.

**Knowledge of:** local government organization, structure, and administration; principles of effective leadership and supervision.

**Ability to:** interpret and apply laws, policies, procedures, and regulations; conduct independent research, investigations, and fact finding assignments; perform statistical analysis, and prepare reports; act independently and remain unbiased, objective, and professional; demonstrate integrity and sensitivity; honor confidentiality and basic constitutional and legislative rights of all affected parties; establish and maintain effective and collaborative working relationships with other employees, public officials, community groups, other governmental agencies, and the general public, particularly those with diverse ethnic, cultural, and socio-economic backgrounds; maintain effective media relations; work effectively under pressure; effectively facilitate and gain cooperation and participation of interested parties to achieve desired results; present recommendations and alternative proposals; prepare and/or edit clear, concise reports and to present them effectively both orally and in writing to a variety of audiences; provide training, supervision, and instruction to attorney staff and other related department personnel, as requested; assist in developing and recommending policies, procedures, and objectives for the Office.

### **Minimum Qualifications**

**Experience and Education:** Any combination of experience, education, and training which would likely provide for possession of the stated knowledge and abilities. Normally this would include at least four years of related legal experience, including two years as a licensed attorney, performing work similar to that conducted by the IOLERO, including law enforcement oversight/audit work, civil rights, criminal law, or other relevant experience, and possession of a Juris Doctor degree or the equivalent from an accredited U.S. law school. Supervisory or lead worker experience, bilingual Spanish/English skills, and prior experience working with individuals or groups with diverse backgrounds are desirable.

**Special Requirements:** Successful completion of a thorough background investigation; has not been a sworn law enforcement officer within the last five years; and does not have any immediate family members (defined as spouse, child, sibling, parent) who are currently in sworn law enforcement positions. Possession of the Certified Practitioner of Oversight (CPO) Credential is desirable.

**License:** Current active membership in the State Bar of California is required. Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.



## REPORT TO THE CIVIL SERVICE COMMISSION NEW CLASSIFICATION STUDY

<b>Job Classification Studied:</b>	New Classification – Human Services Compliance Officer
<b>Department/Division:</b>	Human Services Department / Administrative Services
<b>Position Reports to (Classification):</b>	Assistant Director of Human Services
<b>Incumbent:</b>	N/A
<b>Bargaining Unit:</b>	SCAMC-50
<b>Study Requested by:</b>	Human Services Department

**Recommendation:**

Approve the new job classification of Human Services Compliance Officer.

**Justification Submitted in the Request:**

The Human Services Department (HSD) requested Human Resources develop a new management-level job classification to lead the department’s compliance, privacy, and data security efforts. Limitations in HSD’s current capacity to monitor compliance with federal, state, and local regulations, and ensure the confidentiality and integrity of protected data have been identified with current programs. HSD also stated that the increasing threat of cyberattacks and data breaches at the local level add urgency to this request. In addition, an internal assessment of HSD data activities indicated that data security and compliance auditing are key growth areas for the department.

**Summary of Recommendation:**

The collection, retention, and reporting/utilization of data is integral to HSD’s ability to meet its service mandates and objectives. Compliance and privacy programs have extensive responsibilities that carry significant liability for HSD, and for the County by extension, if not properly developed, implemented, and monitored. Departmental compliance activities have broad areas of focus, with extensive laws and regulations that must be implemented. These include regulations and privacy services agreements mandated at federal, state, and local levels. Non-compliance can have a significant impact on the ability of the department to meet critical service needs for HSD clientele.

Ensuring the confidentiality and integrity of protected information retained and utilized by HSD has become more complex and challenging with changes in the sophistication of mobile technologies, internet-based technologies to support client care, and an increase in cyberattacks.

Classification Review & Conclusion

A review of the County’s current classification plan showed no existing classification which would be appropriate to perform the identified body of work and meet the requirements or specialized experience necessary to perform the essential functions of the position. Therefore, the new classification of Human Services Compliance Officer is recommended.

Human Services Compliance Officer Summary Description

The proposed new job classification will allow the department to have a single position (focused department-wide) to ensure compliance, and to maintain the privacy, security, and integrity of protected information retained and utilized by HSD in the course of service delivery. Working under general administrative direction, the position will be responsible for developing, implementing, directing, and administering comprehensive compliance with federal, state, and local regulations, and ensuring the confidentiality, security, and integrity of protected data for the Human Services Department (HSD); monitoring compliance with federal, state, and local regulations and mandated privacy services agreements; and providing analysis and assistance on HSD privacy and security matters to HSD leadership and staff.

Due to the position’s level of authority, scope of responsibilities, and consequence of error, considerable knowledge in compliance and privacy/security related laws, policies, practices, and social service programs is required upon entry. Therefore, the qualifications for the position include at least three years of professional level experience in a public agency social service setting that included significant responsibility in any of the following areas: regulatory compliance or privacy, quality assurance and control, legal analysis of social services administration, and/or fiscal operations; and academic course work in business or public administration, political science, social work, sociology, psychology or other behavioral science, systems analysis, finance, economics, or a closely related field. Supervisory experience as well as bachelor’s or master’s degree in any of the aforementioned fields are highly desirable.

**Recommendation**

Approve the new job classification of Human Services Compliance Officer within the County’s classification plan.

<b>Report Prepared by:</b>	Jennifer Lelouarn, Extra Help Classification Analyst
<b>Report Approved by:</b>	Spencer Keywood, Deputy Human Resources Director
<b>Date:</b>	5/15/2024

## **HUMAN SERVICES COMPLIANCE OFFICER**

### **Definition**

Under general administrative direction, develops, implements, directs, and administers comprehensive compliance with federal, state, and local regulations, including the confidentiality, security, and integrity of protected data for the Human Services Department (HSD); monitors compliance with federal, state, and local regulations and mandated privacy services agreements; provides analysis and assistance on HSD privacy and security matters to HSD leadership and staff; and performs related duties as required.

### **Distinguishing Characteristics**

This is a single position management classification reporting to an Assistant Director of the Human Services Department. The position functions as the assigned Compliance Officer for HSD and oversees and administers the department's Compliance program, with responsibility for developing, implementing, and administering department-wide initiatives to ensure compliance with federal, state, and local rules and regulations, and the privacy, security, and integrity of protected information maintained by HSD.

The incumbent of this class exercises considerable discretion and independent judgment in the coordination and prioritization of their assigned responsibilities, as well as in the interpretation of applicable privacy and compliance laws, regulations, rules, policies, and best practices. The incumbent may supervise staff in carrying out compliance or privacy and protected information security functions.

This class is differentiated from the Health Care Compliance/Privacy and Security Officer in that the latter is responsible for directing and administering a comprehensive county-wide privacy program to ensure confidentiality of protected health information, whereas this classification oversees and administers compliance with governmental mandates and privacy of protected information relative to the Human Services Department. This class is differentiated from the Senior Department Information Systems Manager in that the latter is responsible for the overall design, management, and ongoing evaluation of all information systems activities for a decentralized Information Technology operation, whereas the emphasis of this class is to ensure compliance with applicable compliance and protected information laws, regulations, and terms and conditions of funding sources.

### **Typical Duties**

*Duties include, but are not limited to, the following:*

Develops, initiates, reviews, and revises policies, procedures, and standards for the operation of

a Human Services Department compliance program that complies with all applicable federal, state, and local requirements; unifies data security policies and data classification levels across HSD divisions and with contracted agency partners; establishes and maintains unified standards and policies for HSD data systems.

Monitors and evaluates HSD compliance with approved program activities; establishes and administers a monitoring process for receiving, documenting, tracking, investigating, and acting on inquiries or complaints concerning non-compliance, security violations, or suspected fraud of federal, state, and local privacy laws, regulations, and requirements; reports security events appropriately.

Conducts risk assessments related to HSD compliance, privacy, and security; mitigates risk by identifying potential areas of vulnerability in business practices and areas at high risk of non-compliance in order to develop corrective action plans and remediation efforts; reviews and monitors the implementation of policy, process, and procedure changes; compiles and tracks data and reports findings.

Serves as HSD liaison to federal, state, and local government agencies and HSD business partners relating to department compliance, privacy, and security; coordinates with external departments and agencies to support general county-wide compliance and security efforts.

Consults with HSD division leadership to ensure appropriate compliance controls are in place; monitors security and compliance operational effectiveness; works with division leadership to improve security and compliance efficiencies, increase protection of data, and reduce protected data liability.

Disseminates information on related mandates, regulations, and guidelines to ensure compliance, privacy, and security awareness through related education and training; develops, oversees, and conducts compliance, privacy, and security training; develops a compliance, privacy, and security training schedule; establishes and maintains a system for tracking compliance, privacy, and security related training; promotes awareness of the compliance, privacy, and security program.

Establishes and maintains third party vendor data privacy and compliance standards; reviews and monitors policies and procedures related to the privacy and security of systems with access to HSD data managed by external stakeholders; advises staff on current data sharing privacy technology and best practices; supports implementation of data sharing privacy technology and best practices with internal business partners.

Oversees department-wide records retention and destruction schedules for compliance with laws and regulations; researches laws and regulations to ensure appropriate retention; develops and revises retention and destruction policies as required; facilitates the dissemination of related training and resource materials to HSD staff.

May supervise (i.e., selects, trains, evaluates, disciplines, and coaches) subordinate staff.

Conducts and manages special projects as assigned.

Performs related duties as assigned.

### **Knowledge and Abilities**

**Thorough knowledge of:** public agency social service operations; federal, state, and local laws and regulations pertaining to compliance and privacy of protected information; privacy and security industry standards and best practices related to the retention and dissemination of protected information, including those related to access, release of information, and release control technologies; electronic security issues and technologies.

**Working knowledge of:** principles and practices of general management, public administration, program management, and supervision; quality improvement principles, including process improvement in a social service environment; methods of legal and factual research; techniques of systems analysis; principles and practices of project planning, monitoring, and evaluation; effective interviewing and investigation techniques; English grammar, usage, and syntax; computer software including word processing, spreadsheet, and database programs; federal and state reimbursement program requirements.

**Ability to:** research, understand, interpret, and apply rules, regulations, and ordinances and federal, state, and local legislation pertaining to compliance and privacy of protected information in a social service organization; analyze problems and/or complex data, draw conclusions, explain implications, and make sound recommendations; plan, organize, and administer comprehensive programs including developing and implementing short and long-range project goals and objectives; plan, organize, delegate, and prioritize work of self and others in order to meet deadlines; establish compliance policy and procedure performance standards and evaluate performance; communicate effectively both verbally and in writing, including the ability to draft complex documents and reports; effectively explain rules, regulations, and procedures; work collaboratively across functions and departments in a complex organizational environment with external stakeholders and/or clients; establish and maintain effective working relationships with internal departmental stakeholders, as well as members of the public, other departments and agencies, boards and commissions, public officials, community groups, and others contacted in the course of work; monitor HSD compliance audits and investigations to meet goals and objectives and determine the potential impact on organizational policies; identify long and short-term compliance and privacy training needs in an organizational setting; develop and prepare instructional materials; plan, design, and conduct relevant trainings; effectively supervise (i.e., select, train, evaluate, discipline, and coach) subordinate staff; exercise integrity and sound, unbiased judgment; maintain confidentiality.



**Minimum Qualifications**

**Experience and Education:** Any combination of work experience, training, and education, which would provide an opportunity to acquire the knowledge and abilities listed herein. A typical way to qualify is:

Three years of professional level experience in a public agency social service setting that included significant responsibility in any of the following areas: regulatory compliance or privacy, quality assurance and control, legal analysis of social service administration, and/or fiscal operations. Supervisory experience is highly desirable.

AND

Academic course work in business or public administration, political science, social work, sociology, psychology, or other behavioral science, systems analysis, finance, economics, or a closely related field. A bachelor's or master's degree in any of the above fields is highly desirable.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

**SONOMA COUNTY  
CIVIL SERVICE COMMISSION  
MEETING MINUTES**

Sonoma County Human Resources Department  
**May 2, 2024**

**PRESENT**

Commissioners: Patricia Sabo (Chair), John Hadzess (Vice Chair), Jerry Dunn, Jeff Berk

Human Resources Staff: Janell Crane, Spencer Keyword, David Phillips, Yuka Kamiishi

Commission Counsel:

**I. CALL TO ORDER**

The meeting was called to order at 3:00 p.m.

**II. APPROVAL OF MINUTES FROM APRIL 18, 2024**

Motion: Commissioner Dunn

Second: Commissioner Hadzess

**Ayes – Roll Call Vote: 3 Abstain: 1 Absent: 1**

**III. DIRECTOR'S REPORT**

Human Resources Director Janell Crane welcomed Commissioner Jeff Berk.

**IV. AGENDA ITEMS**

N/A

**V. REPORTS**

**A. Social Service Worker II – Department of Health Services –  
Position Review Classification Study**

Item presented by David Phillips, Human Resources Analyst, requesting approval of the reclassification of four FTE Social

Service Worker II positions assigned to the Behavioral Health Division of the Department of Health Services, to the classification of Social Service Worker III and retain the incumbents pursuant to Civil Service Rule 3.3B.

**Motion:** Commissioner Hadzess

**Second:** Commissioner Berk

**Ayes - Roll Call Vote:** 4 Abstain: 0 Absent: 1

VI. **APPEALS**

N/A

VII. **OTHER SCHEDULING MATTERS**

N/A

VIII. **COMMISSIONERS CLOSED SESSION**

N/A

IX. **RECONVENE FROM CLOSED SESSION**

N/A

X. **COMMISSIONERS OPEN SESSION**

N/A

XI. **PUBLIC COMMENT**

N/A

XII. **ADJOURN**

The Civil Service Commission meeting adjourned at 3:09 p.m.