

SHASTA COUNTY
EMPLOYEE HANDBOOK



DEPARTMENT OF SUPPORT SERVICES
PERSONNEL UNIT

July 2014

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DEPARTMENT OF SUPPORT SERVICES

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Dear Valued New Employee,

It is a pleasure to welcome you as a new member of the County of Shasta workforce. You have joined more than 1,800 men and women who are dedicated to serving the residents of Shasta County.

This Employee Handbook will give you an overview of the County. It will inform you about the mission, structure, history, and culture of our organization. The individual department descriptions included will illustrate the range and types of services we provide. This is vital information for you as a County employee and will help you to effectively represent the County and the community.

This Employee Handbook is provided for informational purposes and does not bind the County in any respect. The County complies with all employment laws and regulations to which it is subject, and your wages, hours, and other terms and conditions of your employment are addressed in your Memoranda of Understanding and/or Personnel Rules. Additionally, your department may have other policies and procedures with which you must comply.

All of us in County government take pride in providing exceptional service to this community. We congratulate you on your appointment, and urge you to join us in our continuing efforts to provide the highest quality service to the citizens we serve.

Sincerely,

Angela Davis
Director



Shasta County's Customer Service Ethic

Our customers are the residents, agencies, and businesses of Shasta County. Each of them is entitled to courteous, efficient, and professional service.

We demonstrate this service by our genuine concern for our customers' well being, the resolution of their problems, and by helping them acquire the services they need.

As public employees, we take pride in our work and responsibility for our actions.

We recognize that how we treat our customers contributes to the faith and trust they have in government.

INTRODUCTION

Much of the information in this Employee Handbook comes from other documents adopted by the Board of Supervisors. This handbook supplements but does not supersede, amend, or modify any official rules, regulations, or policies pertaining to employment, including department rules, regulations or policies. An employee who has a concern about his/her rights or responsibilities should ask their supervisor.

By understanding County government and your role and responsibility in it, you will derive more satisfaction from your work and will be a more valuable employee.

It is our hope that this Employee Handbook is a helpful source of information which will serve to make your employment with Shasta County a meaningful experience. Remember, this Employee Handbook is limited in scope and detail and is not intended to broaden or limit employees' rights as provided by ordinance, resolution, or other official action of the Board of Supervisors. For more information, you may contact your supervisor, your employee organization, or the County Personnel Office.

RESOURCES

Intranet and Internet

Both the County Intranet (<http://intranet> located on the County network) and Internet (<http://www.co.shasta.ca.us>) websites contain a wealth of information including links to County departments, official County Codes, policies and procedures, employee specific information, and some of the source documents referenced in this Employee Handbook.

Newsletters

The County POST Newsletter is published periodically and is accessible on the Intranet site. Various County departments post/distribute newsletters specific to their services that are also of interest to employees in general.

Personnel Rules

The Personnel Rules contain personnel policies, procedures, and rules that govern the work of County employees. You can access the rules on the County's Intranet and Internet sites.

Shasta County Code

The Shasta County Code contains the ordinances governing County residents and their interests that State law or City regulations do not cover. Subjects covered by the Code include such topics as land development and regulation, traffic regulation, and public health and safety. The Code is applicable only within the boundaries of Shasta County. Most Department Heads have a copy of the Code available.

Administrative Policy Manual

The Shasta County Administrative Policy Manual contains the policies that govern the operations of County government programs.

Labor Union Contracts

Labor union contracts (also known as Memoranda of Understanding or MOU's) specify employee rights, benefits, and working conditions negotiated through the meet and confer process between County management and the recognized bargaining units. These benefits typically include changes in salaries, insurance coverage, and issues affecting the terms and conditions of an individual's employment with Shasta County. Copies of these contracts may be obtained through employee associations: the Shasta County Employees Association (SCEA), representing Supervisory Employees; United Public Employees of California (UPEC), representing the General and Professional Units; Deputy Sheriffs' Association – Deputy Sheriff, Sergeant, and District Attorney Investigator (DSA-DSS/DAI), representing sworn law enforcement; Deputy Sheriffs Association - Correctional Officers (DSA-CO/DS), representing Correctional Officer - Deputy Sheriff's; Professional Peace Officers Association (PPOA),

representing Juvenile Detention and Probation Officers; Teamsters, representing the Trades and Crafts Unit; Sheriff's Administrative Association (SAA) representing Captains, Chief District Attorney's Investigators, Deputy Chief Investigators, and Lieutenants; and the Mid-Management Bargaining Unit (MMBU). Copies of all MOU's are available on the Shasta County Intranet and Internet sites.

HISTORICAL OVERVIEW

California's legislature created Shasta County in 1850 as one of the original 27 counties. The initial boundaries reached north to the Oregon border, south to Red Bluff, east to Nevada, and west to the Trinity Mountains. Present-day Shasta County is what remained after Tehama, Lassen, and Siskiyou counties were formed. No one is sure where the name "Shasta" originated, but some believe it is the phonetic spelling of an early northern California tribe of Native Americans.

The original residents of Shasta County were Native Americans. The Wintu peacefully occupied the west bank of the Sacramento River on land that now includes the City of Redding. They traded goods with their neighbors, the Shasta, Modoc, Yana, Atsugewi, and Achomawi tribes. Around 1815 they met their first white men, Russians moving southward through the Sacramento River Canyon. Next came Spanish soldiers who traveled north from their missions. By the late 1820s, British, French, and American trappers and explorers had entered the area, mapping the first trails into Shasta County.

In 1844, Pierson Barton Reading created the first permanent European settlement in our area. He applied to the Spanish governor, Micheltorena, for a grant of land involving 26,000 acres bound by Cottonwood Creek to the south, the Sacramento River to the east, the summit of the Coast Range to the west and Salt Creek to the north. Micheltorena awarded Reading the land grant, who called the area "Buena Ventura." Originally, Buena Ventura was designated as the County seat. In 1851, the County seat moved to the town of Shasta (now referred to as "Old Shasta") where it remained for 37 years until, in 1888, the County seat was relocated to Redding.

Shasta had a thriving local economy catering to gold miners, loggers, and freight drivers. With much protest from Shasta business owners, they moved the courthouse and federal land office from Shasta to Redding in 1854. Redding was born independent of the Gold Rush and the establishment of the railroad line cemented Redding's birth and growth. The city was incorporated in 1887, but development started almost fifteen years earlier. B.B. Redding sent a survey team to the area, at that time called Poverty Flat, to layout a town site in 1872. Redding hoped the new town would serve as a railhead for the Central Pacific Railroad pushing north from Red Bluff.

Redding, a native of Nova Scotia, came West in 1849 to prospect, but instead became involved in politics. He served as the mayor of Sacramento in 1856 and as the California Secretary of State from 1863 to 1867. He is credited with organizing the State Board of Fish Commissioners, predecessor of the state Fish and Game Commission. In 1882, he died having made only one visit to the town bearing his name. The foreman of Redding's crew proudly named the town site "Redding," after his boss, thus ignoring Redding's first settler Pierson B. Reading. Reading's supporters tried to preserve his name for the new community. Divided, some newspapers spelled the new town's name as "Redding" while others stubbornly spelled it "Reading." Heated debate pursued regarding the name, but the state legislature ultimately decided it would be spelled "Redding."

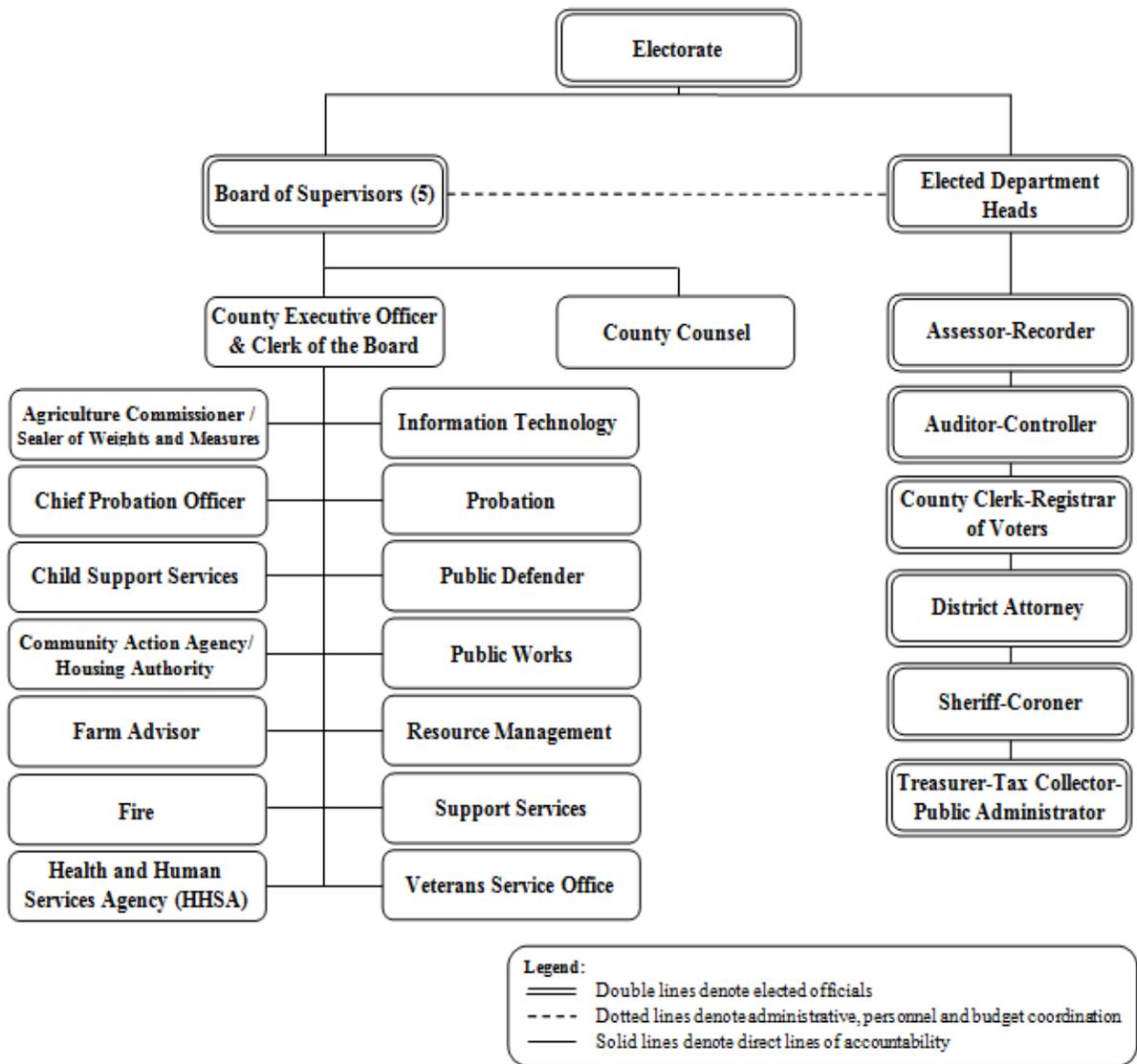
The devastating 1906 San Francisco earthquake brought hundreds of shaken refugees northbound. The Shasta County community responded generously with donations of money, food, and domestic goods. San Francisco recovered in time for its grand Panama Pacific Exposition of 1915. In Redding, that event was mimicked with the "Great Fair of 1915." It was a festival of lights signaling the arrival of electric street lights in the city. Lord William Keswick and H.H. Noble, who built the Volta powerhouse on Battle Creek, made this innovation possible. Keswick joined forces with San Francisco financier Noble to bring electricity from Battle Creek southeast of Redding to Iron Mountain Mine. They formed the Keswick Light and Power Company, which later became the Northern California Power Company until it merged with Pacific Gas and Electric Company.

The area's landscape has been a major asset and job provider. The commercial timber industry in Shasta County dates back to the 1840's. The early lumber trade was very primitive. Initially, the lumber was used for local consumption. Eventually, business boomed as trees were plentiful, workers abundant, and lumber cheap. Sawmills sprung up in Shingletown, Whitmore, Burney, Shasta, Anderson, and Redding. Manufacturing technology improved and distribution grew. The 1906 San Francisco earthquake created a sudden demand for lumber. The industry also profited greatly from the construction demands for barracks and wartime housing during the World Wars I and II. A big demand followed the second World War as returning GIs came home to establish households. Later the arrival of the particle board and paper industries boosted the local timber economy. The landscape also lent itself to tourism, which began in the 1920s. The Central Valley Project furthered tourism with the construction of Shasta Dam and the creation of Shasta Lake and Whiskeytown Lake. The construction of Shasta Dam demanded seven years of labor, four thousand construction workers, nearly 6.5 million tons of concrete and 13 tons of reinforced steel. It was completed in 1945 and hastened growth and prosperity, and changed the area's landscape for all time. After Shasta Lake was filled, the Forest Service began issuing permits for resorts along the new shore of the man-made reservoir. Most recreational opportunities in Redding center around the outdoors.

Today, principle County functions include general government, protection of persons and property, health and sanitation, welfare, and land use planning. Shasta County now has three incorporated cities: Redding, incorporated in 1887, Anderson, incorporated in 1956, and the City of Shasta Lake, incorporated in 1993. The County's beauty, recreational opportunities, reasonable cost of living, and sense of community continue to draw new residents who broaden our culture and enhance our prosperity.

COUNTY GOVERNMENTAL SERVICES

There are twenty-three County departments. They are engaged in a wide variety of services to the public, including law enforcement, health, agricultural, public works, social services, and other specialized services. Staffing levels of these County departments vary from as few as three employees to in excess of seven hundred. The organizational chart below illustrates the County of Shasta's many departments. Following the organizational chart is a description of each department, highlighting the broad range of services and activities in which County employees support.



COUNTY DEPARTMENTS

Board of Supervisors

The Shasta County Board of Supervisors (Board) consists of five members elected by the public on a non-partisan basis. Each member is elected from one of the five County Districts. Supervisors from Districts 1 and 5 are elected in gubernatorial election years (1994, 1998, etc.), while supervisors from Districts 2, 3, and 4 are elected in presidential election years (1996, 2000, etc.). District boundaries are adjusted every ten years after every federal census to equalize district population.

County departments are subject to policies adopted by the Board. The Board is responsible for adopting a balanced budget for all departments and is empowered to adopt local ordinances, establish programs, levy taxes, appropriate funds, and zone property in the unincorporated areas.

The Board typically meets each Tuesday at 9:00 a.m. During its meetings, the Board makes decisions on matters brought before it by the County Executive Officer, Department Heads, other organization/agencies, and members of the public. A copy of the Board's weekly agenda can be obtained at the County Administrative Office or via the Internet.

County Executive Officer/Clerk of the Board

The County Executive Officer (CEO) is responsible to the Board for the operation and administration of County offices, departments, and special districts under the jurisdiction of the Board. The CEO is responsible for implementing policy directives, and to assist and advise on matters of County budget, finance, and operations. The CEO prepares the annual County budget. The CEO directs and conducts reviews of County management and governmental practices, and recommends changes to the Board, as deemed necessary, to ensure efficiency and economy in the administration of County government.

In addition, the CEO is directly charged with overseeing certain central administrative functions, including: Support Services (Personnel, Purchasing, and Risk Management); Facilities Management; Information Technology; administering the County's Conflict Public Defender contract; coordinating independent audit contract activities; and serving as the Clerk of the Board of Supervisors.

The Clerk of the Board staff is responsible for preparing the Board's weekly agendas, preparing the minutes of Board meetings, and handling the distribution and maintenance of the documents signed by the Chairman following a Board meeting. The Clerk of the Board staff places legal advertising, and serves as clerk to the Air Pollution Control Board, the Employee Appeals Board, the Assessment Appeals Board, and clerks the Animal Control hearings and the Nuisance Abatement hearings. The office is responsible for maintaining all Board records, the County Code, the Administrative Policy Manual, and the Roster of Public Agencies. In addition, the Clerk assists in research for archive records, and provides copies of records to the public.

The Clerk of the Board staff maintains membership rosters of committees and commissions under the authority of the Board, and is responsible to distribute and collect the Statements of

Economic Interest (Form 700) for the County staff and existing boards that are required to submit these forms.

Agriculture Commissioner/Sealer of Weights and Measures

The Agriculture Commissioner/Sealer of Weights and Measures provides regulatory agricultural services, and the regulation of weights and measures. Services include pesticide use enforcement, pest exclusion, pest detection/eradication, nursery and seed inspection, fruit/vegetable/egg quality control, and apiary inspection. Weights and measures activities include the inspection of weighing and measuring devices, testing of prepackaged commodities for compliance with stated weight or volume, the regulation of petroleum products, and public and private weighmaster services.

Assessor-Recorder

The Assessor prepares the yearly assessment roll, which reflects the taxable values of land, improvements, and personal property. The roll also indicates the current status of ownership, the owner's mailing address, and the existence of any exemptions. To prepare the roll, the Assessor must discover, classify, and appraise all locally assessable property according to constitutional, statutory, and administrative requirements.

Auditor-Controller

The Auditor-Controller serves as the chief accounting officer for the County. The office acts as ex-officio Auditor and/or Controller for various schools, special districts, and County joint powers agencies. The Auditor-Controller's office also draws warrants from and makes deposits to the County treasury, prepares County and some district payrolls, and provides accounting supervision over all County departments and districts maintaining funds in the County treasury. The Auditor-Controller's Office also tabulates the County Budget, accounts for property taxes and special assessments, apports collections, and prepares financial reports and audits.

Child Support Services

The Department of Child Support Services establishes paternity; locates absent parents; establishes child support orders; enforces child support and linked spousal support obligations; locates and recovers parentally abducted children; and enforces visitation and custody orders.

Community Action Agency/Housing Authority

The Community Action Agency supports a variety of social service programs that aid senior citizens and the low-income population. Activities include the "pass-through" of \$200,000 in funds to ten non-profit agencies, administration of the Retired Senior Volunteer Program (RSVP), and County-wide housing rehabilitation programs for homeowners and landlords.

The **Housing Authority** administers the Section 8 Housing Assistance Payments Program through a contract with the U.S. Department of Housing and Urban Development (HUD).

Monthly rental assistance payments are made directly to landlords on behalf of low-income tenants. Eligibility is limited to families and the elderly or disabled. The Housing Authority also assists local efforts to provide affordable housing opportunities to low-income residents.

County Clerk-Registrar of Voters

Shasta County's Election Administration and Voter Registration Department is responsible for registering voters, providing services to candidates, and conducting general and special elections. In addition, The County Clerk serves the public as licenser of marriage licenses, filer of fictitious business name statements, and is an authorized passport acceptance agent in Shasta County.

County Counsel

The County Counsel provides most of the civil legal services required by the County. The County Counsel represents the County and its officers and employees in civil actions. The office drafts or reviews for legal sufficiency all proposed legislation, contracts, leases, deeds, ordinances, and resolutions. Statutory interpretation and the issuance of legal opinions in response to requests from County officials comprise another major area of responsibility. The County Counsel also identifies and explains legal trends to assist in program planning.

District Attorney

The District Attorney evaluates all reported crimes to determine if sufficient evidence exists to prosecute individuals for felony and misdemeanor offenses. In those cases where the District Attorney finds sufficient evidence, a criminal prosecution is undertaken. The Department also supervises the Victim/Witness Program.

Farm Advisor

The Farm Advisor is appointed by Cooperative Extension of the University of California and has a primary role of education, advising, and experimentation. The office coordinates the activities of 4-H Clubs, prepares and conducts studies of a technical nature on farm problems and for general use by home gardeners and homemakers. Staff includes a home advisor, a livestock farm advisor, and an area forestry specialist, as well as a plant science farm advisor in eastern Shasta County. The office is overseen by a director who is based in Glenn County and whose services are shared with Glenn, Tehama, and Trinity Counties.

Fire

The County Fire Department is managed under contract by the California Department of Forestry (CDF) with the assistance of eighteen volunteer fire companies, and provides fire protection/prevention and emergency medical services to residents and visitors in a large portion of the County outside the incorporated cities and fire districts. The eighteen volunteer fire stations are supported by ten CDF stations throughout the County.

Health and Human Services Agency

The Shasta County Health and Human Services Agency (HHS) partners with communities to protect and improve the health and well-being of Shasta County residents. Established in 2006, the HHS is organized into four branches: Children's Services, Adult Services, Public Health and Regional Services, with a centralized administration. The HHS promotes optimal health for all. The frail, the abused, the mentally ill and those without resources look to the HHS for services and resources to meet their basic needs, and to protect their health and safety. This transformation improves efficiency, avoids unnecessary duplication of effort, encourages collaboration among programs and organizes the HHS's services to be more responsive to the needs of the public.

Children's Services encompass the services that help ensure children are protected and safe. This branch investigates alleged abuse and neglect of children, and it licenses foster and adoptive homes for children who are experiencing traumatic events in their lives. The branch also encompasses children's mental health and youth alcohol and drug services. This branch also works with juvenile justice and education to coordinate services for clients.

Adult Services focuses on issues that affect people eighteen and older. Adult mental health services include outpatient mental health care, 24-hour crisis stabilization services for people at risk of hospitalization, 24-hour crisis residential services, long-term placement services and referrals to local non-profit organizations that provide additional services. This branch also provides Adult Protective Services to follow-up on elder abuse reports. In-Home Supportive Services help those who need assistance with daily activities in order to remain safely in their own homes, and the Public Authority keeps a registry that helps In-Home Supportive Services recipients find a screened caregiver to provide those services. The Public Guardian helps citizens who are unable to manage their personal and financial affairs and may require guardianship or conservatorship. Mental Health Services Act administration is also housed in the Adult Services Branch.

Public Health focuses on community-wide prevention of communicable disease, chronic disease, injury, substance abuse, family violence, and lead poisoning. Public Health helps the community develop policies and support community environments that encourage healthy behaviors. It promotes nutrition and physical activity, healthy aging, worksite wellness and healthy communities. Public Health is also where the HHS's emergency response unit is headquartered, and its laboratory provides testing services for Shasta and numerous other Northern California counties.

Regional Services offer assistance with eligibility services, such as Supplemental Nutrition Assistance Program (SNAP), WIC, Medi-Cal, Healthy Families and CalWORKs through their multiple locations (downtown Redding, Anderson, Shasta Lake, Burney and Enterprise). They provide CalWORKs employment support, as well as behavioral health team services and comprehensive perinatal alcohol and drug services. To encourage healthy families, the centers will offer prenatal care guidance, tobacco cessation, passenger safety education, parent education and support, and breastfeeding support. The Opportunity Center provides vocational training and

employment services to people with disabilities. Regional Services will also help refer people to services in other HHSAs branches.

Administrative Services include the HHSAs Director's Office, Business and Support Services, Outcomes, Planning and Evaluation, and Community Relations and Education. Each of these groups supports the branches to help them achieve their goals.

Information Technology

Information Technology provides electronic data processing services to County departments including systems development and maintenance, computer programming, network management, computer operations, and personal computer support. Information Technology also assists departments with the selection and acquisition of their computer systems and personal computers. All telephone, voice mail, and related telecommunication equipment is installed, maintained, and upgraded by this department.

Probation

The Probation Department conducts pre-sentence investigations, prepares pre-sentence reports, and makes placement recommendations for juveniles and adults accused of felonies. Following sentencing, the department monitors all individuals given terms of probation. The major divisions and "core" functions of the department are adult and juvenile intake, and adult and juvenile supervision.

The Shasta County Rehabilitation Facility is a detention facility administered by the Probation Department to maintain juvenile court wards of up to eighteen years of age.

Public Defender

The Public Defender is responsible for defending individuals in court who do not have the means to secure their own defense.

Public Works

The Public Works Department is responsible for construction and maintenance of County roads and airports and for supervising several permanent road divisions that maintain private roads on behalf of the citizens in those districts. The department employs architects and engineers who prepare construction plans as well as supervise construction of these facilities. The department also acts as the County's surveyor and processes subdivision and survey maps. It administers the County's solid waste management functions and acts as administrative staff for the County Regional Transportation Planning Agency. The department also manages the County water agency.

In addition, the Public Works Department oversees the operation and maintenance of several County service areas. These County service areas include both water and sewer districts along with road, lighting, and flood maintenance districts.

The **Roads Department**, part of the Public Works Department, is responsible for maintaining about 1,200 miles of County roadways. The budget unit for Roads is funded solely from federal and state sources.

The **Facilities Management Division** of Public Works provides for the maintenance, repair, and minor renovation of County buildings, parks and grounds. In addition, the division also provides maintenance, custodial, and landscape services, and often uses general assistance recipients and jail inmates to assist full-time County employees in providing these services.

Fleet Management is responsible for maintaining and repairing a fleet of more than 375 County vehicles. Additionally, Fleet Management works closely with the Purchasing Unit within the Department of Support Services on buying new and replacement vehicles for the fleet. The County has a vehicle replacement program designed to keep our fleet modern and in safe working condition.

Resource Management

The Department of Resource Management includes the Air Quality Management District, Planning, and Building Divisions of the Development Services Department, and the Department of Environmental Health.

The **Air Quality Management District** works to achieve state and federal air quality standards through permitting, inspection, and long-range planning.

The **Planning Division** administers policies and programs as directed by the County's planning agency. It processes development-related applications and provides zoning information to the public.

The **Building Division** administers programs to safeguard life, health, and property of County residents through the application of uniform building standards.

The **Environmental Health Division** provides specific permit and inspection programs for the control of chemical and microbiological hazards affecting public health. Permitting and inspection activities involve sewage solid waste disposal, hazardous materials storage and disposal, underground tanks, food service facilities, individual wells and public drinking water systems, swimming pools, housing and institutions, medical waste management, land use, and household hazardous waste reduction.

Sheriff-Coroner

The Sheriff's Office is organized into four major divisions: Custody, Services, Redding Enforcement, and Burney Enforcement.

The Custody Division includes the County Jail and the Annex Work Facility. The purpose of the jail is to house, feed, and provide basic medical care for County, State, out-of-County, and federal prisoners who are ineligible to be assigned to other County custody programs. The jail is a maximum security facility, while other custody programs are minimum security facilities. The jail houses both pre-sentenced and sentenced persons.

The Services Division includes Emergency Services, Accounting, Crime Analysis, Evidence Lab, Records, Support Services, and Animal Regulations. The Animal Regulations Unit enforces all state and local animal regulations/ordinances/codes within the jurisdiction of the Sheriff's Office. A shelter is maintained in which impounded, stray or injured animals are housed, until returned to their owner, adopted out, or humanely destroyed.

The Redding Enforcement Division handles all Patrol, Major Crimes, and Boating Safety in the unincorporated Redding basin, as well as the law enforcement functions within the contract City of Shasta Lake.

The Boating Safety Unit is responsible for law enforcement and boating safety on all waterways in Shasta County except Whiskeytown Lake.

The Burney Enforcement Division consists of a Sheriff's Station in Burney which handles the law enforcement needs of the Intermountain area of the County.

The Sheriff is also the County Coroner. As such, he/she is responsible for investigating sudden, violent, unusual, and unexpected deaths, when the decedent has not been recently seen by a physician.

Support Services

The Department of Support Services includes the Personnel, Purchasing, and Risk Management Units.

The **Personnel Unit** manages programs designed to attract and retain the best employees for County government. These programs include recruitment, labor relations, employee grievances, maintenance of job classifications, County-wide training, and the storage and maintenance of all employee personnel records.

The **Purchasing Unit** provides professional purchasing expertise and support for all County departments to help them acquire and dispose of materials, supplies, and equipment in the most economical and efficient manner possible. County-wide contracts are also administered in this unit.

The **Risk Management Unit** administers and funds the County's insured and self-insured programs that include workers' compensation, liability, vision, malpractice, fire, personal property, faithful performance bonds, and others. The funding is provided by charges assessed against other County departments, special districts, and current and former employees who benefit from the department's programs.

Treasurer-Tax Collector-Public Administrator

The Treasurer-Tax Collector office collects property and other tax revenue for County government, County school districts, and various special districts. It is responsible for managing the County's investment program to ensure maximum interest income and adequate cash flow. The Treasurer-Tax Collector also acts as the Public Administrator for the estates of deceased persons for which there is no available or qualified administrator.

The County Recorder records any instrument, paper, or notice (such as a deed or a deed of trust) which is authorized or required by law to be recorded. In addition, the Recorder maintains and indexes the vital records of birth, death, and marriages. The Recorder's office is consolidated into the Assessor's office.

Veterans Service Office

The Veterans Service Office assists veterans, their dependants, and survivors with obtaining entitlements from federal, state, and local agencies administering programs for veterans. This department advocates for veterans rights and their families.

FREQUENTLY ASKED QUESTIONS

1. **My paycheck or vacation/sick accruals aren't correct. Who do I call?**
 - a. Payroll Office at 225-5773

2. **How much vacation do I earn with the County?**

| Years | Accruals per Year | Max |
|---------|---------------------|-----------|
| 1-3 | 80 hours (10 days) | 160 hours |
| 4-9 | 120 hours (15 days) | 240 hours |
| 10-15 | 136 hours (17 days) | 272 hours |
| 16 plus | 160 hours (20 days) | 320 hours |

3. **What number do I call if I have questions on my health benefits?**
 - a. Payroll Office at 225-5773

4. **Do you have direct contact information for benefit plans?**

Medical:

PERS Blue Cross Phone: 1-877-737-7776 or 1-818-234-5141
 Online: <http://www.anthem.com/ca/calpers/>

PERS PORAC Phone: 1-800-937-6722 or (916) 928-3777

Teamsters Contact your Union Representative or the Redding
 Teamsters Office at (530) 243-0232

Dental:

Delta Dental Phone: 1-800-422-4234
 Online: <http://www.deltadentalins.com/csu/contact.html>

Vision:

VSP Phone: 1-800-877-7195
 Online: <http://www.vsp.com/>

Retirement:

CalPERS Phone: 1-888-225-7377
 Online: <http://www.calpers.ca.gov/>

5. **Where can I view County training opportunities?**
 - a. By logging-in to the Prevention Link [Target Solutions](#) which is located on the County Intranet Site.

6. **Where can I find current County job openings?**
 - a. On the Shasta County Personnel Internet Site.

7. **Who should I contact if I have general personnel questions?**
 - a. First, speak with your immediate supervisor. County Personnel is always available to answer questions at 225-5515.

8. **I did not complete and submit my application for optional additional life insurance for managers and confidential employees within 30-days of my hire date. Is it too late for me to do so?**
 - a. No. You can still apply, however, if you signed the application after the 30-day window you will most likely need to complete additional paperwork. Please call Risk Management at 225-5143 and ask for assistance with your optional additional life insurance application.

9. **If I am concerned about a potentially unsafe or hazardous situation at work or on County property, and after reporting it to my supervisor nothing is done, can I report the unsafe or hazardous situation anonymously?**
 - a. Yes, however it is difficult for Risk Management to take the best course of action based on anonymous reports. Also, we cannot let someone who is anonymous know what steps are taken in response to the report. You can call Risk Management at 225-5143 and simply state that you would like to make an anonymous report of an unsafe or hazardous situation. We can provide you with a form to complete and submit anonymously. We will request details over the telephone in order to determine if immediate action is needed.

10. **How and when do I change my life insurance beneficiary information?**
 - a. You should contact Risk Management at 225-5143 to request a change of beneficiary, or to change your name or address for your life insurance policy(s).