



Health & Human Services Agency COUNTY OF TULARE AGENDA ITEM

KUYLER CROCKER District One

PETE VANDER POEL District Two

AMY SHUKLIAN

J. STEVEN WORTHLEY District Four

> MIKE ENNIS District Five

AGENDA	DATE:
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December 18, 2018

Public Hearing Required	Yes		N/A ⊠
Scheduled Public Hearing w/Clerk	Yes	\sqcap	N/A ⊠
Published Notice Required	Yes		N/A ⊠
Advertised Published Notice	Yes	同	N/A ⊠
County Counsel Sign-Off	Yes	茵	N/A 🗍
Meet & Confer Required	Yes	靣	N/A ⊠
Electronic file(s) has been sent	Yes	$\overline{\boxtimes}$	N/A □
Budget Transfer (Aud 308) attached	Yes	亙	N/A □
Personnel Resolution attached	Yes	$\overline{\boxtimes}$	N/A 🗍
Agreements are attached and signatur	e line	for	Chairman is marked with
tab(s)/flag(s)	Yes		N/A ⊠
		_	
CONTACT PERSON: Timothy D. Durick	PHON	E: 6	824-8000
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SUBJECT:

Approve the request for staffing changes in the Health & Human Services Agency's (HHSA) Mental Health Branch

REQUEST(S):

That the Board of Supervisors:

- 1. Approve a Personnel Resolution amending the classification series, probationary period, salary, and job specifications of the Mental Health Case Manager I, II, and III positions;
- 2. Approve the necessary salary adjustments in the Mental Health Case Manager I, II, and III positions per the attached Personnel Resolution:
- 3. Approve a Personnel Resolution retitling employees currently holding the Mental Health Case Manager IV job title to Mental Health Case Manager III:
- 4. Approve a Personnel Resolution eliminating the Mental Health Case Manager IV classification;
- 5. Approve a Personnel Resolution adding a new job classification of Mental Health Clinic Administrator;
- 6. Approve a Personnel Resolution amending the job specifications and salary adjustments for Peer Support Specialist I, II, and III;
- 7. Approve a Personnel Resolution adding a new job classification of Extra Help

Services Agency's (HHSA) Mental Health Branch

DATE: December 18, 2018

- Peer Support Specialist Trainee;

- 8. Approve a Personnel Resolution to add 2.0 FTE Mental Health Clinic Administrator positions and 1.0 FTE Mental Health Case Manager III position;
- Approve items 1 through 8 subject to meet and confer by Human Resources and Development and HHSA. Changes will be effective beginning pay period 1 on December 23, 2018; and
- 10. Approve the necessary budget adjustments per the attached AUD 308 (4/5ths vote required).

SUMMARY:

The Health & Human Services Agency (HHSA) Mental Health Branch provides an array of outpatient services to adults and children in Tulare County, including but not limited to: individual and group counseling, medication support, rehabilitation, ancillary support, and crisis intervention. The HHSA Mental Health Branch serves the most vulnerable population exhibiting signs and symptoms of severe and persistent mental illness. A diverse workforce is required to effectively address their needs. Utilizing evidence-based, best practices as outlined in the Wellness & Recovery Model necessitates extensive oversight and monitoring of progress to ensure consumers actively engage in their own recovery. In addition to providing traditional mental health services, over the last several years the Mental Health Branch has enhanced services to include more robust housing support, medication monitoring, and integrated collaborative outreach to assist in minimizing the risk of hospitalization and homelessness.

In an analysis completed by the HHSA of the existing Mental Health Case Manager (MHCM) I/II/III/IV positions, it was found that more clarification is needed to distinguish between the job specifications within the series. It was also determined that three levels in this series would be sufficient to address the levels of care required by most consumers.

Therefore, we propose a reduction of the existing MHCM classification series from four levels to three. In this new structure, the distinction between I and II will be that the MHCM I shall be an entry-level position with a probationary period of 12 rather than 6 months. This extended probationary period will allow for a more thorough onboarding experience, extensive training, and shadowing of an experienced MHCM while providing a more effective supervisory assessment of the employee's strengths for success in the classification. Additionally, the MHCM I position will be an Up or Out class, meaning employees must meet standards to become an MHCM II.

Services Agency's (HHSA) Mental Health Branch

DATE: December 18, 2018

The MHCM II will be the experienced-level position in the series and will be sufficiently trained to perform job responsibilities with minimum supervision. Employees who currently hold the position of MHCM II or III will be reassigned based on level of experience. No one will be demoted into a lower-level position.

The MHCM III will be the lead case manager position in the series. This position will provide training to the entry-level MHCM, along with continued mentoring and support for both levels I and II. Several of the lead positions will provide support for consumers who reside in our augmented board and care/housing units.

To accomplish the restructure, we are requesting that 26 positions be funded at the MHCM II level and 28 positions be funded at the MHCM III level. This number includes the request for one additional MHCM III position for an employee who is currently underfilling a Licensed Social Worker position. It also includes retitling 11 MHCM IV positions to the MHCM III level and retitles seven employees who currently hold the MHCM IV positions, with no change to job responsibilities and no change to compensation.

Results from a salary survey of surrounding Central Valley counties conducted by the Tulare County Human Resources and Development Department revealed that HHSA's compensation in this classification is considerably lower than that of other counties. After thorough consideration, the Agency is requesting an upward salary adjustment for the MHCM I/II/III series. The changes in compensation are included in the attached Personnel Resolution.

The Peer Support Specialist I/II/III job classifications were created in 2014 to employ past consumers who have successfully navigated the mental health system and are in recovery. This position has proven to be invaluable, as these individuals support and advocate for new consumers of mental health services. In the creation of these positions, there was an expectation that Peer Support Specialists would promote within the series based on training and additional certifications.

With experience, we have seen that the training and certifications of the existing job descriptions are unnecessarily rigid and are not a reasonable measure of a candidate's success in this position. Approval of the noted Peer Support Specialist I/II/III job specification revisions will eliminate these rigid standards and will aid in the retention and promotion of existing staff. It will also expand our qualified applicant pool. In addition to the changes in the job description, this classification requires a salary adjustment based on California's current minimum wage.

The Mental Health Branch is also requesting the addition of an Extra Help – Peer Support Specialist Trainee classification to the Peer Support Specialist job series. The addition of this classification will further expand the qualified applicant pool and enable the Agency to provide employment to consumers on their journey to recovery.

Services Agency's (HHSA) Mental Health Branch

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The HHSA also requests two position allocations for Mental Health Clinic Administrator. One will serve as Administrator of the Visalia Adult Integrated Clinic and the second will serve as Administrator of the Porterville Mental Health Clinic. These two positions will have a broad oversight responsibility to manage clinic operations within the Tulare County Mental Health Managed Care System, which includes but is not limited to: ensuring federal and state requirements are being met; providing direct supervision and oversight to lower-level positions; consulting on cases to ensure appropriate diagnosis and treatment planning; ensuring timely access to services; engaging with community partners; developing and executing training for professional-level staff; and recommending programmatic changes as a result of legislative changes to ensure performance measures are met. This position will report to a Division Manager or higher within the Mental Health Branch.

Over the last several years, the Mental Health Branch has undergone significant changes to ensure compliance with federal, state, and local expectations of service delivery. There have been numerous changes to program requirements, with a stronger emphasis placed on individualized treatment and supportive housing. As a vital component of achieving and maintaining overall health and well-being, the Mental Health Branch seeks to enhance local service delivery via the proposed staffing changes.

FISCAL IMPACT/FINANCING:

The total cost increase incurred for the Mental Health Case Manager classification restructure for the remainder of Fiscal Year 2018/2019 is \$97,315. Additionally, the cost of two (2) Mental Health Clinic Administrators is \$117,549 and one (1) Mental Health Case Manager III is \$39,391 for the remainder of Fiscal Year 2018/2019. Finally, the cost for the Peer Support Specialist restructure is \$39,881. In total, this change will cost \$294,136 for the remainder of Fiscal Year 2018/2019. These positions are revenue generating and will receive Federal Financial Participation to help offset their cost. Realignment will be used to cover any additional cost. These additional costs will be reflected during budget development for future years. There is no Net County Cost.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

The County's five-year strategic plan includes the Quality of Life Initiative that encourages innovative provision of quality supportive services for at-risk adults, youth, and children in state and federally mandated programs. The Mental Health Branch strives to meet the needs of mental health consumers, and these necessary position changes and additions will improve the quality of care given to individuals.

Services Agency's (HHSA) Mental Health Branch

DATE: December 18, 2018

ADMINISTRATIVE SIGN-OFF:

My Sture 580 TIMOTHY DURICH

Timothy D. Durick, Psy.D Director of Mental Health

cc: County Administrative Office

Human Resources & Development

Attachment(s) Personnel Resolutions

Job Specifications

AUD 308

BEFORE THE BOARD OF SUPERVISORS COUNTY OF TULARE, STATE OF CALIFORNIA

IN THE MATTER OF APPROVE THE REQUEST FOR STAFFING CHANGES THE HEALTH & HUMAN SERVICES AGENCY'S (HHSA) MENTAL HE BRANCH) Agreement No
UPON MOTION OF SUPERVISO	OR, SECONDED BY
	_, THE FOLLOWING WAS ADOPTED BY THE
BOARD OF SUPERVISORS, AT AN O	FFICIAL MEETING HELD
, BY THE FOLLOWING VOTE:	
AYES: NOES: ABSTAIN: ABSENT:	
ATTEST:	JASON T. BRITT COUNTY ADMINISTRATIVE OFFICER/ CLERK, BOARD OF SUPERVISORS
BY:	Deputy Clerk
* * * * * *	* * * * * * * * * *
1 Approved a Personnel Reso	olution amending the classification series

- Approved a Personnel Resolution amending the classification series, probationary period, salary, and job specifications of the Mental Health Case Manager I, II, and III positions;
- 2. Approved the necessary salary adjustments in the Mental Health Case Manager I, II, and III positions per the attached Personnel Resolution;
- 3. Approved a Personnel Resolution retitling employees currently holding the Mental Health Case Manager IV job title to Mental Health Case Manager III;
- 4. Approved a Personnel Resolution eliminating the Mental Health Case Manager IV classification:
- 5. Approved a Personnel Resolution adding a new job classification of Mental Health Clinic Administrator;

- 6. Approved a Personnel Resolution amending the job specifications and salary adjustments for Peer Support Specialist I, II, and III;
- 7. Approved a Personnel Resolution adding a new job classification of Extra Help Peer Support Specialist Trainee;
- 8. Approved the Personnel Resolution to add 2.0 FTE Mental Health Clinic Administrator positions and 1.0 FTE Mental Health Case Manager III position;
- 9. Approved items 1 through 8 subject to meet and confer by Human Resources and Development and HHSA. Changes will be effective beginning pay period 1 on December 23, 2018; and
- 10. Approved the necessary budget adjustments per the attached AUD 308 (4/5ths vote required).

BEFORE THE BOARD OF SUPERVISORS **COUNTY OF TULARE, STATE OF CALIFORNIA**

Resolution No. 2018-

the

Agreement No.

IN THE MATTER OF NEW OR AMENDED

CLASS SPECIFICATIONS, CLASS

DESIGNATIONS AND COMPENSATION)
Upon Motion of <u>Supervisor (Name)</u> , secon	nded by <u>Supervisor (Name)</u> , the following was
adopted by the Board of Supervisors, at an o	fficial meeting held <u>December 18, 2018</u> by the
following vote:	
	·
Ayes:	
Noes:	
Abstain:	
Absent:	
Attest:	Jason T. Britt County Administrative Officer/ Clerk, Board of Supervisors
By:	Deputy Clerk
* * * * *	* * * *

Adopt the following new or amended class specifications, class designations, and compensation effective: December 23, 2018

- Extra Help Peer Support Specialist Trainee, Item No. 007614, Salary Grade: 748 (\$30,472 Annual Step 5), Bargaining Unit N/A, Non-Competitive Service/At-Will, Probation Period: N/A pay periods.
- Mental Health Case Manager I, Item No.082510, Salary Grade:834 (\$40,570 Annual Step 5), Bargaining Unit 04. Competitive Service, Probation Period: 26 pay periods.
- Mental Health Case Manager II, Item No.082520, Salary Grade: 290 (\$44,782 Annual Step 5), Bargaining Unit 04. Competitive Service, Probation Period: 13 pay periods.
- Mental Health Case Manager III, Item No.082530, Salary Grade: 294 (\$49,504 Annual Step 5), Bargaining Unit 04. Competitive Service, Probation Period: 13 pay periods.
- Mental Health Clinic Administrator, Item No.002407, Salary Grade: 520 (\$102,396 Annual Step 5), Bargaining Unit 19, Competitive Service, Probation Period: 13 pay periods.
- Peer Support Specialist I, Item No.007610, Salary Grade: 343 (\$31,689 Annual Step 5), Bargaining Unit 04, Competitive Service, Probation Period: 13 pay periods.
- Peer Support Specialist II, Item No.007620, Salary Grade: 354 (\$36,920 Annual Step 5), Bargaining Unit 04, Competitive Service, Probation Period: 13 pay periods.

Prepared By: B. Elszy-Perez

Peer Support Specialist III, Item No.007630, Salary Grade:348 (\$42,952 Annual Step 5), Bargaining Unit 04, Competitive Service, Probation Period: 13 pay periods.

BEFORE THE BOARD OF SUPERVISORS COUNTY OF TULARE, STATE OF CALIFORNIA

POSITION ALLOCATION LISTING) Resolution No. 2018-
Upon Motion of Supervisor	Seconded by Supervisor,
the following was adopted by the Board of Su	pervisors, at an official meeting held
December 18, 2018 by the following vote:	
•	
Ayes:	
Noes:	
Abstain:	· Los
Absent:	
Attest:	Jason T. Britt County Administrative Officer/ Clerk, Board of Supervisors
Ву:	Deputy Clerk
	Deputy Clerk

Add, Delete, Reclassify or Amend	Land Table 2、 和我的主义的证明的	Previous Job Code		New Job Code		No. Of Pos	FTE	Grade	Position Number(s)		Job Cost Dist. No.
Amend	12/23/18	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	1	1	294	8937	142-506	142-3322
Amend	12/23/18	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	2	2	294	6898, 9089	142-509	142-3426
	10,00440			000500					6899, 6900, 6901, 6902, 6903, 8160,		140 2222
Amend	12/23/18	062540	Mental Health Case Manager IV	002030	Mental Health Case Manager III	<u> </u>	8	294	9088, 10285	142-302	142-3322
Add	12/23/18			082530	Mental Health Case Manager III	1	1	294	****	142-502	142-3322
Add	12/23/18			002407	Mental Health Clinic Administrator	2	2	520	*****	142-502	142-3322

Explanation:

Amend allocation of selected positions from level IV to level III in the Mental Health Case Manager series. Only incumbents holding the Mental Health Case Manager IV level job class will be retitled to Mental Health Case Manager III.

Add one (1) Mental Health Case Manager III position to allocation.

Add two (2) Mental Health Clinic Administrator positions to allocation.

Changes in the probationary period for the Mental Health Case Manager I job class, including an up and out provision for the class, will be effective 12/23/18 for all new hires. Current employees holding the Mental Health Case Manager I job class will be grandfathered to the current 13 pay period probationary terms and conditions.

Prepared By: B. Elszy-Perez

Page 1

The following chart indicates the position numbers of the current employees holding the title of Mental Health Case Manager IV to be retitled to Mental Health Case Manager III:

Retitle	Effective Date	Employee Number	Previous Job Code	医动脉切除的 医乳腺 化二氯甲基酚 医多性腺素酶 医乳毒素酶 医乳毒素酶 医乳毒素	New Job Code	New Class Title	Position Number
Retitle	12/23/18	017055	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	05458
Retitle	12/23/18	027490	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	06899
Retitle	12/23/18	016507	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	06900
Retitle	12/23/18	017457	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	06901
Retitle	12/23/18	017252	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	06902
Retitle	12/23/18	020946	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	06903
Retitle	12/23/18	022981	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	09089
Retitle	12/23/18	018427	082540	Mental Health Case Manager IV	082530	Mental Health Case Manager III	10285

EXTRA HELP – PEER SUPPORT SPECIALIST TRAINEE County of Tulare

DEFINITION

To provide direct and indirect peer support and wellness and recovery services to peers and family members in either a clinical, community, or self-help setting.

DISTINGUISHING CHARACTERISTICS

This classification is characterized by the fact that incumbents have been recipients of services offered by a public or private mental health system and, through this "lived experience," remain active members of the community and have achieved recovery that allows them to serve as mentors to Tulare County Mental Health consumers. Peer Support Specialists are fully integrated team members who provide highly individualized services in the community and promote consumer self-determination and decision-making. Incumbents are also peers to the consumers, having the innate ability to build trust and relationships with consumers. The insight resulting from this relationship is useful in encouraging continued consumer growth and recovery, as well as a valuable tool that can be brought to the multidisciplinary treatment team to aide in gaining insight of each individual consumer.

Incumbents will receive close supervision and are responsible for performing limited tasks following well-established procedures and/or detailed instructions. Incumbents in this class will be required to have knowledge of community resources and familiarity of the Mental Health Care systems. Positions report to a Mental Health Case Manager III or upper-level management of the Mental Health Branch.

This is the trainee-level class for the Peer Support Specialist series. Incumbents in this class receive close supervision and training in order to gain experience and expertise in a clinical setting. Incumbents may shadow Peer Support Specials at the I, II, or III level.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by a Mental Health Case Manager III or upper-level management of the Mental Health Branch.

DUTIES

May include but are not necessarily limited to:

Assist Peer Support Specialists in the following duties:

Perform a variety of supportive office functions including receiving, sorting, and distributing incoming and outgoing correspondence.

Order, distribute, and store office supplies.

May operate a variety of office automation and peripheral equipment and a variety of office-related appliances.

Communicate, represent, and promote the peer and family/caregiver perspective within the mental health system.

Offer peer encouragement, mentoring, advocacy, and perform problem-solving on a one-to-one basis to help consumers obtain the necessities of daily living.

Facilitate a variety of support, peer support, peer recovery, and family and/or wellness and recovery groups.

Educate consumers, family members, and caregivers about the wellness and recovery process, including individuals living with co-occurring disorders.

Assist with navigation of the Tulare County Mental Health system to ensure needs are met by the appropriate caregiver.

May work with music and media activities through the My Voice Media Center.

Maintain and ensure HIPAA, ethical standards, and professional boundaries with all staff and clients.

Create an organizational culture that respects and celebrates the diversity of consumers.

Perform related duties as assigned. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the education, training, and experience, special skills, and/or licenses that are required and equivalent to the following:

Knowledge of:

- Mental illnesses and the system of care through lived experience with a mental health condition, of a family member or personal.
- Good organizational skills, interpersonal skills, and communication skills.
- Programs and treatment techniques for the support and care of persons with mental illness.
- Concepts of mental illness and mental health; the physical, emotional, and social needs of persons with mental illness.
- Community resources and techniques for building rapport with peers.
- Cultural and socioeconomic stigma influencing mental health.

Skill/Ability to:

- Relate and communicate effectively with peers, family members, and the community served.
- Relate to clients through sharing of success stories.
- Understand and follow verbal and written instructions.
- Maintain confidentiality of consumers' information.

Education and Experience:

Education:

• Requires High School diploma/GED or enrollment in a C-SET employment program.

County of Tulare Extra Help Peer Support Specialist Trainee

Experience:

• Six months of lived experience as a consumer or direct family member/caregiver of a mental health consumer.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, a valid California driver's license.

DESIRABLE EMPLOYMENT STANDARDS

Volunteer work experience with a Public Mental Health system.

[Peer Support Specialist I-3] Job Code: 007630 Res: 2014-0219, Updated 04/06/14, Updated Enter Date Finalized /17

MENTAL HEALTH CASE MANAGER I County of Tulare

DEFINITION

To engage with consumers of Mental Health and/or Alcohol and Other Drug Services in reducing barriers to treatment and provide support to their wellness and recovery.

DISTINGUISHING CHARACTERISTICS

This is the entry-level position in the Mental Health Case Manager classification series. Case management activities at this level are subject to close supervision and reviewed by the Mental Health Case Manager III. Mental Health Case Manager I differs from the Mental Health Case Manager II in that assignments at the II level are performed by incumbents who are sufficiently trained and experienced to complete assignments with minimum supervision and review. At the end of the 1-year probation period, the incumbent must meet standards to become a Mental Health Case Manager II.

The Mental Health Case Manager classification series monitors and provides support to consumers of Mental Health and/or Alcohol and Other Drug Services. Incumbents monitor consumers' ongoing socioeconomic stability and engage them to actively participate in recommended treatment. Responsibilities may include but are not limited to: transporting consumers to various activities and assisting them to engage in recreational and/or rehabilitative skill programs.

SUPERVISION RECEIVED AND EXERCISED

Supervision is provided by a Mental Health Manager or other licensed clinical staff.

DUTIES

May include but are not necessarily limited to:

Actively engage consumers/family to determine what services and support will assist in reaching their personal recovery goals, considering the consumer's/family's unique needs and preferences.

Coordination and consumer linkage to community-based resources to maximize support systems, promote wellness and recovery, and minimize risk of hospitalization or homelessness.

Ensure that consumers attend therapy and medication management appointments as outlined in their wellness plans (provide reminders, help in access to transportation).

Ensure consumers' safety through various assignments, including but not limited to general observation in one-on-one or large group settings.

Conduct and document in-home assessments and medication management, and present updates to a multi-disciplinary treatment team.

Build rapport with consumers by listening, interacting with them, and engaging them in treatment. Observe and document consumer behavior, including staff interventions.

Confer with and make referrals to higher-level staff members when problems are beyond his/her level of competency.

Attend training courses designed to increase technical competency and further his/her understanding of mental health topics and services necessary to support consumers and family members.

Provide simple instruction and coaching/training related to medication management, public transportation, job preparation, continuing education, budgeting, housing, and other subjects related to successful independent living and other life skills.

Provide consumer support in obtaining, maintaining, and managing outside resources for financial support.

Maintain accurate, complete, and legible field notes and activity logs of all consumer contact and support provided.

Assist consumer in finding and maintaining housing.

Assist consumer in developing budgeting, personal grooming, hygiene, and general housekeeping skills.

Incumbents assigned to a residential living facility will monitor room and board conditions and maintain resident medication charts.

Assist in the execution of planned preventive community outreach services in collaboration with community partner agencies, contractors, and/or law enforcement.

Act as an advocate for the consumer and family and, in partnership with them, maintain liaison with the family, schools, legal entities, various community groups, and others as required.

Perform related duties as assigned. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills, and/ or licenses that are required and equivalent to the following.

Knowledge of:

- Basic office procedures and practices, including computer usage.
- Principles and practices of effective customer service.
- Correct grammar, spelling, and punctuation.

Skill/Ability to:

- Work and communicate effectively with people of various educational and socioeconomic backgrounds by respecting beliefs, interpersonal styles, attitudes, and behaviors of both clients and co-workers.
- Learn and apply basic client care practices. Learn and apply basic short-term crisis intervention techniques.
- Gather information through rapport building, observation, and case reviews to identify barriers

to treatment.

- Operate a computer in the completion of assignments.
- Prepare and maintain accurate case records, reports, and correspondence using correct grammar, punctuation, and spelling.
- Develop and maintain cooperative working relationships with agency staff, community groups, and resource agencies.
- Present oral and written reports concisely and clearly to a multidisciplinary treatment team during case staffing meetings.
- Communicate and interact effectively, orally and in writing, with persons of various educational, socioeconomic, and cultural backgrounds.
- Establish and maintain effective interpersonal relationships at all organizational levels and with the public.
- Maintain confidentiality of all information and materials.

Education and Experience:

Education:

Equivalent to completion of twelfth grade.

Experience:

Six months of experience in social services, mental health, or human services field.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, a valid California driver's license.

Desirable Qualifications

Supplemental coursework in the behavioral, biological, or social sciences, or community college certification in the areas of Human Services, Social Work, or Home Health Aide are desirable.

[Classification] Job Code: 082510, Res: XXXXXX, Updated: 10/17

Supplemental Information Overtime Status: Non-Exempt Probation: One (1) year

BU: 04

MENTAL HEALTH CASE MANAGER IICounty of Tulare

DEFINITION

To engage with consumers of Mental Health and/or Alcohol and Other Drug Services in reducing barriers to treatment and provide support to their wellness and recovery.

DISTINGUISHING CHARACTERISTICS

This is an experienced-level position in the Mental Health Case Manager classification series. Incumbents at this level are sufficiently trained and experienced to provide case management with minimum supervision and review. Mental Health Case Manager II is distinguished from Mental Health Case Manager III in that the latter classification is responsible to provide training to the entry-level MHCM, along with continued mentoring and support for both levels I/II.

The Mental Health Case Manager classification series monitors and provides support to consumers of Mental Health and/or Alcohol and Other Drug Services. Incumbents monitor consumers' ongoing socioeconomic stability and engage them to actively participate in recommended treatment. Responsibilities may include but are not limited to transporting consumers to various activities and assisting them to engage in recreational and/or rehabilitative skill programs.

SUPERVISION RECEIVED AND EXERCISED

Supervision is provided by a Mental Health Manager or other licensed clinical staff.

DUTIES

May include but are not necessarily limited to:

Actively engage consumers/family to determine what services and support will assist in reaching their personal recovery goals, considering the consumer's/family's unique needs and preferences.

Coordination and consumer linkage to community-based resources to maximize support systems, promote wellness and recovery, and minimize risk of hospitalization or homelessness.

Ensure that consumers attend therapy and important medication management appointments as outlined in their wellness plans (provide reminders, help in access to transportation).

Ensure consumer safety through various assignments, including but not limited to general observation in one-on-one or large group settings.

Conduct and document in-home assessments, medication management, and present updates to a multi-disciplinary treatment team.

Assist consumers in the development, implementation, and monitoring of treatment plans with the aim of improving their level of functioning within the individual family and community.

Build rapport with consumers by listening, interacting with them, and engaging them in treatment.

Observe and document consumer behavior, including staff interventions.

Develop and carry out preventive community outreach services in collaboration with community partner agencies, contractors, and/or law enforcement.

Provide simple instruction and coaching/training related to medication management, public transportation, job preparation, continuing education, budgeting, housing, and other subjects related to successful independent living and other life skills.

Provide consumer support in obtaining, maintaining, and managing outside resources for financial support.

Act as an advocate for the consumer and family and, in partnership with them, maintain liaisons with the family, schools, legal entities, various community groups, and others as required.

Maintain accurate, complete, and legible field notes and activity logs of all consumer contact and support provided.

Assist consumer in finding and maintaining housing.

Assist consumer in developing budgeting, personal grooming, hygiene, and general housekeeping skills.

Incumbents assigned to a residential living facility will monitor room and board conditions and maintain resident medication charts.

Perform related duties as assigned. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills, and/or licenses that are required and equivalent to the following.

Knowledge of:

- Basic office procedures and practices, including computer usage.
- Basic principles and techniques of interviewing and crisis intervention counseling at a level not requiring licensure as a mental health professional.
- Effective short-term crisis intervention techniques.
- Community resources available to assist consumers.
- Regulatory, licensing, and policy issues affecting the work of a mental health and public social service agency.
- Techniques for evaluating and monitoring family situations and problems to assist in providing basic recommendations to a multidisciplinary treatment team.
- Principles and practices of effective customer service.
- Correct grammar, spelling, and punctuation.
- Programs and treatment techniques for the support and care of individuals with severe and persistent mental illness.

Skill/Ability to:

- Work and communicate effectively with people of various educational and socioeconomic backgrounds by respecting beliefs, interpersonal styles, attitudes, and behaviors of both clients and co-workers.
- Learn and apply basic client care practices. Learn and apply basic short-term crisis intervention techniques.
- Gather information through rapport building, observation, and case reviews to identify barriers to treatment.
- Operate a computer in the completion of assignments.
- Prepare and maintain accurate case records, reports, and correspondence using correct grammar, punctuation, and spelling.
- Develop and maintain cooperative working relationships with agency staff, community groups, and resource agencies.
- Present oral and written reports concisely and clearly to a multidisciplinary treatment team during case staffing meetings.
- Establish and maintain effective interpersonal relationships at all organizational levels and with the public.
- Maintain confidentiality of all information and materials.

Education and Experience:

Education:

Equivalent to completion of twelfth grade.

Experience:

• One year of experience equivalent to that gained as Mental Health Case Manager I.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, a valid California driver's license.

Desirable Qualifications

Supplemental coursework in the behavioral, biological, or social sciences, or community college certification in the areas of Human Services, Social Work, or Home Health Aide are desirable.

[Classification] Job Code: 082520, Res: XXXXXX, Updated: 10/17

Supplemental Information
Overtime Status: Non-Exempt
Probation: Six (6) months
BU: 04

MENTAL HEALTH CASE MANAGER III

County of Tulare

DEFINITION

To engage with consumers of Mental Health and/or Alcohol and Other Drug Services in reducing barriers to treatment and provide support to their wellness and recovery.

DISTINGUISHING CHARACTERISTICS

The assigned job duties of this classification are expected to be performed with a great degree of independence, and incumbent serves in a lead role in support of the Mental Health Case Manager classification. The Mental Health Case Manager III is distinguished from the Mental Health Case Manager II in that the latter serves as the experienced-level classification and does not act in a lead worker capacity.

SUPERVISION RECEIVED AND EXERCISED

Supervision is provided by a Mental Health Manager or other licensed clinical staff.

DUTIES

May include but are not necessarily limited to:

Provide training, oversight, and mentorship/guidance to Mental Health Case Managers.

Assign cases to other Mental Health Case Managers and consult with staff on various case management aspects.

Actively engage consumers/family to determine what services and supports will assist in reaching their personal recovery goals, considering the consumer's/family's unique needs and preferences.

Assist supervisor with caseload monitoring and performance of Mental Health Case Managers and provide supervisor with updates of unit member's performance on an ongoing basis.

Review and provide recommendations to supervisors and management for consumer-based care offered within a licensed residential facility.

Respond to State requests, complete critical incident reports, and ensure an adequate staffing level is maintained.

Coordinate consumer linkage to community-based resources to maximize support systems, promote wellness and recovery, and minimize risk of hospitalization or homelessness.

Manage a caseload involving complex case work in difficult mental health areas.

Assist by providing effective crisis intervention services, and consult with clinical staff on observed risks and information gathered over the phone or in the field.

Ensure the consumers attend therapy and important medication management appointments as outlined in their wellness plans.

Build rapport with consumers by listening, interacting with them, and engaging them in treatment.

Act as an advocate for the consumer and family and, in partnership with them, maintain liaison with the family, schools, legal entities, various community groups, and others as required.

Maintain accurate, complete, and legible field notes and activity logs of all consumer contact, administered medications, and support provided.

Present to a multidisciplinary treatment team an overview of consumer cases that will transition to a lower level of care.

Develop and facilitate instructional training on various recreational or rehabilitative skill programs that will provide consumer with self-care skills such as budgeting, food preparation, nutrition, and housecleaning.

Develop and carry out preventive community outreach services in collaboration with community partner agencies, contractors, and/or law enforcement.

Perform related duties as required. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined to be applicable under applicable law.)

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills, and/or licenses that are required and equivalent to the following.

In addition to the necessary employment standards for Mental Health Case Manager I/II:

Knowledge of:

- Advanced principles and techniques of interviewing and counseling at a level not requiring licensure as a mental health professional.
- Regulatory, licensing, policy, and local socioeconomic conditions affecting the work of mental health in a public social services agency.
- Components of multidisciplinary treatment plans and their implementation.
- Programs and treatment techniques for the support and care of individuals with severe and persistent mental illness.
- Techniques for evaluating and monitoring family situations and problems, including psychosocial and health/medical issues sufficient to assist in the development and implementation of treatment plans within a multidisciplinary treatment team.
- Case management methods and techniques.
- Effective crisis intervention techniques.
- Correct grammar, spelling, and punctuation.
- Community resources available to assist clients.

Skill/Ability to:

• Work and communicate effectively with people of various educational and socioeconomic

backgrounds by respecting beliefs, interpersonal styles, attitudes, and behaviors of both clients and co-workers.

- Manage a complex caseload of chronically mentally ill clients.
- Assist in the development, implementation, and monitoring of treatment plans in difficult casework areas.
- Act effectively in emotional and stressful situations in order to respond to emergencies and adopt an appropriate course of action.
- Define problems, collect and evaluate information, organize and analyze materials and client needs, draw valid conclusions, and formulate appropriate case management recommendations.
- Present oral and written reports concisely and clearly to a multidisciplinary treatment team during case staffing meetings.
- Gather information through rapport building, observation, and case reviews to identify barriers to treatment.
- Prepare and maintain accurate case records, reports, and correspondence using correct grammar, punctuation, and spelling.
- Establish and maintain effective working relationships with agency staff, community groups, and resource agencies.
- Communicate and interact effectively, orally and in writing, with persons of various educational, socioeconomic, and cultural backgrounds.
- Maintain confidentiality of all information and materials.

Education and Experience:

Education:

Equivalent to completion of 60 college credits in the Mental Health or Human Services field, Social Work, Biological or Social Sciences, or certification as a Certified Nursing Assistant, Mental Health Technician, Pharmacy Technician, or Emergency Medical Technician (EMT). Related work experience may be substituted for the education requirement on a year-for-year basis.

Experience:

Two years of experience equivalent to a Mental Health Case Manager II in Tulare County.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, a valid California driver's license.

[Classification] Job Code: 082530, Res: XXXXXX, Updated: 10/17

Supplemental Information
Overtime Status: Non-Exempt
Probation: Six (6) months

BU: 04

Mental Health Clinic Administrator County of Tulare

DEFINITION

Under general direction, plans, manages, and evaluates day-to-day program operations within the Tulare County Mental Health Managed Care System; provides leadership and advice to the Mental Health Branch management for establishment of systemwide, programs and procedures within the Tulare County Mental Health Clinic Care System.

DISTINGUISHING CHARACTERISTICS

This classification reports directly to the Division Manager of Mental Health or designee to institute countywide system of care planning and policy formation. This classification requires a broad application of skills to interface with other agencies for systemwide program development with contract providers, schools, private and public agencies, and other County departments. Incumbents exercise a high degree of independent program responsibility and organizational role impacting the Branch's ability to achieve its mission.

SUPERVISION RECEIVED AND EXERCISED

This classification receives general direction from the Division Manager of Mental Health or designee. The position is responsible to supervise, train, and evaluate management and lower-level division staff.

DUTIES

May include but are not necessarily limited to:

Develops quality services and systems of care based on knowledge of local providers, community need, and various funding sources available for program implementation.

Confers with Mental Health Executive Management regarding programs, policies, procedures, and for operational problem resolution.

Assists with the development, justification, management, and monitoring of program budgets.

Plans, directs, and manages multi-unit programs; reviews and evaluates methods and recommends enhanced procedures for the multidisciplinary treatment programs.

Selects, supervises, trains, and evaluates management, professional, para-professional, and clerical staff.

Assists in long-range, intermediate, and short-term planning for local mental health services.

Plans, coordinates, and participates in collaborations regarding services to meet the needs of the target population.

Recommends training programs and in-service activities for management and professional staff.

Coordinates with other managed care system providers and serves to meet client-centered services.

Develops training programs and in-service activities for professional staff.

Coordinates with other managed care system providers and serves on countywide committees.

Initiates programmatic changes as a result of legislative directives and program needs and reviews the capacity of mental health providers to deliver medically appropriate treatment and care.

Represents the Branch at professional and community meetings and makes presentations regarding the Tulare County Mental Health system of care to advisory boards, other agencies, and County departments.

In coordination with the Branch's financial team, administers, monitors, and coordinates services provided under the Mental Health budget and reviews complex service billings to assist in determining appropriateness.

Performs related duties as assigned. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

MINIMUM QUALIFICATIONS

Knowledge of:

- Federal, state, and local laws and regulations governing behavioral health.
- Fundamentals of mental health services and socio-economic issues affecting county communities.
- Principles and practices of fiscal management, health and mental health care financing and funding sources, and budget administration.
- Principles and practices of employee supervision and staff development.

Skill/Ability to:

- Manage and coordinate multiple programs and services.
- Remain knowledgeable and proficient in behavioral health practices through readings, research, professional organizations, and academic training.
- Communicate effectively, both orally and in writing.
- Research, compile, analyze, and draw sound conclusions on complex issues, proposals, procedures, and problems, from statistical and other data.
- Effectively monitor budgets, invoices, and expenditures.
- Work collaboratively with advisory committees, interdepartmental agencies, contract providers, and members of the general community to address overall community concerns.
- Effectively select, supervise, train, evaluate, and discipline subordinate staff.
- Demonstrate cultural sensitivity and communicate effectively with individuals from diverse socioeconomic backgrounds.

Education and Experience:

Education:

 A doctorate degree from an accredited college with a major in Psychiatry, Psychology, Public Health, Public Administration, Social Work, Counseling, or a related behavioral or social science field AND two (2) years of paid experience working as an administrator of a mental health program and an appropriate licensure in the State of California as a mental health professional.

OR

 A master's degree from an accredited college with a major in Psychology, Psychiatry, Public Health, Public Administration, or a related behavioral or social science field AND three (3) years of paid experience working as an administrator of a mental health program, AND appropriate licensure in the State of California as a mental health professional.

OR

• Current licensure as a Registered Psychiatric Technician issued by the Psychiatric Technician Examiners AND three (3) years of post-license experience as a mental health administrator.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, an appropriate, valid California driver's license.

[Classification] Job Code: XXXXXX, Res: 92-0365, Updated: 12/01 [Classification] Job Code: XXXXXX, Res: XX-XXXX, Update: XX/XX

Supplemental Information
Overtime Status:
Probation:
BU:

PEER SUPPORT SPECIALIST I/II/III County of Tulare

DEFINITION

To provide direct and indirect peer support and wellness and recovery services to peers and family members in either a clinical, community, or self-help setting.

DISTINGUISHING CHARACTERISTICS

This classification is characterized by the fact that incumbents have been a recipient of services offered by a public or private mental health system and, through this "lived experience," remain active members of the community and have achieved recovery that allows them to serve as mentors to Tulare County Mental Health Services consumers. Peer Support Specialists are fully integrated team members who provide highly individualized services in the community and promote consumer self-determination and decision-making. Incumbents are also peers to the consumers, and they have the innate ability to build trust and relationships with consumers. The insight resulting from this relationship is useful in encouraging continued consumer growth and recovery, as well as a valuable tool that can be brought to the multidisciplinary treatment team to aide in gaining insight of each individual consumer.

Incumbents will receive close supervision and are responsible for performing limited tasks following well-established procedures and/or detailed instructions. Incumbents in this class will be required to have knowledge of community resources and familiarity with the Mental Health Care systems. Positions report to a Mental Health Case Manager III or upper-level management of the Mental Health Branch.

<u>Peer Support Specialist I:</u> This is the entry-level class for the Peer Support Specialist series. Incumbents in this class receive close supervision and training in order to gain experience and expertise in a clinical setting. Incumbents may shadow Peer Support Specials at the II or III level. Incumbents are considered to be in a training status, and as assigned responsibility and knowledge increase with experience, may reasonably expect to be promoted to the Peer Support Specialist II level.

<u>Peer Support Specialist II:</u> This is the journey-level class in the Peer Support Specialist series and continues to receive training. Within a framework of established procedures, incumbents receive general supervision and are expected to perform a wide variety of specialized and general duties with periodic instruction or guidance. Incumbents at the II level may assist a Peer Support Specialist III with various duties in order to gain more knowledge and skills. Adequate performance at this level requires the knowledge of wellness and recovery procedures. As assigned responsibility and breadth of knowledge increases, incumbents may reasonably expect to be promoted to the Peer Support Specialist III level.

<u>Peer Support Specialist III:</u> This is the advanced journey-level class in the Peer Support Specialist series. Incumbents at the III level will be expected to be responsible for specialized, more complex and difficult support assistance within the Tulare County Public Mental Health system and may function in a support staff lead worker capacity.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by a Mental Health Case Manager III or upper-level management of the Branch.

DUTIES

May include but are not necessarily limited to:

Peer Support Specialist I

Perform a variety of supportive office functions, including receiving, sorting, and distributing incoming and outgoing correspondence.

Order, distribute, and store office supplies.

May operate a variety of office automation and peripheral equipment and a variety of office-related appliances.

Communicate, represent, and promote the peer and family/caregiver perspective within the mental health system.

Offer peer encouragement, mentoring, and advocacy, and perform problem-solving on a one-to-one basis to help consumers obtain the necessities of daily living.

Facilitate a variety of support, peer support, peer recovery, and family and/or wellness and recovery groups.

Educate consumers, family members, and caregivers about the wellness and recovery process, including individuals living with co-occurring disorders.

Assist with navigation of the Tulare County Mental Health system in order to ensure needs are met by the appropriate caregiver.

May work with music and media activities through the My Voice Media Center.

Maintain and ensure HIPAA, ethical standards, and professional boundaries with all staff and clients.

Create an organizational culture that respects and celebrates the diversity of consumers.

Perform related duties as assigned. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

Peer Support Specialist II – In addition to those duties described at the I level:

May act as a receptionist, answer the telephone, and wait on the general public, giving information on policies and procedures as required.

Perform a wide variety of typing, keyboarding, and specialized and/or general clerical duties related to assigned functional area and Branch.

Act as liaison to various County teams and community organizations.

Provide intermediate-level wellness and recovery techniques.

Assist in the development of consumer treatment plans.

Assist with family liaison work, including reunification.

Support treatment plan goals.

Perform related duties as assigned. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by Tulare County to be appropriate under applicable law.)

Peer Support Specialist III Level - In addition to those duties described at the II level:

May undertake and complete a variety of office assistance projects requiring independent judgment, initiative, and the maintenance of confidentiality.

May act in a lead role for lower-level Peer Support Specialists.

Assist in the planning of new programs for the division/unit in which assigned.

Develop communication and marketing materials for program activities.

Develop, plan, and manage social events and activities.

Caseload assistance as determined by supervisor.

Assist therapists and case managers in carrying out activities described in treatment plans.

Speak to community groups or other County departments regarding resources and programs.

Teach life skills such as cooking, cleaning, accessing public transportation, and time management to enable consumers to gain more independent living skills.

Act as a resource person for and assist in the training, work assignments, and supervision of other peer support specialists.

Perform related duties as assigned. (Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills, and/or licenses that are required and equivalent to the following:

Knowledge of:

Peer Support Specialist I:

- Mental illnesses and the system of care through "lived experience" with a mental health condition, of a family member or personal.
- Good organizational skills, interpersonal skills, and communication skills.
- Programs and treatment techniques for the support and care of persons with mental illness.
- Concepts of mental illness and mental health; the physical, emotional, and social needs of persons with mental illness.

- Community resources and techniques for building rapport with peers.
- Cultural and socioeconomic stigma influencing mental health.

Peer Support Specialist II – In addition to the knowledge needed at the I level:

- Community resources available for food, shelter, emergency services, and programs.
- Basic social service principles, practices, and programs.
- Methods to encourage consumers to explore and regain strengths, skills, and/or talents that may be inherent in individual consumers to become more social, through community events and outings, as well as within the program's internal activities.

Peer Support Specialist III – In addition to the knowledge needed at the II level:

 Case management methods, practices, policies, and procedures relating to the provision of services to persons with mental illness.

Skill/Ability to:

Peer Support Specialist I

- Relate and communicate effectively with peers, family members, and the community served.
- Relate to clients through sharing of success stories.
- Understand and follow verbal and written instructions.
- Maintain confidentiality of consumers' information.

Peer Support Specialist II – In addition to the skill/ability needed at the I level:

- Retain and recall information pertaining to specific procedures.
- Lead and interact with clients/consumers in social, recreational, and living skills activities.

Peer Support Specialist III – In addition to the skill/ability needed at the II level:

- Interpret Agency programs and policies to members of the community served.
- Analyze problems, formulate plans, and put them into effect with a minimum of supervision.
- Provide essential expertise and consultation to a multidisciplinary treatment team to promote
 a culture in which each consumer's view and preferences are recognized, understood,
 respected, and integrated into treatment, rehabilitation, and community self-help activities.

Education and Experience:

Peer Support Specialist I:

Education:

• Requires High School diploma/GED, or enrollment in a C-SET employment program.

Experience:

• Six months of experience equivalent to that gained as an Extra Help Peer Support Specialist Trainee with the County of Tulare.

Peer Support Specialist II – In addition to the education/experience needed at the I level:

Experience:

At least 6 months of experience equivalent to that gained as a Peer Support Specialist I with

the County of Tulare.

Peer Support Specialist III - In addition to the education/experience needed at the II level:

Experience:

At least one year of increasingly responsible experience at a level equivalent to that of a Peer Support Specialist II or higher in the County of Tulare.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, a valid California driver's license.

DESIRABLE EMPLOYMENT STANDARDS

Volunteer work experience with a Public Mental Health system.

[Peer Support Specialist I-3] Job Code: 007630 Res: 2014-0219, Updated 04/06/14, Updated Enter Date Finalized /17

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