



## Agenda Submittal

**Agenda #:** 11 **Status:** Consent Calendar  
**Type:** Miscellaneous **Department:** Health and Social Services  
**File #:** 18-306 **Contact:** Gerald Huber 784-8400  
**Agenda date:** 5/8/2018 **Final action:** 5/8/2018  
**Title:** Approve a plaque of appreciation honoring Rosanne Knowles, Office Assistant III upon her retirement from the Department of Health and Social Services, Employment & Eligibility Services Division with over 19 years of dedicated service to Solano County  
**Governing body:** Board of Supervisors  
**District:** District 4  
**Attachments:** 1. Minute Order

Date	Ver.	Action By	Action	Result
5/8/2018	1	Board of Supervisors	Approved	

Published Notice Required? Yes ☐ No ☒  
Public Hearing Required? Yes ☐ No ☒

### **DEPARTMENTAL RECOMMENDATION:**

The Department of Health and Social Services (H&SS) recommends that the Board approve a plaque of appreciation honoring Rosanne Knowles, Office Assistant III, upon her retirement from the Employment & Eligibility Services (E&ES) Division with over 19 years of dedicated service to Solano County.

### **SUMMARY/DISCUSSION**

Ms. Knowles began her career in Solano County on November 16, 1998 as an Office Assistant II, Extra Help. On February 9, 1999, Ms. Knowles was hired on as a permanent full-time employee as a Clerical Support Specialist for H&SS in the Medi-Cal Program. Ms. Knowles was later reclassified to an Office Assistant III where she presently works in the Eligibility Services Division, Benefit Action Center (BAC), serving a lead role in the clerical unit.

Prior to transferring to the BAC, Ms. Knowles provided a variety of administrative and clerical support such as performing case assignment and transfers, ordering forms and supplies, and taking meeting minute notes. Ms. Knowles also provided back-up coverage for the reception unit, providing direct customer service to clients.

In 2008, Ms. Knowles was transferred to the BAC clerical unit where she serves a lead role for other clerical support staff. Ms. Knowles is organized, knowledgeable, and an employee who thrives while providing the best customer service to her unit and eligibility staff. During her time at the BAC, Ms. Knowles's knowledge of office practices and procedures have allowed her to take on increased lead worker responsibilities and to problem solve when faced with new challenges.

Ms. Knowles retires from Solano County on June 1, 2018 and H&SS wishes her all the best in her retirement and future endeavors which include making more memories with her granddaughter.

### **FINANCIAL IMPACT:**

The cost associated with preparing the agenda item is nominal and absorbed by the Department's FY2017/18 Adopted Budget. The costs associated with preparation and purchase of the plaque are included in the Board's FY2017/18 Adopted Budget.

**ALTERNATIVES:**

The Board may choose not to approve this plaque of appreciation. This is not recommended as it is an opportunity to acknowledge Ms. Knowles for her dedication and service to Solano County.

**OTHER AGENCY INVOLVEMENT:**

There is no other agency involvement.

**CAO RECOMMENDATION:**

APPROVE DEPARTMENT RECOMMENDATION