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December 10, 2019

To: Board of Commissioners
Ken Huffer, County Administrator
Justin Hauge, Deputy County Administrator
Andrea Paola, Human Resources Director

From: Bradley C. Berry, Yamhill County District Attorney

Re: Supervisor Position, Support Enforcement Division

Dear Commissioners, *et. al.*:

I have recently shared with all of you thoughts and concerns about bolstering the supervision level of the Support Enforcement Division (SED) of my office. Please allow me to give you a little history of the Division, along with some recent findings and thoughts on how to best move forward.

Until 2005, SED was staffed by a DDA, a supervisor, and case managers. That supervisory position was held by Bonnie Daoust and when she left the office, I decided to replace her with a case manager, rather than a supervisor, and ultimately moved one position to be a lead worker. At the time, it was hoped that SED could be managed under the umbrella of my office manager position. That worked relatively well when Chris Osterhoudt was here, primarily because he came from a manager position in a support enforcement office in Multnomah County. He was familiar with their duties, processes and practices. Approximately ¼ of his time was billed to the SED budget to reflect his time there and working on cases. When Chris left the office, his managing expertise in that role also left.

As you likely recall, the SED case managers recently went through the reclassification committee process. During that process, they highlighted that one of the issues they have been struggling with has been 'lack of supervision'. I will admit, it is difficult to supervise and assist that division as, logistically, it is in a different part of the building from my management team. I think the Division has some frustration without the supervision being hands on and with them.

Additionally, there are new processes in that office which have added to their frustration. These are State imposed computer changes that have significantly changed what they do and how

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they do it. In the reclassification process, they also repeatedly commented that they were way behind with their workload both from the new processes and an increase in caseload.

Let me be very clear, the SED staff are hard-working individuals who care deeply about assisting families in our community. Doing so accurately and promptly is their goal. Customer service is important to them and to me.

As I enter my 24th year as the District Attorney, I do not recall, in all those years, having had an increase in personnel in the SED office. Yes, we've had changes in staffing, responsibility, but no increase in overall staffing. We have had increases in caseload, but no increase in staffing. We have recently had significant increases in processes, but again, no increase in staffing. An independent review of that office by an experienced support enforcement manager from another county, identified an "in house manager" as a need for the division.

For the first time I am requesting an additional FET in the Support Enforcement Division. This position would be a supervisor over the case managers and the lead worker in the Division. I am looking for a supervisor who will be a team leader, team builder, motivator, problem identifier, and a problem solver. If the supervisor is familiar with ORIGIN (the new State computer system), they would also be assigned a small caseload to aid the staff in reducing the demand on each of them. If the new supervisor is not familiar with it, once trained, they would assume a small caseload. It is important to also note that ORIGIN requires a much higher level of the 'supervisor being *in* the program'; time that is not currently available with my existing supervisory staff.

I am proposing that the supervisor come in at a level 19. Estimated costs with benefits for the remainder of FY 19-20, is about \$43,000. Estimated salary for an entire year with benefits for FY 20-21 is \$80,000. However, actual costs to the county are much less. First, please recall that the federal match program pays for 2/3 of the actual expenses of the office. For the remainder of FY 19-20, the cost to the county would only be about \$14,400. The actual cost to the county of the full-time position for the entire year, FY 20-21, would be less than \$30,000.

The overall benefit to the functioning of SED, the benefit to the staff in that office, and to the operations of the District Attorney's Office as a whole, will be significant considering the modest net cost to the county.

Respectfully submitted

Accepted by Yamhill County
Board of Commissioners on
12/19/19 by Board Order
19-511