



**Health and Human
Services Agency
COUNTY OF TULARE
AGENDA ITEM**

BOARD OF SUPERVISORS

ALLEN ISHIDA
District One
PETE VANDER POEL
District Two
PHILLIP A. COX
District Three
J. STEVEN WORTHLEY
District Four
MIKE ENNIS
District Five

AGENDA DATE: December 13, 2011

Public Hearing Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Published Notice Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Advertised Published Notice	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Meet & Confer Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Personnel Resolution attached	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
CONTACT PERSON: John Davis PHONE: 559-624-8000		

SUBJECT: Approve the requests for additional staffing in response to an increased focus on enhancing organizational performance and quality customer service throughout the agency.

- REQUEST(S):**
- That the Board of Supervisors:
1. Approve the request for additional staffing in response to additional needs within the agency;
 2. Approve the attached AUD308 budget adjustment form(s) (requires 4/5ths vote);
 3. Approve the Job Specifications for: TulareWORKs Statistical Research Analyst, Medical Billing Manager, Clinic Coordinator; and
 4. Approve a Personnel Resolution amending the Fiscal Year 2011/12 position allocations for the Health & Human Services Agency, adding 6 FTEs; 1 Program Aide II, 1 TulareWORKS Statistical Research Analyst, 1 Administrative Specialist II, 1 Administrative Aide, 1 Clinic Coordinator, 1 Medical Billing Manager.

SUMMARY:

The Health and Human Services Agency is requesting an additional six (6) positions. These additions are in response to a continued effort to improve the organizational structure of the Agency and enhance the services provided. The requests are in response to several studies done by outside consultants; to several

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federal and state initiatives; or to the implementation of automation and reporting systems.

In the **Human Services Department**, the Kings/Tulare Area on Aging (K/T AAA) continues to work with community partners to expand the services and programs available to adults age 60 and over in Tulare County. In an effort to make more services available to the seniors in the Porterville area, the City of Porterville has offered to pay the additional cost of employing a full-time Program Aide to coordinate service and activity expansion.

Also in Human Services, the TulareWORKs Division has implemented a number of systems which promote the timely and accurate delivery of services. These systems provide a source of critical data that enables TulareWORKs to monitor customer service and staff productivity. The requested TulareWORKs Statistical Research Analyst position will support the full utilization of these systems. Program specific knowledge and experience is a vital requirement in order for the Statistical Research Analyst to understand and accurately use the systems in place. This position will collect and organize data, conduct advanced statistical analysis, and interpret findings to detect trends. The detailed data mined will enable TulareWORKs management to react in a timely manner as operational needs change, as well as maintain productivity across the units.

Additionally, the TulareWORKs Division is requesting an Administrative Specialist II to provide support in the evaluation, planning and implementation of new business processes among community partners and various branches within HHSA. The requested position will be the source of coordination and integration between the clinic outreach activities in the Health Department and Medi-Cal eligibility programs offered by TulareWORKs – vital to health reform.

In the Child Welfare Services (CWS) Division of Human Services, administrative support is necessary for tasks related to program improvements and new initiatives identified in the System Improvement Plan. The Administrative Aide will support improvements outlined in the County's System Improvement Plan: These tasks will include setting up tracking systems, serving as a liaison to program and project partners, monitoring progresses, and coordinating the logistics for training and events.

In **Health**, the clinics division needs a coordinator. Serving under the Unit Manager, the coordinator will provide support for, and work with the Farmersville and Visalia clinics as well as the specialty clinic in Tulare. The recent implementation of a comprehensive evaluation and monitoring tool – applicable to both the Agency's clinics and those of our contractors -- will be the on-going responsibility of the coordinator. The coordinator will also assist in problem solving throughout the clinics, and in the writing and development of policies and

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procedures for our health delivery systems. The addition of the Clinic Coordinator will ultimately improve the efficiency and quality of the health care services provided.

In **Administration**, the Accounts Receivable Division continues to focus on improving the clinic billing processes. Subsequent to an external review by an outside consultant, HHSA was advised to create a Medical Billing Manager position to supervise the clinic billing and claims function within HHSA Accounts Receivable. The requested Medical Billing Manager will have expertise that is vital to completing our transition to the new GE software recently implemented by ICT, including the creation of the necessary policies and procedures for the Accounts Receivable Division and the enhancement of staff efficiency and productivity by direct oversight and training.

FISCAL IMPACT/FINANCING:

The attached AUD308 indicates the FY2011/2012 budget changes associated with this Board Agenda Item. There is no increase in net county costs.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

This request addresses the Organizational Performance Initiative of the County's Strategic Plan by evaluating the best organizational structure to improve service delivery. It also addresses the Quality of Life Initiative by providing means to efficiently address the needs of our clients.

ADMINISTRATIVE SIGN-OFF:

John M. Davis
Agency Director

Cc: Auditor-Controller
County Counsel
County Administrative Office (2)

Attachment(s)

Attachment A – Job Specification(s)

Attachment B – AUD308 Budget Adjustments Form(s)

Attachment C – Personnel Resolution

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

IN THE MATTER OF

Approve the requests for additional staffing in response to an increased focus on enhancing organizational performance and quality customer service throughout the agency.) **Resolution No.** _____
) **Agreement No.** _____

UPON MOTION OF SUPERVISOR _____, SECONDED BY SUPERVISOR _____, THE FOLLOWING WAS ADOPTED BY THE BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD _____, BY THE FOLLOWING VOTE:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST: JEAN M. ROUSSEAU
COUNTY ADMINISTRATIVE OFFICER/
CLERK, BOARD OF SUPERVISORS

BY: _____
Deputy Clerk

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