



Contra  
Costa  
County

To: Board of Supervisors  
From: William Walker, M.D., Health Services  
Date: March 3, 2015

Subject: Add and cancel one position in the Information Technology division of the Health Services Department

### **RECOMMENDATION(S):**

ADOPT Position Adjustment Resolution No. 21619 to add one (1) permanent full-time Automated Call Distribution Coordinator II (LBNA) position (\$5,898-\$7,169) and cancel vacant Department Personal Computer Coordinator (XQSJ) (\$5,782-\$7,028) position #9537 in the Information Technology division of the Health Services department.

### **FISCAL IMPACT:**

The additional costs associated with this action are approximately \$2,479 annually with benefits. Costs will be funded by Enterprise Fund I. (100%)

### **BACKGROUND:**

Contra Costa Health Services operates 11 call centers supporting the IT Service Desk: Financial Counseling, CCHP Membership Maintenance Unit, CCHP Member Services, Appointment Unit, Advice Nurse, and others. Currently, CCHS has only one person supporting these mission critical systems. CCHS is planning to replace the Automated Call Distribution (ACD) System with new technology. To manage this new technology, perform preventive maintenance, test the redundant systems, troubleshoot routing between AT&T, the PBX, and the ACD requires an Automated Call Distribution Coordinator II position.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **03/03/2015** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

#### **VOTE OF SUPERVISORS**

AYE: John Gioia, District I  
Supervisor  
Candace Andersen, District II  
Supervisor  
Mary N. Piepho, District III  
Supervisor  
Karen Mitchoff, District IV  
Supervisor

ABSENT: Federal D. Glover, District V  
Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: March 3, 2015

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Kristen Cunningham,  
957-5267

cc:



CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved and without additional staff, Health Services Information Technology will not have the adequate personnel to manage the call centers in the Health Services department.

CHILDREN'S IMPACT STATEMENT:

N/A

ATTACHMENTS

P-300 #21619