



**Contra
Costa
County**

To: Board of Supervisors
From: William Walker, M.D., Health Services
Date: September 20, 2016

Subject: Add and cancel positions in the Health Services Department

RECOMMENDATION(S):

ADOPT Position Adjustment Resolution No. 21952 to add one (1) full-time Account Clerk Supervisor (JDHD) position at salary level and grade K6X 1340 (\$4,351 - \$5,557) and cancel vacant Clerk - Specialist Level (JWXD) position #7136 in the Health Services Department. (Represented)

FISCAL IMPACT:

Upon approval, this action has an annual cost of approximately \$16,326, with \$3,942 in estimated pension costs. The cost will be funded 100% by Hospital Enterprise Fund I.

BACKGROUND:

The Health Services Department is requesting to add one full-time Account Clerk Supervisor (JDHD) and cancel one vacant Clerk - Specialist Level position. The Patient Accounting Department currently has one Clerical Supervisor who supervises a unit consisting of 11 Account Clerks divided in two teams. One team focuses on billing claims, insurance follow ups, and payment posting while the other team deals heavily with customers addressing collection phone calls, over-the-counter payment receipting, complaints and inquiries, and providing income verification for Medical

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **09/20/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I
Supervisor
Candace Andersen, District II
Supervisor
Federal D. Glover, District V
Supervisor

ABSENT: Mary N. Piepho, District III
Supervisor
Karen Mitchoff, District IV
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: September 20, 2016

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

By: Chris Heck, Deputy

Contact: 925-957-5240

cc:

BACKGROUND: (CONT'D)

coverages. The Account Clerk Supervisor is needed to provide adequate supervision to the team. Supervision will be divided between the Account Clerk Supervisor and Clerical Supervisor based on the work assignment and area of expertise needed to successfully lead both teams.

CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved, it will continue to cause a very stressful situation for the lone supervisor handling all 15 staff members with different job functions. No adequate support, training, and supervision can be provided to the rest of the team since all of the time spent is on the customer service functions.

CHILDREN'S IMPACT STATEMENT:

Not applicable.

ATTACHMENTS

P300 No. 21952 HSD