RESOLUTION NO. 2023- 8800

RESOLUTION TO AMEND FISCAL YEAR 2022/2023 POSITION ALLOCATION FOR BEHAVIORAL HEALTH DEPARTMENT #70570 & 70580

WHEREAS, Plumas County Personnel Rule 5.02 provides amendments to be made by resolution of the Fiscal Year 2022/2023 Position Allocation covering all positions in the County service; and

WHEREAS, during the fiscal year needs may arise to amend the Position allocation; and

WHEREAS, the Behavioral Health Director has requested adding a BH Systems Analyst or Information Systems Technician adding 1.0 FTE to the position allocation; and

WHEREAS, the position is necessary in the daily operational needs of the Behavioral Health Department; and

WHEREAS, this request was brought to the attention of the Human Resources Director who is now requesting approval of this resolution to amend the County's Position Allocation to add a 1.0 FTE BH Systems Analyst or Information Systems Technician position allocated to 0.5 FTE BH Systems Analyst or Information Systems Technician position to the Behavioral Health Department #70570 and 0.5 FTE BH Systems Analyst or Information Systems Technician position to Behavioral Health Department #70580.

NOW, THEREFORE BE IT RESOLVED by the Plumas County Board of Supervisors as follows:

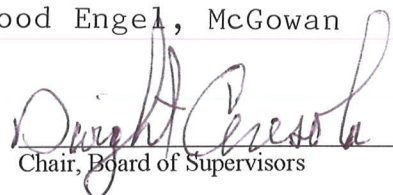Approve the amendment to Fiscal Year 2022/2023 Position Allocation as follows:

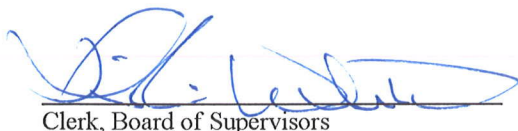|	Current FTE	Proposed FTE
Behavioral Health Department #70570 BH Systems Analyst or Information Systems Technician	1.75	2.25
Behavioral Health Department #70571 BH Systems Analyst or Information Systems Technician	0.20	0.20
Behavioral Health Department #70575 BH Systems Analyst or Information Systems Technician	0.05	0.05
Behavioral Health Department #70580 BH Systems Analyst or Information Systems Technician	0.00	0.50

The foregoing Resolution was duly passed and adopted by the Board of Supervisors of the County of Plumas, State of California, at a regular meeting of said Board on the 16th day of May 2023, by the following vote:

AYES: Supervisors: Goss, Ceresola, Hagwood Engel, McGowan
NOES: Supervisors: None
ABSENT: Supervisors: None

_____
Chair, Board of Supervisors

_____
Clerk, Board of Supervisors

Approved as to form
Sara James
Deputy County Counsel II

QUESTIONS FOR STAFFING CRITICAL POSITIONS WHICH ARE
CURRENTLY ALLOCATED.

RE: PCBH request to fill 1.0 FTE Behavioral Health Systems Analyst
position.

- Is there a legitimate business, statutory or financial justification to fill the
  position? **Yes, the position is critical to the operation of the BH Department**

- Why is it critical that this position be filled at this time?
  **This position needs to be filled in order to continue to provide timely and
  accurate regulatory reporting to State agencies.**

- How long has the position been vacant? **This is a new position**

- Can the department use other wages until the next budget cycle? **The position is
  funded in the 2022-2023 budget via savings from funded positions that
  remain unfilled to date**

- What are staffing levels at other counties for similar departments and/or
  positions? **Staffing by county depends upon population, caseloads, and
  management style. This would increase the Quality Control Department for
  Plumas County to 3 employees. Most small counties have a Quality Control
  department 2 to 4 times larger than Plumas County.**

- What core function will be impacted without filling the position prior to July 1?
  **Timeliness of regulatory reporting to State agencies is already impacted by
  the staffing shortage in the Quality Control Department**

- What negative fiscal impact will the County suffer if the position is not filled
  prior to July 1?
  **Delay in the regulatory reporting could result in penalties or reduced
  funding.**

- A non-general fund department head needs to satisfy that he/she has developed a
  budget reduction plan in the event of the loss of future state, federal or local
  funding? What impact will this reduction plan have to other County
  departments? **This position is funded by MediCal billing and Realignment
  sources. As such, funding is expected to remain stable. In the event of a
  considerable reduction of funding, clinical positions can be eliminated, or the
  fiscal shortfall can be compensated for from departmental reserves.**

- Does the department expect other financial expenditures which will impact the
  general fund and are not budgeted such as audit exceptions? **No**

- Does the budget reduction plan anticipate the elimination of any of the requested positions? **No**

- Departments shall provide an estimate of future general fund support for the next two years and how the immediate filling of this position may impact, positively or negatively, the need for general fund support? **This position does not rely on general fund support.**

- Does the department have a reserve? If yes, provide the activity of the department's reserve account for the last three years? **PCBH has a reserve that would provide financial coverage if needed.**

BEHAVIORAL HEALTH SYSTEMS ANALYST

DEFINITION

Under general supervision, the Health Information Systems Analyst efficiently uses health information technology (HIT) to support patient-centered care delivery; ensures electronic health record (EHR) implementation and optimization; utilizes quality improvement methodology, including workflow assessment and workflow redesign; ensures the efficient operation and integrity of automated information systems; analyzes, investigates and resolves computer-related problems; provides training and instruction on programs and procedures; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single level classification. Incumbents perform basic computerized information system helpdesk duties, implement EHR, ICD10 and EHR reporting modules for quality improvement and billing. This position requires excellent troubleshooting and decision-making skills, self-motivation and the use of sound judgment and discretion at all times. Incumbents may perform computer development, installation and maintenance work, with a high degree of independence.

REPORTS TO

Behavioral Health Quality Improvement / Compliance Manager

CLASSIFICATIONS DIRECTLY SUPERVISED

None

BEHAVIORAL HEALTH SYSTEMS ANALYST – 2

EXAMPLES OF DUTIES:

- Acts as a consultant to health information technology (HIT) practices to assist in restructuring clinical and business workflows to optimize the implementation of HIT in these offices.
- Coordinates task-related efforts by creating, joining and/or leading supporting partnerships and facilitating ongoing discussions and initiatives with the appropriate stakeholders on comparable HIT restructuring and/or improvement efforts.
- Coordinates and shares information and resources (data, communications, hardware and software), avoiding duplication of efforts and resources, minimizing inconsistencies, reducing burden on the participants, and developing and deploying strategies that are cost effective and improve HIT utilization and efficiencies, cultural competencies and other related measures.
- Acts as a resource person for users by answering questions and resolving problems related to the use, application, and operation of automated information systems.
- Diagnoses problems to determine if the cause is due to the system, software, hardware or other source, and corrects them. Refers more difficult problems to appropriate personnel or vendors.
- Researches regulations, procedures and/or technical reference materials as necessary.
- Meets with staff regarding systems usage, improvements, modifications, maintenance, and operations needed for and efficient computer system.
- Recommends necessary hardware and software changes, and perform systems upgrades.
- Works with computer support personnel in identifying problems with the system, programs, PC's or printers.
- Documents and tracks system problems, and writes the reports on issues.
- Writes, or assists in writing and revising, procedures, instructional materials and staff development tools for system-related training.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 40 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

BEHAVIORAL HEALTH SYSTEMS ANALYST – 3

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; occasionally works outside; exposure to electrical energy and dust; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Computer terminals.
- Microcomputer hardware and software.
- Desktop and network operating systems.
- Electronic health records software and systems.
- Regulations and procedures related to specific automated information systems utilized by assigned department.
- Work methods and techniques employed by department staff including documentation and reporting requirements.
- Terminology relating to computer software, hardware, and peripheral equipment.
- HIPAA and CFR 42 requirements for health information technology

Ability to:

- Evaluate and interpret automated information systems from a user perspective.
- Analyze departmental data system needs and requirements.
- Identify goals and objectives, and problems; examine alternatives; and, develop conclusions and recommendations.
- Implement solutions.
- Prepare clear and concise reports, documentation and other written materials.
- Read and comprehend written material on a wide variety of technical subjects.
- Coordinate with HER vendor and navigate related software systems.
- Perform routine installations of computer equipment and related peripherals, install common software, and troubleshoot common failures.
- Identify, evaluate and research operational problems, make recommendations for change.
- Organize, prioritize, schedule, and coordinate workflow to meet production deadlines.
- Establish and maintain effective working relationships with all persons contacted during the course of work.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing.

BEHAVIORAL HEALTH SYSTEMS ANALYST – 4

<u>**TRAINING AND EXPERIENCE**</u>

Four (4) years previous training and/or work experience with health information systems, clinical office workflow, HIT project management, computer hardware, software, and computerized information systems.

OR

A degree in MIS, computer science, engineering, or a healthcare discipline from an accredited four-year college or university.

<u>**SPECIAL REQUIREMENTS**</u>

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under close supervision, the Information Systems Technician ensures the efficient operation and integrity of automated information systems; analyzes, investigates and resolves computer-related problems; provides training and instruction on programs and procedures; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Information Systems Technician is a single level class. Incumbents provide basic computerized information system helpdesk support and training for users of computer systems. Incumbents perform computer installation, maintenance and repair work, with some guidance and supervision.

REPORTS TO

Division Program Manager or Program Manager/Assistant Director

CLASSIFICATIONS DIRECTLY SUPERVISED

None

INFORMATION SYSTEMS TECHNICIAN – 2

EXAMPLES OF DUTIES:

- Acts as a resource person for users by answering questions either by phone or in person and resolving problems related to the use, application and operation of automated information systems.
- Diagnoses problems to determine if the cause is due to the system, software, hardware or other source and corrects them. Refers more difficult problems to appropriate personnel or vendors.
- Sets up, monitors, installs and repairs computer hardware and installs software including state or federal provided operating systems, word processing, database, spreadsheet and other software.
- Writes or assists in writing and revising procedures, instructional materials and staff development tools for system related training.
- Trains system users on hardware and software usage; explains operating systems and provides on-going support for department staff; may provide training on specific statewide automated systems utilized by assigned department.
- Researches regulations, procedures and/or technical reference materials as necessary.
- Meets with staff regarding systems usage, improvements, modifications, maintenance and operations needed for an efficient computer system.
- Works with computer support personnel in identifying problems with the system, programs, PC's or printers. Documents and tracks system problems and writes the reports on issues. Recommends necessary hardware and software changes; and performs system upgrades.
- Authorizes system access to new users, assigns users a profile and password.
- Performs related duties as assigned

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 40 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; occasionally works outside; exposure to electrical energy and dust; continuous contact with staff and the public.

Knowledge of:

- Operating principles and characteristics of personal computer hardware and software systems.
- Concepts and terms applicable to state-of-the-art information systems.
- Basic principles of local area network systems.
- Regulations and procedures related to specific automated information systems utilized by assigned department.
- Work methods and techniques employed by department staff including documentation and reporting requirements.
- Terminology relating to computer software, hardware and peripheral equipment.

Ability to:

- Perform routine installations of computer equipment and related peripherals, install common software, and troubleshoot personal computer hardware and software problems.
- Analyze user problems, evaluate alternatives and reach sound conclusions.
- Identify, evaluate and research operational problems, and makes recommendations for change.
- Organize, prioritize, schedule, and coordinate workflow to meet production deadlines.
- Establish and maintain effective working relationships with all persons contacted during the course of work.
- Maintain confidentiality of information.
- Write and maintain logs of work performed and actions taken to solve information system problems in a clear and concise manner.
- Communicate clearly and concisely, both orally and in writing.

Training and Experience:

Qualifications needed for this position:

Two (2) years full-time experience or formal education/training in the operation of computers and peripheral equipment in an information systems environment that includes the troubleshooting of personal computer hardware, software and peripheral equipment problems.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

Plumas County Behavioral Health Department
Organizational Chart
May 2023

Behavioral Health Director
VACANT

Administrative Services Officer	Management Analyst	BH QA/QI Manager	MHSA Coordinator	Unit Supervisor - Nursing	Gary Sanderson	Robby Schwartz	Sharon Sousa
				Elliot Fletcher	ADD Program Administrator	Unit Supervisor	Interim Director

Department Fiscal Officer
Lisa Beck

Support Services Technician

Support Services Technician

BH Systems Analyst
Sam Schappino

BH Systems Analyst
VACANT

Information Systems Analyst

Information Systems Analyst-Extra Help
VACANT

BH Case Management Specialist I/II/III

Office Supervisor

Clinical Records Specialist

Administrative Assistant I/II

Administrative Assistant I/II
VACANT

BH Supervising Site Coordinator

BH Site Coordinator
Michael Lucero

BH Site Coordinator
VACANT

BH Site Coordinator
VACANT

BH LVN

BH LVN
VACANT

BH Therapist I/II

BH Therapist I/II
VACANT

BH Therapist I/II
VACANT

BH Therapist I/II
VACANT

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III

BH Therapist I/II

BH Therapist I/II

BH Therapist I/II

BH Therapist I/II

BH Therapist I/II
VACANT

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III

BH Case Management Specialist I/II/III
VACANT

BH Case Management Specialist I/II/III
VACANT

BH Case Management Specialist I/II/III
VACANT

FY22/23 Allocated and Funded Positions - 47
Vacant Positions - 13