



Agenda Date: 10/11/2005
Agenda Placement: 6G

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Mark Gregersen - Acting Director
Human Resources
REPORT BY: Barbara Scriven, Human Resources Analyst III, 253-4000
SUBJECT: Amend the Table & Index and Departmental Allocation List - Quality Management Division/HHSA

RECOMMENDATION

Acting Human Resources Director requests adoption of a resolution regarding the following in connection with the formation of the Quality Management Division of the Health and Human Services Agency (HHSA), effective October 11, 2005, except as specified otherwise below:

1. Amend the Departmental Allocation List for the HHSA Administration Division to add:
 - a. One (1) Principal Quality Management Specialist - Licensed;
 - b. One (1) Principal Quality Management Specialist;
 - c. Two (2) Senior Quality Management Specialist;
 - d. Three (3) Quality Management Specialist;
2. Amend the Departmental Allocation List for the HHSA Administration division to delete:
 - a. One (1) Quality Improvement Specialist vacancy resulting from reclass effective, October 8, 2005;
 - b. One (1) Quality Improvement Specialist;
 - c. Two (2) resulting vacancies related to item 1 d. above;
3. Amend the Departmental Allocation List for the Social Services Division to delete:
 - a. Two (2) Eligibility Worker III;
 - b. One (1) Quality Improvement Specialist;
4. Amend the Table and Index to delete:
 - a. Quality Improvement Specialist;
5. Amend the Table and Index to add:
 - a. Principal Quality Management Specialist - Licensed;
 - b. Principal Quality Management Specialist;
 - c. Senior Quality Management Specialist;
 - d. Quality Management Specialist; and
6. Amend appropriate policies to delete Quality Improvement Specialist and add Principal Quality Management Specialist - Licensed, Principal Quality Management Specialist, Senior Quality Management Specialist, and Quality Management Specialist.

EXECUTIVE SUMMARY

The Health and Human Services Agency is proposing the formation of a Quality Management Division. The requested action is to amend the Table and Index and the Departmental Allocation List related to the creation of classifications and the addition and deletion of positions to staff the proposed division. Mental Health Medi-Cal quality assurance (utilization review) claiming and social services allocations will fund any incremental costs, including the new positions. Existing positions are currently funded by Mental Health Medi-Cal quality assurance (utilization review) claiming, social services allocations and County dollar. There will be no increase in County dollar.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	No
What is the revenue source?	Mental Health Medi-Cal quality assurance (utilization review) claiming and social services allocations will fund incremental costs, including new positions. Existing positions are currently funded by Mental Health Medi-Cal quality assurance (utilization review) claiming, social services allocations and County dollar.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	These positions are currently budgeted at different classification levels. The extra costs of the new classifications (\$53,949) are completely offset by mental health quality assurance (utilization review) claiming and social services allocations.
Is the general fund affected?	No
Future fiscal impact:	These are permanent positions, and funds will be budgeted in future years accordingly.
Consequences if not approved:	The classifications will remain as they are, at lower cost to the agency. However, there will be a lack of consistency among the positions in the Quality Management Division of HHSA.
Additional Information:	None.

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

The Health and Human Services Agency (HHSA) is proposing the creation of a new division within the agency dedicated to what is being referred to as "Quality Management." The general purpose of the Quality Management Division will be to develop, implement, and operate an agency-wide system that will gather and analyze information

for the purpose of strategic planning, the improvement of outcomes and efficiencies, compliance with applicable regulations and other mandates, the containment of risk, and the ongoing improvement of services to the residents of the County. The information will be provided to the full range of people who can benefit from it: the agency's "governing body" - that is the Board of Supervisors - and to the CEO, agency administration and management. Program supervisors and staff may also use the information to create a "safety net" under their programs in order to pick up early warning signs of problems at the earliest stage possible. In essence, the Quality Management Division will operate as a blanket over the entire agency and assist management in determining whether the agency is working properly and also, to provide relevant information for use in strategic planning.

HHSA is forming the new Quality Management Division with several staff positions that have historically been assigned to analogous activities around the agency, including compliance and quality assurance. Some new positions are also desired for the creation of this division. The requested action creates a new series of Quality Management Specialists. The series includes three classifications with a differentiation between licensed and unlicensed staff at the highest, principal level in the series. The classifications include a Quality Management Specialist, Senior Quality Management Specialist, a Principal Quality Management Specialist and a Principal Quality Management Specialist- Licensed. The Agency and Human Resources have met with the Union and Merit representatives to review and approve the proposed class specifications.

In addition to the creation of an agency-wide Quality Management Division, HHSA is also embarking upon an agency-wide quality management initiative which includes retaining a consulting firm to guide the agency through a collaborative and inclusive process in developing the new quality management system. The system is not going to just keep track of compliance-related issues, such as items relating to inaccurate billings. It is also a system that any program can use to track indicators it believes are important. For example, a service program might want to gather information on consumers who drop out of service within thirty days of enrollment. The quality management system can include that indicator as something it will monitor, providing regular data to the program for use in program improvement and strategic planning.

SUPPORTING DOCUMENTS

A . Resolution

CEO Recommendation: Approve

Reviewed By: Andrew Carey