



Legislation Details (With Text)

File #: 18-0467 **Version:** 1

Type: Agenda Item **Status:** Approved

File created: 3/15/2018 **In control:** Board of Supervisors

On agenda: 4/3/2018 **Final action:** 4/3/2018

Title: Human Resources Department and Health and Human Services Agency recommending the Board:
 1) Approve and adopt the new Merit System Services class specification of Eligibility Specialist Trainee and approve revisions to the existing Merit System Services class specifications of Eligibility Specialist I/II, Eligibility Specialist III, and Eligibility Supervisor; and
 2) Approve and authorize the Chair to sign Resolution 050-2018 to approve:
 a) The adoption of the Eligibility Specialist Trainee classification, job class number, salary range, and bargaining unit;
 b) The classification title changes for Eligibility Worker I (New Title: Eligibility Specialist I), Eligibility Worker II (New Title: Eligibility Specialist II), Eligibility Worker III (New Title: Eligibility Specialist III), and Eligibility Supervisor I (New Title: Eligibility Supervisor); and
 c) A 5% salary increase to the Eligibility Specialist I, II, III, and Supervisor classifications.

FUNDING: Health and Human Services Agency State (15%) and Federal (85%) Funds.

Sponsors:

Indexes:

Code sections:

Attachments: 1. A - Final EW Classification Report 4-3-18, 2. B - NEW Eligibility Specialist Trainee 4-3-18, 3. C - CLEAN Eligibility Specialist I-II 4-3-18, 4. D - REDLINE Eligibility Specialist I-II 4-3-18, 5. E - CLEAN Eligibility Specialist III 4-3-18, 6. F - REDLINE Eligibility Specialist III 4-3-18, 7. G - Eligibility Supervisor (Specialist) 4-3-18, 8. H - REDLINE Eligibility Supervisor 4-3-18, 9. I - Resolution EW Series 4-3-18, 10. Executed Resolution 050-2018

Date	Ver.	Action By	Action	Result
4/3/2018	1	Board of Supervisors	Approved	Pass

Human Resources Department and Health and Human Services Agency recommending the Board:
 1) Approve and adopt the new Merit System Services class specification of Eligibility Specialist Trainee and approve revisions to the existing Merit System Services class specifications of Eligibility Specialist I/II, Eligibility Specialist III, and Eligibility Supervisor; and
 2) Approve and authorize the Chair to sign Resolution **050-2018** to approve:
 a) The adoption of the Eligibility Specialist Trainee classification, job class number, salary range, and bargaining unit;
 b) The classification title changes for Eligibility Worker I (New Title: Eligibility Specialist I), Eligibility Worker II (New Title: Eligibility Specialist II), Eligibility Worker III (New Title: Eligibility Specialist III), and Eligibility Supervisor I (New Title: Eligibility Supervisor); and
 c) A 5% salary increase to the Eligibility Specialist I, II, III, and Supervisor classifications.

FUNDING: Health and Human Services Agency State (15%) and Federal (85%) Funds.

DEPARTMENT RECOMMENDATION

Human Resources Department and Health and Human Services Agency recommending the Board:
 1) Approve and adopt the new Merit System Services class specification of Eligibility Specialist Trainee and approve revisions to the existing Merit System Services class

- specifications of Eligibility Specialist I/II, Eligibility Specialist III, and Eligibility Supervisor.
- 2) Approve and authorize the Chair to sign **Resolution 050-2018** to approve:
 - a) The adoption of the Eligibility Specialist Trainee classification, job class number, salary range, and bargaining unit.
 - b) The classification title changes for Eligibility Worker I (New Title: Eligibility Specialist I), Eligibility Worker II (New Title: Eligibility Specialist II), Eligibility Worker III (New Title: Eligibility Specialist III), and Eligibility Supervisor I (New Title: Eligibility Supervisor).
 - c) A 5% salary increase to the Eligibility Specialist I, II, III, and Supervisor classifications.

DISCUSSION / BACKGROUND

For purposes of the following background, the County of El Dorado is considered an Interagency Merit System (IMS) county.

Pursuant to California Government Code Sections 19800 - 19810, the California Department of Human Resources (CalHR) is charged with the responsibility of ensuring that counties who receive federal funds for programs within their Social Services and Child Support Services departments adhere to the federal merit principles. CalHR has contracted with CPS HR Consulting (herein after referred to as Merit System Services) to provide daily and ongoing recruitment and selection as well as classification services that meet the federal mandates. In providing classification services, Merit System Services creates and maintains a classification plan which includes class specifications, and the County is required to maintain compliance with their classification plan.

Beginning in 2014, Merit System Services initiated a job analysis and classification study and began gathering data to identify the impact the Affordable Care Act (ACA) has had on the Eligibility Worker (EW) classifications within California counties. Among many tasks, Merit System Services held focus groups around the State, sent out surveys, received a total of 598 Job Analysis Questionnaire's from California county employees performing EW duties, held a subject matter expert panel, reviewed different classification structures, and provided recommendations and updated class specifications by way of a Eligibility Worker Classification Study Report (see attached).

Through the job analysis and classification study, there were many identified changes to the eligibility function, including:

- Scope of work and span-of-control
- Decision making and judgement
- Consequence of error

The additional EW duties required by the ACA include determining household composition based on tax filing status, enrolling customers in insurance programs offered through Covered California, determining advanced premium tax credits for private health insurance, explaining insurance plans and tax implications to customers, the implementation of a "No Wrong Door" policy, and added referrals from California Healthcare Eligibility, Enrollment, and Retention System.

With that, Merit System Services revised the EW class specs (and re-titled them to Eligibility Specialists) to be more in alignment with the changes to the duties and responsibilities of the classifications, as well as increased the minimum qualification patterns. (Merit System Services allowed the County to continue to use the old EW class specifications until the County could meet

with the appropriate stakeholders and obtain approval from the Board.)

The Eligibility Worker Classification Study Report also identified that due to the changes related to the EW jobs as well as the increase in essential duties and minimum qualifications, an increase in compensation may be warranted. The Human Resources Department reviewed and analyzed the changes (Merit System Services reports and class specifications) and confirmed a salary increase of 5% is consistent with the changes in duties and the required knowledge and abilities. Lastly, the Director of Human Resources met with both HHSA, the Chief Administrative Office, and Local 1 to discuss Merit System Services' changes to the class specifications and the overall changes to the duties and responsibilities, and all are in agreement with the 5% salary increase.

ALTERNATIVES

The Board could choose 1) not to adopt the class specifications in which the County would be non-compliant with Merit System Services' classification plan, 2) not to establish a salary range, job class number, and bargaining unit designation for the Merit System Services classification of Eligibility Specialist Trainee, 3) not approve the classification title changes for Eligibility Worker I/II, III, and Supervisor, and/or 4) reject the 5% increase to all salaries.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

Health and Human Services Agency and Local 1

CAO RECOMMENDATION

It is recommended that the Board approve this item.

FINANCIAL IMPACT

Based on the number of allocated positions, the cost increase related to the Eligibility Worker position is estimated to be \$288,000. This increase in actual cost will likely be less than this amount due to a number of vacant positions. The increase has been primarily absorbed by other related cost reductions totaling \$238,000. The net difference of costs equates to approximately \$49,000.

CLERK OF THE BOARD FOLLOW UP ACTIONS

Upon Board approval, please provide Katie Lee in Human Resources and James Robbins in Health and Human Services Agency with a copy of the fully executed Resolution.

STRATEGIC PLAN COMPONENT

Good Governance

CONTACT

Tameka Usher, Director of Human Resources

Patricia Charles-Heathers, Director of Health and Human Services Agency