



**Contra
Costa
County**

To: Board of Supervisors
From: Kathy Gallagher, Employment & Human Services Director
Date: November 15, 2016

Subject: Establish Quality Assurance Monitor classification, add (1) position and cancel (1) Clerk-Experience Level in Workforce Services Bureau in EHSD

RECOMMENDATION(S):

ADOPT Position Adjustment Resolution No. 21981 to establish the classification of Quality Assurance Monitor (XQSP) (represented), add one position at salary plan and grade 255 1409 (\$4,491-\$5,459) and cancel one (1) vacant Clerk-Experienced Level (JWXB) (represented) position #6343 at salary plan and grade 3RH 0750 (\$2,905-\$3,605) in Employment and Human Services Department, Workforce Services Bureau.

FISCAL IMPACT:

Upon approval, this action will result in an approximate annual cost increase of \$45,142, which includes estimated pension costs of \$15,799. The new position will be funded by 76% Federal revenue, 14% State revenue, and 10% County cost.

BACKGROUND:

Employment and Human Services has two operating call centers, the Health Care Access Center (HCAC) and Medi-Cal CalFresh Service Center (MCSC). The call centers provide enrollment information pertaining to health care insurance associated with the Affordable Care Act (ACA), and promote Cal-Fresh benefits. In addition, the MCSC call center maintains ongoing Medi-Cal and CalFresh cases. For the month of October 2016, the

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **11/15/2016** ☒ 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
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: November 15, 2016

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

By: June McHuen, Deputy

Contact: Holly Trieu
925-313-1560

cc: Holly Trieu

Medi-Cal CalFresh Service Center (MCSC) received a total of 24,314 calls and the Health Care Access Center (HCAC) received 288 calls from the general public.

BACKGROUND: (CONT'D)

The department is requesting a Quality Assurance Monitor to oversee the day-to-day operations for both call centers to ensure centers are meeting the department's quality assurance performance standards and adhering to the department's established procedures. The Quality Assurance Monitor will be responsible for monitoring performance data, evaluating client satisfaction, service levels, staffing levels and staff performance. Additional responsibilities will include: developing surveys and evaluation tools to evaluate and analyze service levels, performance indicators, staff performance levels, quality of interaction with customers, including accuracy of information provided to consumers, and the accuracy of data entry based on an average of data attributes and customer relations skills.

CONSEQUENCE OF NEGATIVE ACTION:

If this position is not approved, EHSD will not have the appropriate staff to monitor and maintain the quality assurance performance standards for the department's operating call centers.

CHILDREN'S IMPACT STATEMENT:

No impact.

ATTACHMENTS

P300 No. 21981 EHSD