



Agenda Submittal

Agenda #: 1 **Status:** Presentation
Type: Presentation **Department:** Health and Social Services
File #: 18-111 **Contact:** Gerald Huber, 784-8400
Agenda date: 3/13/2018 **Final action:** 3/13/2018
Title: Present a plaque of appreciation honoring Stephen Henderson, Appeals Specialist, upon his retirement from the Health & Social Services Department, Special Investigations Bureau (SIB) with over 19 years of dedicated service to Solano County (Chair Vasquez)
Governing body: Board of Supervisors
District: All
Attachments: 1. Minute Order

Date	Ver.	Action By	Action	Result
3/13/2018	1	Board of Supervisors	Received	

Published Notice Required? Yes ___ No X
Public Hearing Required? Yes ___ No X

DEPARTMENTAL RECOMMENDATION:

The Department of Health & Social Services (H&SS) recommends that the Board present a plaque of appreciation honoring Stephen Henderson, Appeals Specialist, upon his retirement from the Special Investigations Bureau (SIB), with over 19 years of dedicated service to Solano County.

SUMMARY/ DISCUSSION:

Mr. Henderson began his career with Solano County H&SS as an Eligibility Worker I on September 8, 1998. Soon after, on March 7, 1999, Mr. Henderson promoted to an Eligibility Worker II where he worked in the General Assistance and Food Stamp (now known as CalFresh) programs. Mr. Henderson successfully promoted again to an Eligibility Benefits Specialist Supervisor on August 5, 2001 and a year later, to an Appeals Specialist position in the Social Security Income (SSI) Advocacy Unit within H&SS. There, Mr. Henderson assisted clients in navigating the complex system of applying for SSI, including everything from helping clients complete the application process to getting them to their appointments.

In 2011, the SSI Advocacy Unit separated and Mr. Henderson transferred to the Special Investigations Bureau (SIB), Overpayment Recovery Unit where he was responsible for processing Income and Eligibility Verification System reports and establishing client error fraud overpayments in the California Work Opportunities and Responsibility to Kids (CalWORKs) and CalFresh programs. In August 2013, Mr. Henderson then transferred to the Appeals Unit and was responsible for representing the County in administrative hearings and helping clients resolve issues with their assistance cases. Mr. Henderson developed a database program for SIB which provided increased efficiencies for the entire bureau. The database enabled the five SIB units to track cases from the initial complaint, through the investigation and overpayment process, and ultimately to the disposition.

Mr. Henderson's calm demeanor has been very effective in dealing with clients in less than ideal circumstances and H&SS wishes him well in his retirement and future endeavors.

FINANCIAL IMPACT:

The cost of providing the plaque is included in the County's FY2017/18 Approved Budget. There is no additional impact to the County General Fund.

ALTERNATIVES:

The Board could choose not to present this plaque of appreciation for Mr. Henderson. This is not recommended because this is an opportunity to recognize Mr. Henderson for his dedication and service to Solano County.

OTHER AGENCY INVOLVEMENT:

None.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION