



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services
Date: December 10, 2019

Subject: Cancel Information Systems Assistant II and Add Clerk-Senior Level

RECOMMENDATION(S):

ADOPT Position Adjustment Resolution No. 22653 to add one (1) Clerk-Senior Level (JWXC) at salary plan and grade 3RX-1033 (\$3,542.75 - \$4,524.24) and cancel one (1) vacant Information Systems Assistant II (LTVH) position number 14329 at salary plan and grade 3R5-1005 (\$3,454.82 - \$4,199.36) in the Health Services Department. (Represented)

FISCAL IMPACT:

This action will have an annual increase in cost of \$6,021.36 with \$1,484.58 in pension. (100% CCHP Member Premium Payments)

BACKGROUND:

With recent Medi-Cal expansion and a surge in membership for health care programs such as Contra Costa CARES, the Membership Maintenance Unit of the Contra Costa Health Plan (CCHP) Division has realized a significant increase of member calls into their busy call center.

Currently, the Membership Maintenance Unit has a vacancy for an Information Systems Assistant II. However, the primary role of the Information Systems Assistant II in the

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **12/10/2019** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, 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: December 10, 2019

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

Contact: Mary Jane De
Jesus-Saepharn, 925-957-5275

By: June McHuen, Deputy

cc:

Membership Maintenance Unit is data entry, and not phone coverage.

BACKGROUND: (CONT'D)

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With increased enrollment, the Membership Maintenance Unit has a greater need to recruit for a Clerk-Senior Level as opposed to an Information Systems Assistant II. In comparison to the Information Systems Assistant II, the Clerk-Senior Level will be able to perform higher level clerical duties by providing phone coverage and clerical back-up.

All in all, to better serve their members more effectively and efficiently, the Membership Maintenance Unit is in need of a Clerk-Senior Level to route and direct clients phone inquiries. This Clerk-Senior Level will also provide much needed back-up for other clerical staff and functions.

CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved, the Membership Maintenance Unit of the Contra Costa Health Plan (CCHP) will not have adequate phone coverage and back-up coverage for clerical staff and functions in their provider call center.

ATTACHMENTS

P300 No. 22563