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Contract Number

SAP Number

DEPARTMENT: ☐ **Arrowhead Regional Medical Center**

☐ **Department of Behavioral Health**

☐ **Department of Public Health**

Contract Representative

Telephone Number

Contractor

Contractor Representative

Telephone Number

Contract Term

October 1, 2023 through June 30, 2026

Original Contract Amount

Amendment Amount

Total Contract Amount

Cost Center

THIS CONTRACT is entered into in the State of California by and between San Bernardino County, hereinafter called the County, and _____ referenced above, hereinafter called Contractor.

IT IS HEREBY AGREED AS FOLLOWS:

WHEREAS, the County, through the Arrowhead Regional Medical Center, the Department of Behavioral Health, and the Department of Public Health, hereinafter referred to as the "Department", are required to provide person centered care and services, also known as California Advancing and Innovating Medi- Cal (CalAIM). CalAIM is a long-term commitment to transform Medi-Cal, making the program more equitable, coordinated, and person-centered to help people maximize their health and life trajectory; and

WHEREAS, Contractor agrees to provide enhanced care management services in accordance with the requirements of the CalAIM program; and

WHEREAS, the County desires to obtain the services of Contractor on the conditions set forth in this Contract,

NOW, THEREFORE, in consideration of mutual covenants and conditions, the parties agree as follows:

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Attachment A - Classification Listing with Designations

Attachment B - Position Descriptions

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I. DUTIES AND RESPONSIBILITIES OF CONTRACTOR

- A. Contractor shall be employed as an _____(see Job Classification Listing) assigned to _____(Department). Attachment A lists the Classifications, Column 1, Attachment B provides the specific duties and responsibilities assigned to Contractor by classification and Attachment C provides the salary grades.
- B. Contractor shall perform CalAIM program services at those places and times as scheduled by the Department Program Coordinator or designee and other specific duties outlined in the appropriate position description.

II. CONFLICT OF INTEREST

As a condition of employment, Contractor does hereby agree to follow and uphold the Conflict-of-Interest policy of the County's Personnel Rules as follows:

No official or employee shall engage in any business or transaction or shall have a financial or other personal interest or association which conflicts with the proper discharge of official duties or would tend to impair independence of judgment or action in the performance of official duties. Personal as distinguished from financial interest includes an interest arising from blood or marriage relationships or close business, personal, or political association. This section shall not serve to prohibit independent acts or other forms of enterprise during those hours not covered by active County employment providing such acts do not constitute a conflict of interest as defined herein. An employee is also subject to applicable provisions of the California Government Code, including but not limited to Sections 1090, 1126, 87100, and/or any other conflict of interest Code, policy, or rule applicable to County employment.

III. CODE OF CONDUCT

As a condition of employment, Contractor does hereby agree to follow and uphold the Code of Conduct provided by the Department.

IV. CONTRACT TERM

This Contract shall be effective _____ through June 30, 2026, subject to the termination provisions of this Paragraph. The Chief Executive Officer or the designated Department Director is authorized to issue a written notice to Contractor to extend the term of this Contract for a maximum of three successive one-year periods should the provider agreement for program services extend beyond the established term.

Notwithstanding the foregoing, either party may terminate this Contract at any time without cause with a fourteen (14) day prior written notice to the other party. This Contract may be terminated for just cause immediately by the Director of the Department or designee. Contractor shall serve at the pleasure of the Department Director, or designee, who shall have the full authority and discretion to exercise County rights under this Paragraph.

V. COMPENSATION OF CONTRACTOR

Upon the effective date of this Contract, Contractor shall be considered a contract employee in the County's unclassified service. Contractor shall receive only the benefits and compensation specifically set forth in this Contract. This Contract provides for the full compensation to Contractor for services required hereunder. This Contract supersedes any prior department employment contract of Contractor.

A. SALARY RATE

Contractor shall be compensated for services at a rate of \$_____per hour and shall be assigned to step _____ within the designated CalAIM Salary Grade_____ (Attachment A) established for the job classification, commensurate with duties.

Contractor shall not exceed 80 hours per pay period unless expressly authorized, pursuant to the Overtime provision of this Contract (Section D). Contractor does not gain probationary or regular status during the term of this Contract.

Contractors will receive one (1) step advancement, after each completion of 1040 service hours during the term of the contract up to the top step of the range based on a meets standards work performance rating.

B. RATE ADJUSTMENTS

Effective January 13, 2024, the County shall provide all Contract CalAIM program classification salary grades a three percent (3.0%) across the board salary increase.

Effective January 11, 2025, the County shall provide all Contract CalAIM program classification salary grades a three percent (3.0%) across the board salary increase.

If assessed values are less than a two percent (2.00%) increase in the previous fiscal year for the year of the effective rate adjustment and/or if the state, federal government or funded program change funding allocations or reduce funding for the program then the County shall have the right to defer or eliminate the rate adjustment. Additional salary adjustments to the ranges shall be effective only upon the execution of a written amendment to this Contract.

C. DIFFERENTIALS/INCENTIVES

a. BILINGUAL COMPENSATION

Contractor in positions designated by the Department to perform bilingual translation involving the use of English and a second language (including American Sign Language) as a part of their regular duties, shall be entitled to bilingual compensation. Such compensation shall apply regardless of the total time required per day for such translation. Contractors in such positions must be certified as competent in translation skills by Human Resources to be eligible for compensation, specifically Level 3 (Technical skill level: reading, writing and speaking English and a second language using medical or legal terminology). Compensation per pay period shall at the technical skill level 3 at sixty dollars (\$60.00) per pay period.

b. EMERGENCY INCENTIVES

Employee is eligible for County emergency incentives/bonuses to be granted at the discretion of the Department and Human Resources.

c. EVENINGS/NIGHTS AND DETENTION FACILITY DIFFERENTIALS

Evening and Night Shift Differentials.

Contractors assigned to a continuous or regularly recurring evening or night shift schedule shall receive additional shift differential over and above the established base rates of pay for all hours actually worked. Further, Contractors who provide relief work for other employees assigned to continuous or regularly recurring evening or night shift schedule shall receive shift differential compensation with prior approval of the appointing authority for all hours actually worked. Contractors shall be eligible to receive shift differential compensation only when the majority of hours worked are covered by a shift differential.

Contractors who work the majority of shift, including at least four (4) hours with or without intervening mealtime, between 6:00 p.m. and 12:00 a.m. (midnight), shall receive one dollar and twenty cents (\$1.20) per hour over and above their base hourly rate for all hours actually worked. Contractors who work the majority of shift, including at least four (4) hours with or without intervening mealtime, between 12:00 a.m. (midnight) and 8:00 a.m. of the following day, shall receive one dollar and seventy cents (\$1.70) per hour over and above their base hourly rate for all hours actually worked.

Detention Facility Differential

Contractors in the classifications designated below who are regularly assigned to a detention facility (i.e., the usual assignment where the contractor performs his/her work duties) shall receive a differential of one-dollar (\$1.00) per hour over and above their base hourly rate for all hours actually worked, up to eighty (80) hours per pay period:

- JI Medi-Cal Specialist
- ECM / JI Community Health Worker
- ECM LVN Care Manager
- ECM Behavioral Health Care Manager
- ECM Alcohol and Drug Counselor
- ECM Clinical Therapist
- ECM RN Care Manager

D. OVERTIME

If Contractor is authorized by the Department Director, or designee, to work overtime,

Contractor shall be eligible to receive overtime compensation as determined by their FLSA designation.

- a) Classifications in Attachment A, Column 3, that are identified as FLSA COVERED, are eligible to receive overtime, defined as all hours actually worked, in excess of forty (40) hours a work period during a pay period. Overtime shall be reported in increments of full fifteen (15) minutes and is non-accumulative and non-payable when incurred in units of less than fifteen (15) minutes. Contractor authorized by the Department Director or designee to work overtime shall be compensated at premium rates, i.e., one and one-half (1-1/2) times the employee's regular rate of pay. Payment for overtime compensation shall be made on the first payday following the pay period in which such overtime is worked, unless overtime compensation cannot be computed until some later date, in which case overtime compensation will be paid on the next regular payday after such computation can be made. In lieu of cash payment, upon request of the Contractor and Department Director or designee, an employee may accrue compensating time off at premium rate. Cash payment at the employee's regular rate of pay shall automatically be paid for any compensating time which exceeds eighty (80) hours, or for any hours on record immediately prior to termination of the contract.
- b) Classifications in Attachment A, Column 3, that are identified as FLSA EXEMPT, are eligible to receive overtime, defined as all hours actually worked in excess eighty (80) hours during a pay period. Contractor authorized by the Department Director or designee to work overtime shall be compensated at straight time compensating time off. Cash payment at the employee's base rate of pay shall automatically be paid for any compensating time off accumulated in excess of eighty (80) hours, or immediately prior to the termination of contract. Payment for overtime compensation shall be made on the first payday following the pay period in which such overtime is payable, unless overtime compensation cannot be computed until some later date, in which case overtime compensation will be paid on the next regular payday after such computation can be made.

E. PAYMENT

Contractor shall be paid bi-weekly for hours actually worked according to the procedures established by County's Auditor/Controller.

F. LEAVE PROVISIONS

Contractor shall receive, or be subject to, the following Leave Provisions in the same manner and amount as employees under the Consolidated MOU: Bereavement, Holiday, Sick, and Vacation. Refer to Item R in this Section for processing of leave balances upon termination of this Contract.

Contractors placed in the ECM/MH Program Manager or ECM Healthcare Program Administrator classifications who have been employed in a public jurisdiction in a comparable position may receive credit for up to four (4) years (full time equivalent) previous experience in the former agency(s) in determining their vacation accrual rate. Such determination as to the

comparability of previous experience and amount of credit to be granted rests solely with the Director of Human Resources. Requests for prior service credit should be made at the time of hire or as soon as possible thereafter, but in no event later than one (1) year from the employee's hire date.

Contractors placed in the ECM/ MH Program Manager and ECM Healthcare Program Administrator classifications shall be eligible to receive and use Administrative Leave in the same manner and amount as employees in the Management Unit.

G. MEDICAL AND DENTAL COVERAGE

Contractor must enroll in a medical and dental plan offered by the County unless already enrolled in comparable employer-sponsored group coverage. If eligible, Contractor shall receive the Medical Premium Subsidy (MPS) to offset the cost of medical plan premiums charged to Contractor. The MPS shall not be considered compensation earnable for purposes of calculating benefits or contributions for the San Bernardino County Employee's Retirement Association. The applicable MPS shall be paid directly to the provider of the County-sponsored medical plan in which the eligible Contractor has enrolled. In no case shall the MPS exceed the total cost of the medical insurance premium for the coverage selected (e.g., when the MPS amounts exceed the lowest HMO cost).

Contractor shall receive the following MPS amounts per pay period as applicable:

Coverage type	Scheduled for 40 to 60 hours	Scheduled for 61 to 80 Hours
Employee Only	\$131.69	\$263.38
Employee + 1	\$255.00	\$510.00
Employee + 2	\$360.29	\$720.59

If enrolled in a County-sponsored medical plan and all other Plan eligibility requirements are met, Contractor shall receive a Dental Premium Subsidy (DPS) amount per pay period as applicable:

Coverage Type	Scheduled for 40 to 60 hours	Scheduled for 61 to 80 hours
Employee Only Employee + 1 Employee + 2	\$4.73	\$9.46

The applicable DPS amount shall be paid directly to the provider of the County-sponsored dental plan in which the eligible employee has enrolled. In no case shall the DPS exceed the total cost of the dental insurance premium for the coverage selected (e.g., when the DPS amounts exceed the dental plan cost).

To be eligible for the MPS and DPS, Contractor must be scheduled for a minimum of forty (40) hours per pay period and have received pay for at least one-half plus one hour of scheduled hours

in a pay period.

Contractor shall not receive flex dollars if Contractor chooses to “opt-out” or “waive” from the County-sponsored health plans.

H. VISION CARE INSURANCE

Subject to carrier requirements, the County shall pay the premiums for vision care insurance for Contractor (employee-only coverage) if Contractor is in a paid status and is scheduled at least forty-one (41) hours per pay period.

I. LIFE INSURANCE

The County shall pay the premium for term life insurance, based on the Contractor’s classification as displayed in Attachment A, Column 1 and 4. Coverage will be based on the designated plan level (Attachment A) and scheduled work hours according to the table below. Life insurance will become effective on the first day of the pay period following the employee’s first pay period in which the employee is in paid status and shall continue for each pay period in which the employee is in a paid status. For pay periods in which the employee is not in paid status, the employee shall have the option of continuing life insurance coverage at the employee’s expense.

Plan Level	Scheduled for 40 to 60 Hours	Scheduled for 61 to 80 Hours
1	\$10,000	\$20,000
2	\$17,000	\$35,000
3	\$25,000	\$50,000

J. EXPENSE REIMBURSEMENT

Contractor shall be eligible for expense reimbursement in the same manner and amount as employees under the Consolidated MOU.

K. ACCIDENTAL DEATH AND DISMEMBERMENT

Contractor shall be eligible to purchase Accidental Death and Dismemberment Insurance coverage and additional supplemental term life insurance in the same manner and amount as offered by the County to employees in the Consolidated MOU.

L. RETIREMENT PLANS

If Contractor is regularly scheduled for and regularly works a minimum of forty (40) hours per pay period, Contractor shall participate in the County’s general employee retirement system during the term of this Contract. Contractor shall pay the required employee contribution for the term of the Contract. Contractor’s participation in the general retirement system shall be in accordance with the applicable terms of the County Employee Retirement Law of 1937, the California Public Employees’ Pension Reform Act of 2013 (Gov’t Code section 7522 et seq.), and the By-Laws and other requirements of the San Bernardino County Employees’ Retirement Association.

If Contractor has attained the age of sixty (60) prior to employment, Contractor may waive membership, at the time of hire, in the San Bernardino County Employee's Retirement Association. If Contractor regularly works less than forty (40) hours per pay period, waives membership, or otherwise does not meet the definition of a member of the retirement system, Contractor shall instead participate in the County's PST Deferred Compensation Retirement Plan.

M. DEFERRED COMPENSATION

Contractor shall be eligible to participate in the County's 457 (b) Deferred Compensation Plan, per the Plan document. Contractor shall not receive County match contributions with respect to participation in such Plan.

N. DEPENDENT CARE ASSISTANCE PLAN (DCAP) AND FLEXIBLE SPENDING ACCOUNT (FSA) PLAN FOR MEDICAL EXPENSE REIMBURSEMENT

Contractor shall be eligible to participate in the County's DCAP and FSA Plans in the same manner as employees in the Consolidated MOU and per the Plan documents. Contractor shall not receive any County match contributions with respect to participation in either plan.

O. LEGALLY REQUIRED BENEFITS

Contractor shall receive all benefits as required by law when eligible (e.g., FMLA, ACA, Military Leave, Time Off for Voting, and Medicare). Where the County provides a greater benefit than is required by law, Contractor shall only receive the minimum benefit in accordance with the law, unless the greater benefit is specifically provided for in another provision of this Contract.

P. SHORT-TERM DISABILITY

Contractor shall be eligible to receive the same Short-Term Disability insurance benefits as offered to employees in the Consolidated MOU.

Q. SERVICE AND EFFECTS ON BENEFITS

If Contractor was a County contract employee immediately prior to entering into this contract, without separation from County employment, execution of this contract shall not result in separation in County employment for purposes of determining eligibility for and level of benefits including, but not limited to health benefits, leave accrual rates, and retirement benefits. Thus, Contractor's rate for leave accruals is based on the start date of the period of continuous County employment that is extended by this contract. Contractor shall maintain and carry forward Holiday, Vacation, other paid leave, and Sick leave balances. Contractor's retirement contribution rate is based on the date Contractor began participation in the County's general employee retirement system.

R. BENEFITS UPON TERMINATION

Contractor Separated from County Service

Upon separation from County employment, Contractor shall be compensated for any unused Vacation and Holiday Leave at the then base rate of pay. Unused Sick Leave shall be forfeited.

Contractor to Regular County Employment

In the event this Contract is terminated because Contractor is appointed to a regular County position without a break in service, the Contractor shall be provided a new date of hire (i.e., Regular Hire Date). Eligibility for benefits, including, but not limited to, retirement system contributions, health benefits, and leave accrual rates shall be based upon the provisions of the applicable MOU or ordinance in effect at the time Contractor is appointed to a regular County position. Seniority, for purposes of layoff, shall be determined by the most recent Regular Hire Date or as otherwise provided in the applicable MOU.

At the sole discretion of the appointing authority of the County department or office in which appointment to the regular position is made, unused leave balances may be maintained and carried over. Any leave balances carried over shall be in accordance with the applicable MOU for the bargaining unit associated with the position hired into. Any leave balances not authorized to be carried over shall be distributed as outlined in "Contractor Separated from County Service" above.

Contractor to New Contract Position

In the event the Contractor accepts another Contract position with the County without a break in service, at the sole discretion of the appointing authority of the County department or office in which appointment to the Contract position is made, leave accrual rates and unused leave balances may be maintained and carried over. Any leave balances carried over shall be in accordance with the applicable MOU for the bargaining unit associated with the position hired into. Any leave balances not authorized to be carried over will be distributed as outlined in "Contractor Separated from County Service" above.

VI. GENERAL PROVISIONS RELATING TO CONTRACTOR

A. TOUR OF DUTY

Contractor's standard tour of duty (regularly scheduled work week) shall be established by the Director or designee. The Director, or designee, may modify or change the number of hours in a standard day, tour of duty or shift to meet the needs of the service. Contractor shall be required to work during such hours as necessary to carry out the duties of his position, as designated by the Director, or designee, and such hours may be varied so long as the work requirements and efficient operations of the County are assured.

B. CLASSIFICATION

Contractor will not attain regular status in this position, and as an unclassified Contract employee will not be provided those rights under the San Bernardino County Personnel Rules afforded only to employees who have attained regular status. This Contract does not expand or alter any jurisdiction established by the Personnel Rules or any MOU. Contractor shall adhere to the County's and Department's standards of employee conduct, including all applicable rules, policies, and regulations. Violation of applicable standards may result in Contract termination or lesser penalties.

C. WORKERS COMPENSATION AND LIABILITY COVERAGE

Contractor shall be covered by the County's Workers' Compensation insurance coverage

during the hours actually worked under this Contract. Contractor shall be covered by the County's Public Liability Insurance only while performing services under this Contract. Contractor shall only receive those benefits as required by law.

D. USE OF PRIVATE VEHICLE

If the services to be performed under this Contract require CONTRACTOR to drive a vehicle, CONTRACTOR must possess a valid California driver's license at all times during the performance of this Contract. CONTRACTOR agrees to allow County to obtain a Department of Motor Vehicles report of CONTRACTOR'S driving record.

In order for CONTRACTOR to be able to use a private vehicle during the performance of this Contract, CONTRACTOR shall be covered by vehicle liability insurance at least equal to the minimum requirements of the California Vehicle Code. Such requirements currently are:

1. Fifteen thousand dollars (\$15,000) for single injury or death.
2. Thirty thousand dollars (\$30,000) for multiple injury or death.
3. Five thousand dollars (\$5,000) for property damage.

Failure to comply with the requirements of this Paragraph shall be deemed cause for termination of this Contract, pursuant to Section IV.

E. EVIDENCE OF ELIGIBILITY TO WORK

Contractor shall submit evidence of eligibility to work in the United States and verification of identity within three (3) working days of the effective date of this Contract. Contractor shall submit to and successfully complete a pre-employment background check, including a medical examination through the County's Center for Employee Health and Wellness. This provision is satisfied if Contractor is a current/contract employee who previously met the requirement of this provision.

F. DIRECT DEPOSIT

Contractor must make and maintain arrangements for the direct deposit of paychecks into the financial institution of their choice via electronic fund transfer. Inability or failure by Contractor to make such arrangements will result in the County paying Contractor via pay card.

G. CONFIDENTIALITY

Contractor agrees to keep confidential all patient data, design concepts, algorithms, programs, formats, documentation, vendor proprietary information and all other original materials produced, created by or provided for the Department. In addition, upon termination of this contract, Contractor agrees to return all confidential materials to the Director or his/her designee.

H. MISCELLANEOUS

Government Code section 53243.2 requires the following provision be included in this Contract: If this Contract is terminated, any cash settlement related to the termination that Contractor may receive from the County shall be fully reimbursed to the County if Contractor is convicted of a crime involving an abuse of his or her office or position, as defined in Section 53243.4.

VII. CONCLUSION

This contract, consisting of twelve (12) pages, is the full and complete document describing services regarding the CONTRACTOR'S rights and obligations of the parties, including all covenants, conditions and benefits.

This Agreement may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Agreement. The parties shall be entitled to sign and transmit an electronic signature of this Agreement (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Agreement upon request.

SAN BERNARDINO COUNTY
Department of

►

, Director

Dated: _____

(Print or type name of corporation, company, contractor, etc.)

By _____
(Authorized signature - sign in blue ink)

Dated: _____

FOR COUNTY USE ONLY

Approved as to Legal Form	Reviewed for Contract Compliance	Reviewed/Approved by Department
► Cynthia O'Neill, Supervising Deputy County Counsel	►	►
Date	Date	, Director Date

Attachment A – CalAIM Classification Listing with Designations

Classifications (1)	Scope of Work	Salary Grade (2)		FLSA Designation (3)	Benefits Life Insurance (4)
		Grade	Max Hourly As of Oct 2023		
ECM Care Coordinator	B.1	ECM2	22.74	COVERED	Level 2
ECM / JI - Office Assistant	B.2	ECM3	24.75	COVERED	Level 1
JI Medi-Cal Specialist	B.3	ECM3	24.75	COVERED	Level 1
ECM Secretary	B.4	ECM3	24.75	COVERED	Level 1
ECM / JI - Community Health Worker	B.5	ECM3	24.75	COVERED	Level 2
ECM LVN Care Manager	B.6	ECM4	30.15	COVERED	Level 3
ECM Alcohol and Drug Counselor	B.7	ECM4	30.15	COVERED	Level 3
ECM Automated Systems Technician	B.8	ECM6	33.18	COVERED	Level 2
ECM Behavioral Health Care Manager	B.9	ECM7	38.46	COVERED	Level 3
ECM Informatics Analyst	B.10	ECM7	38.46	COVERED	Level 3
ECM Program Specialist	B.11	ECM12	45.66	COVERED	Level 3
ECM Epidemiologist	B.12	ECM12	45.66	EXEMPT	Level 3
ECM Clinical Therapist	B.13	ECM12	45.66	EXEMPT	Level 3
ECM CHW Supervisor/Trainer	B.14	ECM12	45.66	EXEMPT	Level 3
JI Medi-cal Specialist Supervisor	B.15	ECM12	45.66	EXEMPT	Level 3
ECM Automated Systems Analyst	B.16	ECM13	49.11	COVERED	Level 3
ECM Business Systems Analyst	B.17	ECM14	53.80	COVERED	Level 3
ECM/MH Program Manager	B.18	ECM15	54.22	EXEMPT	Level 3
ECM RN Care Manager	B.19	ECM16	58.10	EXEMPT	Level 3
ECM Nursing Program Coordinator	B.20	ECM16	58.10	EXEMPT	Level 3
ECM Nurse Informatics Coordinator	B.21	ECM16	58.10	EXEMPT	Level 3
ECM Healthcare Program Administrator	B.22	ECM17	60.63	EXEMPT	Level 2

**Position Description
ECM CARE COORDINATOR**

Duties may include, but are not limited to, the following:

- Conducts daily scrub of enrolled patients to identify patients coming into the clinic for PCP or specialty visit to assign ECM team member for engagement with patient.
- Conduct daily scrub of inpatient census list and patient alerts in Care Director to identify patients with new hospitalization or ED visit.
- Prepare and present assigned patients in SCR meetings.
- Participate in SCR meetings, serving as scribe for meeting to enter SCR notes are documented into database, keep meeting time, and ensure meeting moves along
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective,
- Conduct assessments including, but not limited to CHA and PHQ9.
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Provide warm hand off to other ECM team roles as appropriate to enhance patient care.
- Any other duties commensurate with the role.

Position Description

ECM Office Assistant

Duties may include, but are not limited to, the following:

- Collects, enters, processes, sorts, and tabulates information according to departmental process and procedure. At higher classification levels, processes involve a wide range of procedures, research, decision making, and discretion.
- Answers telephones, takes and relays messages and/or receives visitors.
- Provides general information, instruction and assistance regarding programs and services to the public and other employees; answers questions regarding specific departmental procedures and practices; provides information over the telephone and makes appointments.
- Prepares/compiles letters, memoranda, reports, case histories, invoices, statements, warrants, permits, charts, tables, claims, tax lists, deeds, court orders, mortgages and marriage license and records reports, bills, vouchers, receipts, lists, schedules, appointments, orders, notices and statistical data and other documents related to the area assigned.
- Requests and accepts records and other information from a variety of sources. Inputs and maintains data into various database programs, posts information from various reports and documents to appropriate records. Audits and verifies documents and other records for a variety of purposes to include accuracy, legality, consistency
- Operates a variety of office equipment such as computer terminals, calculators, fax, copier, information and image management systems, copiers, sorters, viewers and other office machines to enter and retrieve data, produce and/or process, materials to include correspondence, memoranda, reports, numeric data, requisitions, tabulations and statements.
- Maintains manual and computerized alphabetical, numerical, or subject matter files; sorts and files correspondence, bills, invoices, requisitions, demands, contracts, permits, applications, work orders, purchase orders, inter-office memoranda and a wide variety of other documents, records and similar media; pulls material from files; purges files as needed or scheduled.
- Makes mathematical calculations; assembles, tabulates, and compares financial and other data; compiles a variety of data to include statements, claims, reports, and payroll data.
- Schedules appointments and meetings for individuals and groups; notifies attendees and prepares meeting material(s); records meeting results.
- Assists in the training of other staff members as needed.
- Stores and distributes office supplies; keeps a record of supplies needed, received, and issued; compares bills and invoices against order sheets or purchases orders and against receiving records; May confer with vendors, order a variety of supplies, equipment and other items; may log, check and record the receipt and delivery of various purchases.
- Prepares, composes, types or assembles information into proper form from outlined instructions or established procedures including letters, forms, records and reports from rough drafts, marginal notes or verbal instructions, types bills, vouchers, receipts, lists, schedules, orders, notices and statistical data.
- Any other duties commensurate with the role

Position Description
Justice-Involved (JI) Office Assistant

- Collects, enters, processes, sorts, and tabulates information according to departmental process and procedure. At higher classification levels, processes involve a wide range of procedures, research, decision making, and discretion.
- Answers telephones, takes and relays messages and/or receives visitors.
- Provides general information, instruction and assistance regarding programs and services to the public and other employees; answers questions regarding specific departmental procedures and practices; provides information over the telephone and makes appointments.
- Prepares/compiles letters, memoranda, reports, case histories, invoices, statements, warrants, permits, charts, tables, claims, bills, vouchers, receipts, lists, schedules, appointments, orders, notices and statistical data and other documents related to the area assigned.
- Requests and accepts records and other information from a variety of sources. Inputs and maintains data into various database programs, posts information from various reports and documents to appropriate records. Audits and verifies documents and other records for a variety of purposes to include accuracy, legality, consistency
- Operates a variety of office equipment such as computer terminals, calculators, fax, information and image management systems, copiers, sorters, viewers and other office machines to enter and retrieve data, produce and/or process, materials to include correspondence, memoranda, reports, numeric data, requisitions, tabulations and statements.
- Maintains manual and computerized alphabetical, numerical, or subject matter files; sorts and files correspondence, bills, invoices, requisitions, demands, contracts, permits, applications, work orders, purchase orders, inter-office memoranda and a wide variety of other documents, records and similar media; pulls material from files; purges files as needed or scheduled.
- Makes mathematical calculations; assembles, tabulates, and compares financial and other data; compiles a variety of data to include statements, claims, reports, and payroll data.
- Schedules appointments and meetings for individuals and groups; notifies attendees and prepares meeting material(s); records meeting results.
- Assists in the training of other staff members as needed.
- Stores and distributes office supplies; keeps a record of supplies needed, received, and issued; compares bills and invoices against order sheets or purchases orders and against receiving records; May confer with vendors, order a variety of supplies, equipment, and other items; may log, check and record the receipt and delivery of various purchases.
- Prepares, composes, types or assembles information into proper form from outlined instructions or established procedures including letters, forms, records and reports from rough drafts, marginal notes or verbal instructions, types bills, vouchers, receipts, lists, schedules, orders, notices and statistical data.
- Any other duties commensurate with the role.

Position Description
CalAIM Medi-Cal Specialist

Interview inmates upon booking to secure a Medi-Cal application. Assist in the application process for Medi-Cal, with any supplemental forms required and verifications requested by TAD eligibility workers.

Duties may include, but are not limited to, the following:

- Interviewing and screening inmates and/or parents of juvenile individuals to determine Medi-Cal eligibility by using the following criteria: AFDC (Parents with minor children under the age of 21 years old living in the home); Aged, Blind or a Disablement lasting more than 12 months; Pregnancy; minors under 21.
- Interacting and coordinating patient's benefits with Human Services System (HSS) Eligibility Workers, Social Workers, Social Security Administration, and other entities, as necessary.
- Maintaining all logs, interpreting data to increase performance where needed.
- Maintaining updates on new Medi-Cal rules and regulations.
- Monitor the accounts for status utilizing DHCS Eligibility Verification portal and maintain consistent communication with TAD eligibility workers.
- Face-to-Face interaction with inmates in all facilities to complete Medi-Cal applications. Set up appointments with parents of juvenile individuals to complete Medi-Cal applications or as necessary.
- Provide vacation and temporary relief as required.
- Perform related duties and projects as assigned or requested.
- Any other duties commensurate with the role.

Position Description

Attachment B.4

ECM Secretary

Duties may include, but are not limited to, the following:

- Composes brief, factual correspondence following general directions or notes.
- Types letters, reports, numerical and technical material and minutes from draft, shorthand, or recorded dictation; takes dictation as required.
- Proofs and corrects material for grammar, punctuation, spelling, accuracy, format, and conformance to administration policy.
- Screens and directs mail and calls; provides information requiring some interpretation of procedures and the supervisor's viewpoint.
- Keeps supervisor's calendar and makes appointments as directed; makes travel arrangements and prepares expense reports.
- Searches for specific material and compiles reports as instructed.
- Keeps and maintains files, logs and records, including budget, personnel and payroll records.
- Schedules meetings and conferences; prepares materials and agenda; may represent supervisor at meetings; takes, transcribes and distributes minutes.
- Relieves supervisor of administrative detail such as checking time and attendance reports and approving purchase requisitions.
- Trains or orients new employees; may assign and review the work of others.
- Any other duties commensurate with the role.

Position Description

Attachment B.5

ECM Community Health Worker

Duties may include, but are not limited to, the following:

- Build supportive working relationship with ECM patient to fully understand patients' needs and deficits from patient's perspective
- Engage with ECM patients both within the clinic and community agencies, as well as in the patient's home environment, wherever it may be
- Assist ECM patients in getting the most of their PCP and specialty provider visits by conducting pre and post visit contacts using "Pre visit" and "Post visit" patient facing forms
- Provide accompaniment to PCP, specialty, and social service visits as needed to provide emotional support and gain further understanding of patient's deficits when engaging with service providers
- Evaluate patient's levels of health literacy and "translate" communications with providers and nursing staff
- Conduct assessments including, but not limited to CHA, PHQ9, and BAM
- Ongoing evaluation of patient needs and referral to appropriate resources to address social determinates of health
- Provide medication review with patients at their home or at the clinic, which includes providing patient with a pill box and individualized plan for filling the pill box, as instructed by RNCM
- Provide assistance in applying for and connecting with public and community benefits and resources, including educating patients on qualifying criteria for various benefits and resources
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients
- Prepare documentation and present assigned patients in SCR meetings
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Any other duties commensurate with the role.

Position Description
Justice-Involved (JI) Community Health Worker

Attachment B.5

Duties may include, but are not limited to, the following:

- Build supportive working relationship with ECM patient to fully understand patients' needs and deficits from patient's perspective
- Engage with ECM patients both within the clinic and community agencies, as well as in the patient's home environment, wherever it may be
- Assist ECM patients in getting the most of their PCP and specialty provider visits by conducting pre and post visit contacts using "Pre visit" and "Post visit" patient facing forms
- Provide accompaniment to PCP, specialty, and social service visits as needed to provide emotional support and gain further understanding of patient's deficits when engaging with service providers
- Evaluate patient's levels of health literacy and "translate" communications with providers and nursing staff
- Conduct assessments including, but not limited to CHA, PHQ9, and BAM
- Ongoing evaluation of patient needs and referral to appropriate resources to address social determinates of health
- Provide medication review with patients at their home or at the clinic, which includes providing patient with a pill box and individualized plan for filling the pill box, as instructed by RNCM
- Provide assistance in applying for and connecting with public and community benefits and resources, including educating patients on qualifying criteria for various benefits and resources
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients
- Prepare documentation and present assigned patients in SCR meetings
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Provide Medi-Cal enrollment assistance.
- Any other duties commensurate with the role.

ECM LVN CARE MANAGER

In addition to duties within the LVN scope of practice, duties may include, but are not limited to, the following:

- Provide individualized patient education based on patient's complex conditions and needs, including education on disease processes.
- Acts as point of contact, primarily for patients with highest complexity physical health conditions from the 250 patient ECM team active patients.
- Provide Medication reconciliation
- Provide education for BH clinicians and CHWs on patient physical health conditions and home care instructions
- Review medications with CHW prior to home visit for medication review
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective,
- Develop a shared care plan **with** patient
- Provide assistance with transition of care (TOC) following hospitalization, ED visit, skilled nursing facility stay, etc.
- Communicate with primary care provider (PCP) regarding patient's concerns, advocate for patient regarding treatment options
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Conduct assessments including, but not limited to Comprehensive Health Assessment (CHA), Patient Health Questionnaire 9 (PHQ9 - depression screening), and BAM
- Prepare documentation and present assigned patients in SCR meetings
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Any other duties commensurate with the role.

Position Description

Attachment B.7

ECM Alcohol and Drug Counselor

Duties may include, but are not limited to, the following:

- Screen for alcohol and substance use disorder (SUD) using screening, brief intervention, and referral to treatment (SBIRT)
- Provide alcohol and substance abuse counseling to patients expressing interest in stopping alcohol/substance use
- Provide education to patients and patient's families/support systems on SUD and treatment options as appropriate
- Provide education to ECM team members, providers, and clinic staff on SUD and treatment options as appropriate
- Engage patients identified to have SUD and are not yet ready to quit using Motivational Interviewing and Harm Reduction techniques to support patients in increasing motivation to change problematic alcohol/substance use.
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective
- Conduct assessments including, but not limited to CHA, PHQ9, and BAM
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Provide warm hand off to other ECM team roles as appropriate to enhance patient care.
- Any other duties commensurate with the role.

Position Description
Automated Systems Technician

Attachment B.8

Duties may include, but are not limited to, the following:

- Act as liaison with the County's centralized data processing organization, vendors or consultants to coordinate the implementation, daily operations, maintenance and control of a department or group's data processing services; evaluate and document performance and modify procedures to meet user needs.
- Receive and reviews requests for technical support services and products; write work orders for approved requests; confers with DIS or vendor personnel to correct hardware and software problems.
- Coordinate or perform installation, maintenance, and repair of data processing equipment; research and troubleshoots possible problems in workflow or equipment; perform routine operating procedures such as system start up, shut down and systems backup.
- Code or assist in coding packaged or utility software applications, user menus and tables, design reports, forms, and computer screens.
- Instruct operators and users in the set up and operation of data entry or data terminal machines and peripheral equipment, plan and coordinate vendor training for the department or group.
- Establish procedures to control the auditing of source documents and computer outputs; develop written procedures and user manuals for automated systems; maintain records on job schedules, work orders and data processing bills; assure computer and data security.
- Consult with department or group staff regarding production requirements, deadlines, flow of work and scheduling priorities; gather information required for systems development.
- Coordinate the acquisition of computer products and services; install and instruct employees on the use of various unmodified packaged software for word processing and other business applications.
- Review output documents and test data to ensure accuracy; meet with local or central data processing personnel to identify and correct problems.
- Explain the benefits to be derived from and the possible applications of data processing systems; explain file layouts to users.
- May supervise a small support staff.
- Prepare and maintain necessary reports, records, and correspondence.
- Provide vacation and temporary relief as required.
- Any other duties commensurate with the role.

Position Description ECM Behavioral Health Care Manager

Duties may include, but are not limited to, the following:

- Provide support to assigned ECM teams,
- Engage in outreach activities to enroll patients into ECM supportive programs, using various strategies detailed in outreach workflows
- Maintain contact with ECM team to remain informed on current team active patient caseloads.
- Assist in initiating initial CHA, PHQ9, and other assessments as appropriate.
- Maintain contact with ECM team to determine team's need for assistance in contacting disengaged patients to meet program metrics and ensure patient support.
- Provide providers and clinic staff with psychoeducation regarding patient Behavioral Health (BH)/SUD conditions, symptom presentation, and appropriate level of care.
- Assist with linkage to appropriate level of care.
- Provide support and education to team members working with patients with BH/SUD conditions who are not yet ready or willing to engage in therapy.
- Provide support to family members and caregivers of patients to help them in assisting patients.
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective.
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Conducting assessments including Comprehensive Health Assessment (CHA), PHQ9 (depression screening), etc.
- Development of shared care plan **with** patient.
- Prepare documentation and present assigned patients in Systematic Case Review (SCR) meetings.
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Any other duties commensurate with the role.

**Position Description
ECM Informatics Analyst**

Attachment B.10

Duties may include, but are not limited to, the following:

- Identifies, gathers, analyzes and documents business requirements for business application and information technology projects; translates work processes into business and functional requirements; writes business and functional specifications; documents application deployment, work flow and overall system configuration with an emphasis on patient care modules to improve patient care and clinical outcomes; recommends alternatives as appropriate; works with application vendors/other resources.
- Acts as a point of contact with ECM stakeholders; attends meetings; acts as consultant; uses nursing experience and knowledge of the department's clinical and business processes, policies and procedures, patient care and clinical business objectives, regulatory requirements and industry best practices to translate clinical methodologies into specifications, documentation and project plans.
- Collaborates with ECM stakeholders to design analyses that identify opportunities for improvements in care, evaluates adherence to clinical best practice, and measures outcomes; provides innovative solutions utilizing best practices, use of standards, and develops design to create and maintainable system solutions.
- Utilizes knowledge of clinical processes and nursing practice to assess, plan, implement/develop, monitor and maintain information system applications in partnership with health care providers and staff to achieve organizational goals.
- Identifies, analyzes, and recommends improvements and enhancements to operational processes, system automation, and information flows to ensure greater integration of functions within the organization with a focus on clinical workflow; analyzes and monitors effectiveness of clinical workflow processes; makes recommendations.
- Designs, performs, and documents data analysis in support of clinical improvement; utilizes quality improvement principles, develops and evaluates quality and regulatory reports in support of clinical excellence and regulatory compliance; monitors systems impact on user and departmental workflows, and incorporates results into systems enhancements.
- Serves as a clinical resource and subject matter expert; maintains knowledge of best practices and current advances in healthcare and information technology; combines nursing knowledge, skills and experience with technical knowledge to create systems that improve the quality of patient care.
- Guides customers and delivery teams in appropriate use of systems; monitors and evaluates effectiveness of systems; manages master file changes with approval as appropriate.
- Implements testing requirements and processes including scripts, records test results, facilitates end user testing, hardware testing, and maintains test environments; makes recommendations.
- Provides testing for new modules and system upgrades; installs or upgrades software applications; and troubleshoots software and application related problems; participates in the evaluation of new module releases and provides complex analysis and evaluation of systems effectiveness in providing clinical pathways of documentation.

Position Description

- Prepares project descriptions, time estimates, cost estimates and justifications for project activities, enhanced system modifications and develops project schedules, monitors performance and reports progress toward those milestones.
- Writes detailed program specifications; defines input/output data relationships, and sequence of operations necessary to perform programming for difficult systems and subsystems; participates in the evaluation of new module releases.
- Manages complex security classification templates and sub-template requirements to provide the appropriate level of access, while ensuring the protection of patient health information with supervision.
- Follows quality assurance standards, systems development and delivery methodologies, change management and release management processes to communicate system changes.
- Assists with the development of user training materials, and updates and maintains user training manuals as needed; provides training.
- May write code using county approved languages to solve problems with existing programs and to create new interfaces and applications from design requirements.
- Any other duties commensurate with the role.

Position Description

Attachment B.11

ECM Program Specialist

Duties may include, but are not limited to, the following:

- ☐ Serves as primary staff assistant to the department Director or Deputy Director and as liaison between the department and Human Resources.
- ☐ Serves as the team leader for a small staff of Program Specialists.
- ☐ Analyzes and interprets federal and state laws, regulations, court orders and directives from the State for impact on current operations. Reviews local operation, policies, and procedures to ensure compliance.
- ☐ Performs analytical studies of organizational systems, procedures, policies, and practices; proposes new or modifies administrative policies, organization and procedures; as approved, coordinates the implementation of adopted recommendations.
- ☐ Develops knowledge assets/tools to facilitate adopted recommendations for agency/department, policy and procedure handbooks, automated tools, forms and user guides.
- ☐ Writes or coordinates with others in preparing requests for proposals and contracts for performance of services with the primary responsibility to assure compliance with program regulations; assists in evaluating bids, recommends to management which contractors to select; monitors program aspects of contracts as assigned.
- ☐ Analyzes existing operations, procedures and systems within program area. Makes recommendations for organizational or procedural changes, which will result in effective business processes within the framework of legal requirements.
- ☐ Performs preliminary and detailed planning for implementation of new or revised programs and procedures. Conducts formal or informal training of program implementation.
- ☐ Coordinates and participates in development of an automated system used for designing, monitoring and implementing agency/department business processes and services.
- ☐ Undertakes other special projects and compiles statistical reports as assigned.
- ☐ Acts in a liaison capacity between the department and County Counsel.
- ☐ Participates in quality assurance meeting and conducts special studies to address deficiencies.
- ☐ Coordinates with other county agencies, departments or units and other jurisdictions as needed to solve mutual problems, complete assignments and/or exchange information.
- ☐ Conducts community-based needs assessments and recommends improvements in the delivery systems for assigned program(s).
- ☐ Represents the agency/department at local, regional, and statewide meetings and conferences.
- ☐ Provides vacation and temporary relief as required.
- ☐ Any other duties commensurate with the role.

Position Description

Attachment B.12

ECM Epidemiologist

Duties may include, but are not limited to, the following:

1. Investigates epidemics or outbreaks of diseases, either by field participation or by analysis of pertinent data collected by department personnel, to determine the cause and probable source of disease.
2. Reviews and monitors epidemiological case histories, health statistics, demographic data and laboratory reports to identify epidemiologic trends, locations and sources.
3. Designs and conducts epidemiologic surveys; assesses risks of possible epidemics or communicable disease hazards; recommends control procedures based on such assessments.
4. Coordinates work of nurses, investigators, and health educators in investigating, reporting and analyzing outbreaks.
5. Serves as resource and technical consultant on active or potential disease patterns, causation, and potential remedial actions to physicians, nurses, public health officials, and the public.
6. Prepares grants and technical reports.
7. Provides vacation and temporary relief as required.

ECM Clinical Therapist

Duties may include, but are not limited to, the following:

- ☐ Provide brief, solution focused psychotherapy
- ☐ Assists in identifying appropriate level of care for behavioral health and substance use conditions
- ☐ Acts as point of contact, primarily for patients with behavioral health or co-occurring substance use disorder (SUD) from the 250 patient ECM team active patients.
- ☐ Provide patients with psychoeducation regarding their condition and appropriate level of care
- ☐ Provide providers and clinic staff with psychoeducation regarding patient Behavioral Health (BH)/SUD conditions, symptom presentation, and appropriate level of care.
- ☐ Assist with linkage to appropriate level of care
- ☐ Provide support and education to team members working with patients with BH/SUD conditions who are not yet ready or willing to engage in therapy
- ☐ Provide support to family members and caregivers of patients to help them in assisting patients
- ☐ Provide assistance with transitions of care (TOC) following behavioral health hospitalization or behavioral health crisis,
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective
- ☐ Ensure engagement attempts and completion of tasks related to metrics for assigned patients
- ☐ Conducting assessments including Comprehensive Health Assessment (CHA), PHQ9 (depression screening), Brief Addiction Monitoring (BAM), etc.
- ☐ Development of shared care plan **with** patient
- ☐ Prepare documentation and present assigned patients in Systematic Case Review (SCR) meetings.
- ☐ Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- ☐ Any other duties commensurate with the role.

ESM CHW Supervisor/Trainer

Duties may include, but are not limited to, the following:

- ☐ Develops, implements and monitors the ECM Community Health Worker (CHW) Program; erves as a lead over CHWs; maintains CHW scope of work, assists in the selection process for future CHWs; assigns work, reviews work, and provides input on evaluations.
- Trains CHWs on working with special populations, such as children/youth and justice-involved juveniles and adults, and the Departments involved, such as Probation, Children Family Services, and Sheriff's.
- ☐ Works with physicians and other health care professionals to develop a patient care plan. Recommends adjustments to the plan as needed and instructs the CHW navigator on facilitating referrals, appointments, biopsies and insurance paperwork for patients to ensure timely treatment.
- ☐ Develops and implements policies and procedures for the program. Ensures compliance with all regulatory agency standards.
- ☐ Participates in the development of assessment tools, care management guidelines, pathways and algorithms for care of patients.
- ☐ Monitors and evaluates existing and new legislation that relates to the program; revises policies and procedures as needed to reflect changes. Participates in the long term vision of the program.
- ☐ Assists in the analysis and synthesis of outcome and reports to identify gaps in care and implement process improvement.
- Assesses the health status of patients in the program; conducts initial assessment interviews and screenings; monitors patient's treatment and track outcomes and relevant data through automated or manual systems.
- ☐ Coordinates quality assurance and performance improvement initiatives related to the program. Works with the Managed Care Plans to resolve program issues and improve services provided.
- ☐ Provide vacation and temporary relief as required.

Position Description

Attachment B.15

JI Medi-Cal Specialist Supervisor

Under general administrative direction plan, organize and supervise the administrative operations of an assigned department or group providing complex and varied administrative support; perform related duties as required.

Duties may include, but are not limited to, the following:

- ☐ Supervise Medi-Cal specialists in Medi-Cal application screening process
- ☐ Send a daily departmental report highlighting data concerning coverage, applications, staffing, and important updates.
- ☐ Monitor Active Medi-Cal inmate report to ensure aid code switches are being done at point of booking to MCIP and upon release to full-scope benefits.
- ☐ Review all Coverage files with an outcome.
- ☐ Participate in various meetings to present department updates and procedures.
- ☐ Review, manage, and submit payroll for staff
- ☐ Complete Work Performance Evaluations
- ☐ Maintain various departmental overview tasks
- ☐ Distribute daily work obtained from Inmate and Juvenile facilities that contain daily releases,
- ☐ Facilitate work discussions,
- ☐ Oversee correspondence between departments
- ☐ Identify and provide coaching for errors, supervise work performance, and monitor productivity to ensure meeting daily goals.
- ☐ Correspond with TAD for in custody holds on medical eligibility, maintain custody database for medical switches, and research & switch in custody patients once aid code has been successfully updated.
- ☐ Develop and monitor weekly/monthly reporting as required for both correctional and youth correctional facilities
- ☐ Any other duties commensurate with the role.

Position Description

Attachment B.16

ECM Automated Systems Analyst

Duties may include, but are not limited to, the following:

- ☐ Defines all of the data processing systems requirements performed on the County's central computers for a department/organization; identifies organizational data processing and computing needs and interprets them to DIS; designs and/or assists in designing more difficult systems, including Local Area Networks and Wide Area Networks; provides input and output requirement formats; oversees the implementation of new systems and ensures their proper operation.
- ☐ Conducts procedural, informational, and functional systems analyses for the purposes of automating systems, designing new and/or modified systems and providing statistical and quantitative data to management; identifies problem areas and performs needs assessments; performs cost benefit analysis on proposed systems.
- ☐ Oversees the department's local computer operations; proposes and coordinates the systems configuration, which may include networking systems; develops systems edits and determines the number of fields and screens; develops access codes; determines information required of each screen; supervises or writes and modifies local application programs.
- ☐ Interacts with DIS staff and hardware/software vendors regarding office automation technology and the department's needs; writes detailed specifications; evaluates equipment and software capabilities; performs cost/benefit analysis; makes recommendations to management.
- ☐ Plans, assigns, and reviews the work of a small subordinate staff of analysts and technicians; conducts performance evaluations and performs other personnel-related activities.
- ☐ Serves as resource consultant for an organization on data analysis and processing, research methodology, and systems development; may document technical data descriptions; analyze program coding requirements, operator instructions, and organizational procedures.
- ☐ Instructs and trains organizational personnel on data processing operations, including distributed and networking computer systems; establishes local procedures for adhering to computer and data security systems; resolves data processing service complaints between organizational users and DIS.
- ☐ Prepares and reviews a variety of reports, correspondence, and other documents.
- ☐ Any other duties commensurate with the role.

ECM Business Systems Analyst

Duties may include, but are not limited to, the following:

- ☐ Identifies, gathers, analyzes and documents business requirements for business application and information technology projects; translates work processes into business and functional requirements; writes business and functional specifications; develops departmental forms and templates; identifies and provides business rules, quality standards, policies and procedures.
- ☐ Reviews and approves prototypes and design specifications; develops and coordinates acceptance criteria; assists with the development of test and implementation plans.
- ☐ Identifies security and application access needs for department and agency customers; assists with the development and administration of departmental and agency security definitions and profiles; assists with the maintenance of security authorizations; identifies and develops recommendations for other system controls.
- ☐ Develops or assists with the development of cost estimates, cost/benefit analysis, and project justifications; develops or assists with the development of funding requests and approvals.
- ☐ Tests information technology applications and systems; writes departmental and agency system documentation; develops and writes training documentation and trains departmental and agency customers.
- ☐ Identifies business application and information technology solutions and opportunities for resolving business problems; performs workflow analysis.
- ☐ Serves as project leader in the development of project priorities, plans and schedules; may assign project tasks to team members; monitors project progress and provides status reports; develops and recommends project change orders; supports departmental quality standards.
- ☐ Determines cause of application and system problems; develops, recommends, and implements solutions.
- ☐ Coordinates with departmental customers and other County department staff with project activities and tasks; coordinates with vendors and other external agencies regarding system interfaces and other business application and information technology issues.
- ☐ Meets with department and agency customers for preliminary study of information technology work orders to advise and assist customers in detailing their business analysis needs; plans and conducts meetings.
- ☐ Reviews, evaluates and recommends software and other information technology solutions; assists with the preparation of Request for Proposals; evaluates proposals, prepares and presents recommendations.
- ☐ Assists with the training of other departmental business systems analyst staff; supports professional and technical capabilities of team members; assists with guiding business systems analyst staff in analyzing, testing, and implementing information technology projects.
- ☐ Reviews or assists with the review of team member performance and team project progress to ensure compliance with customer requests, cost effectiveness, and team capability to produce and support information technology applications and systems within allocated resources; recommends alternative actions to meet schedules; provides status reports.
- ☐ Resolves problems in the analysis, testing, documentation, and implementation of a system.
- ☐ Any other duties commensurate with the role.

**Position Description
EC/MH Program Manager**

Attachment B.18

Duties may include, but are not limited to, the following:

- Participate in interdisciplinary meetings (Systematic Case Reviews) and engage with leadership and staff of various departments and clinics to ensure program policies are implemented as designed.
- Engage in Quality Improvement tasks for both Enhanced Care Management service delivery and Patient Satisfaction.
- Supervise, select, assign, review and evaluate support staff for program, may handle disciplinary matters.
- Participate in preparation of the program budget under direction of the Healthcare Program Administrator (HPA).
- Monitor program goals and productivity statistics for compliance with state and county regulations and report trends to HPA.
- Coordinate with department staff in meeting and needs of the program.
- Assist in the development of proposals to meet community needs and to develop standards for, evaluating ECM services.
- Provide vacation and temporary relief as required
- Any other duties commensurate with the role

ECM RN CARE MANAGER

In addition to duties within the RN scope of practice, duties may include, but are not limited to, the following:

- Provide individualized patient education based on patient's complex conditions and needs, including education on disease processes.
- Acts as point of contact, primarily for patients with highest complexity physical health conditions from the 250 patient ECM team active patients.
- Provide Medication reconciliation
- Provide education for BH clinicians and CHWs on patient physical health conditions and home care instructions
- Review medications with CHW prior to home visit for medication review
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective,
- Develop a shared care plan **with** patient
- Provide assistance with transition of care (TOC) following hospitalization, ED visit, skilled nursing facility stay, etc.
- Communicate with primary care provider (PCP) regarding patient's concerns, advocate for patient regarding treatment options
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Conduct assessments including, but not limited to Comprehensive Health Assessment (CHA), Patient Health Questionnaire 9 (PHQ9 - depression screening), and BAM
- Prepare documentation and present assigned patients in SCR meetings
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Any other duties commensurate with the role.

Duties may include, but are not limited to, the following:

- ☐ Oversee ECM patient care, education and follow through for a specific specialty program.
- ☐ Monitor ECM nursing staff and provider compliance with policy, regulatory requirements and state of the art practice in area of specialty.
- ☐ Conduct ECM patient assessments and initiate required testing, treatment or medication management; may perform direct patient care.
- ☐ Direct collection of data and statistical analysis and develop quality assurance initiatives for program. Provide information to national databases or registries.
- ☐ Function as liaison between services, patients and families. Interact with external agencies, providers and regulatory authorities.
- ☐ Provide education to community, staff, medical professionals, students, external providers, patients and families, including advanced practice training to nursing staff.
- Function as clinical expert identifying physical and psychosocial issues impacting patients' well being and act as a consultant to ECM staff, students and physicians regarding patient care.
- ☐ Represent ECM program interests and provide expertise for patient services on interdepartmental committees and task forces.
- ☐ Develop, write and implement educational and promotional materials as well as policies and procedures to assure compliance with regulatory requirements and Medical Center practice.
- ☐ Provide vacation and temporary relief as required.
- ☐ Any other duties commensurate with the role

ECM Nurse Informatics Coordinator

Duties may include, but are not limited to the following:

- Integrates nursing science with multiple information and analytical sciences to identify, define, manage, and communicate data, information, knowledge, and wisdom in nursing practice.
- Supports nurses, consumers, patients, the interprofessional healthcare team, and other stakeholders in their decision-making in all roles and settings to achieve desired outcomes.
- Use information structures, information processes, and information technology to develop strategies and recommendation for process improvements.
- Provides oversight of system design and development, education, support, and evaluation across program systems with the goal of improving health to our patient populations.
- Identify issues and the design, development, and implementation of effective informatics solutions and technologies within the clinical, administrative, educational, and research domains of practice.

Duties may include, but are not limited to, the following:

- Directs, oversees, monitors, implements the administration of confidential and sensitive healthcare programs or special projects to meet objectives, and initiatives; sets priorities and resource allocation.
- Collects and analyzes data, generates reports, develops data metrics, analyzes results, oversees the preparation, or prepares and submits reports; develops action plans and makes recommendations.
- Researches, analyzes, and monitors legislation, regulations and program needs, develops guidelines, and implements process, policy and procedure changes, monitors program effectiveness; establishes plans and strategies for improvements.
- Establishes program standards, priorities and objectives, conducts studies; monitors initiatives; ensures compliance with regulations and attainment of program goals and improved outcomes.
- Develops and determines program/project goals, objectives, and financial requirements; develops quality indicators and relevant quantifiable criteria, ensures compliance with regulations, reimbursement requirements, and quality and performance standards.
- Conducts investigations and audits, special studies, prepares reports; consults with management and/or administration on technical or procedural issues.
- Directs teams and committees involved in promoting compliance and program effectiveness; monitors and evaluates productivity; assesses educational and training needs, develops training programs, conducts staff development and in-service training, and ongoing education.
- Acts as a liaison with medical staff, administrators, program managers or directors and government or licensing agencies, surveyors and or community organizations; provides reports, makes presentations; makes recommendations.
- May supervise or direct a small support staff, including assigning, reviewing and evaluating work, hiring independently, and writing and signs work performance evaluations.
- Attends programs, legislative updates, seminars, and conferences; provides updates and educational programs and presentations; represents organization at committees, meetings and conferences.
- Provides vacation and temporary relief as required.
- Any other duties commensurate with the role.

ATTACHMENT C - SALARY GRADES

Effective 01/01/2023

2.50%

		Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15
ECM1	Hourly				17,490	17,900	18,360	18,780	19,270	19,750	20,220	20,740	21,250	21,780		
	Appx. Bi-wkly				1,399.200	1,432.000	1,468.800	1,502.400	1,541.600	1,580.000	1,617.600	1,659.200	1,700.000	1,742.400		
	Appx. Monthly				3,031.600	3,102.667	3,182.400	3,255.200	3,340.133	3,423.333	3,504.800	3,594.933	3,683.333	3,775.200		
	Appx. Annual				36,379.200	37,232.000	38,188.800	39,062.400	40,081.600	41,080.000	42,057.600	43,139.200	44,200.000	45,302.400		
ECM2	Hourly				17,820	18,280	18,690	19,180	19,680	20,130	20,650	21,140	21,630	22,170	22,740	
	Appx. Bi-wkly				1,425.600	1,462.400	1,495.200	1,534.400	1,574.400	1,610.400	1,652.000	1,691.200	1,730.400	1,773.600	1,819.200	
	Appx. Monthly				3,088.800	3,168.533	3,239.600	3,324.533	3,411.200	3,489.200	3,579.333	3,664.267	3,749.200	3,842.800	3,941.600	
	Appx. Annual				37,065.600	38,022.400	38,875.200	39,894.400	40,934.400	41,870.400	42,952.000	43,971.200	44,990.400	46,113.600	47,299.200	
ECM3	Hourly	18,020	18,480	18,930	19,430	19,870	20,370	20,890	21,370	21,910	22,460	23,020	23,590	24,160	24,750	
	Appx. Bi-wkly	1,441.600	1,478.400	1,514.400	1,554.400	1,589.600	1,629.600	1,671.200	1,709.600	1,752.800	1,796.800	1,841.600	1,887.200	1,932.800	1,980.000	
	Appx. Monthly	3,123.467	3,203.200	3,281.200	3,367.867	3,444.133	3,530.800	3,620.933	3,704.133	3,797.733	3,893.067	3,990.133	4,088.933	4,187.733	4,290.000	
	Appx. Annual	37,481.600	38,438.400	39,374.400	40,414.400	41,329.600	42,369.600	43,451.200	44,449.600	45,572.800	46,716.800	47,881.600	49,067.200	50,252.800	51,480.000	
ECM4	Hourly	21,900	22,450	23,020	23,590	24,160	24,760	25,410	25,990	26,670	27,290	27,990	28,670	29,410	30,150	
	Appx. Bi-wkly	1,752.000	1,796.000	1,841.600	1,887.200	1,932.800	1,980.800	2,032.800	2,079.200	2,133.600	2,183.200	2,239.200	2,293.600	2,352.800	2,412.000	
	Appx. Monthly	3,796.000	3,891.333	3,990.133	4,088.933	4,187.733	4,291.733	4,404.400	4,504.933	4,622.800	4,730.267	4,851.600	4,969.467	5,097.733	5,226.000	
	Appx. Annual	45,552.000	46,696.000	47,881.600	49,067.200	50,252.800	51,500.800	52,852.800	54,059.200	55,473.600	56,763.200	58,219.200	59,633.600	61,172.800	62,712.000	
ECM5	Hourly	22,430	23,010	23,590	24,160	24,760	25,410	25,990	26,670	27,290	27,990	28,670	29,410	30,100	30,830	
	Appx. Bi-wkly	1,794.400	1,840.800	1,887.200	1,932.800	1,980.800	2,032.800	2,079.200	2,133.600	2,183.200	2,239.200	2,293.600	2,352.800	2,408.000	2,466.400	
	Appx. Monthly	3,887.867	3,988.400	4,088.933	4,187.733	4,291.733	4,404.400	4,504.933	4,622.800	4,730.267	4,851.600	4,969.467	5,097.733	5,217.333	5,343.867	
	Appx. Annual	46,654.400	47,860.800	49,067.200	50,252.800	51,500.800	52,852.800	54,059.200	55,473.600	56,763.200	58,219.200	59,633.600	61,172.800	62,608.000	64,126.400	
ECM6	Hourly	24,180	24,770	25,410	25,990	26,670	27,290	27,990	28,670	29,410	30,100	30,830	31,630	32,390	33,180	
	Appx. Bi-wkly	1,934.400	1,981.600	2,032.800	2,079.200	2,133.600	2,183.200	2,239.200	2,293.600	2,352.800	2,408.000	2,466.400	2,530.400	2,591.200	2,654.400	
	Appx. Monthly	4,191.200	4,293.467	4,404.400	4,504.933	4,622.800	4,730.267	4,851.600	4,969.467	5,097.733	5,217.333	5,343.867	5,482.533	5,614.267	5,751.200	
	Appx. Annual	50,294.400	51,521.600	52,852.800	54,059.200	55,473.600	56,763.200	58,219.200	59,633.600	61,172.800	62,608.000	64,126.400	65,790.400	67,371.200	69,014.400	
ECM7	Hourly	28,000	28,690	29,410	30,100	30,830	31,630	32,390	33,210	33,990	34,830	35,680	36,570	37,480	38,460	
	Appx. Bi-wkly	2,240.000	2,295.200	2,352.800	2,408.000	2,466.400	2,530.400	2,591.200	2,656.800	2,719.200	2,786.400	2,854.400	2,925.600	2,998.400	3,076.800	
	Appx. Monthly	4,853.333	4,972.933	5,097.733	5,217.333	5,343.867	5,482.533	5,614.267	5,756.400	5,891.600	6,037.200	6,184.533	6,338.800	6,496.533	6,666.400	
	Appx. Annual	58,240.000	59,675.200	61,172.800	62,608.000	64,126.400	65,790.400	67,371.200	69,076.800	70,699.200	72,446.400	74,214.400	76,065.600	77,958.400	79,996.800	
ECM8	Hourly	30,100	30,830	31,630	32,390	33,210	33,990	34,830	35,680	36,570	37,480	38,440	39,370	40,350	41,370	
	Appx. Bi-wkly	2,408.000	2,466.400	2,530.400	2,591.200	2,656.800	2,719.200	2,786.400	2,854.400	2,925.600	2,998.400	3,075.200	3,149.600	3,228.000	3,309.600	
	Appx. Monthly	5,217.333	5,343.867	5,482.533	5,614.267	5,756.400	5,891.600	6,037.200	6,184.533	6,338.800	6,496.533	6,662.933	6,824.133	6,994.000	7,170.800	
	Appx. Annual	62,608.000	64,126.400	65,790.400	67,371.200	69,076.800	70,699.200	72,446.400	74,214.400	76,065.600	77,958.400	79,955.200	81,889.600	83,928.000	86,049.600	
ECM9	Hourly	29,790	30,520	31,300	32,040	32,870	33,660	34,470	35,320	36,210	37,110	38,040	38,980	39,950	40,950	41,970
	Appx. Bi-wkly	2,383.200	2,441.600	2,504.000	2,563.200	2,629.600	2,692.800	2,757.600	2,825.600	2,896.800	2,968.800	3,043.200	3,118.400	3,196.000	3,276.000	3,357.600
	Appx. Monthly	5,163.600	5,290.133	5,425.333	5,553.600	5,697.467	5,834.400	5,974.800	6,122.133	6,276.400	6,432.400	6,593.600	6,756.533	6,924.667	7,098.000	7,274.800
	Appx. Annual	61,963.200	63,481.600	65,104.000	66,643.200	68,369.600	70,012.800	71,697.600	73,465.600	75,316.800	77,188.800	79,123.200	81,078.400	83,096.000	85,176.000	87,297.600
ECM10	Hourly	30,810	31,590	32,390	33,210	33,990	34,830	35,680	36,570	37,480	38,440	39,370	40,350	41,340	42,360	
	Appx. Bi-wkly	2,464.800	2,527.200	2,591.200	2,656.800	2,719.200	2,786.400	2,854.400	2,925.600	2,998.400	3,075.200	3,149.600	3,228.000	3,307.200	3,388.800	
	Appx. Monthly	5,340.400	5,475.600	5,614.267	5,756.400	5,891.600	6,037.200	6,184.533	6,338.800	6,496.533	6,662.933	6,824.133	6,994.000	7,165.600	7,342.400	
	Appx. Annual	64,084.800	65,707.200	67,371.200	69,076.800	70,699.200	72,446.400	74,214.400	76,065.600	77,958.400	79,955.200	81,889.600	83,928.000	85,987.200	88,108.800	
ECM11	Hourly	30,880	31,660	32,450	33,290	34,080	34,900	35,780	36,660	37,590	38,510	39,460	40,460	41,440	42,470	43,530
	Appx. Bi-wkly	2,470.400	2,532.800	2,596.000	2,663.200	2,726.400	2,792.000	2,862.400	2,932.800	3,007.200	3,080.800	3,156.800	3,236.800	3,315.200	3,397.600	3,482.400
	Appx. Monthly	5,352.533	5,487.733	5,624.667	5,770.267	5,907.200	6,049.333	6,201.867	6,354.400	6,515.600	6,675.067	6,839.733	7,013.067	7,182.933	7,361.467	7,545.200
	Appx. Annual	64,230.400	65,852.800	67,496.000	69,243.200	70,886.400	72,592.000	74,422.400	76,252.800	78,187.200	80,100.800	82,076.800	84,156.800	86,195.200	88,337.600	90,542.400
ECM12	Hourly	33,140	33,980	34,830	35,680	36,570	37,480	38,440	39,370	40,350	41,340	42,380	43,420	44,540	45,660	
	Appx. Bi-wkly	2,651.200	2,718.400	2,786.400	2,854.400	2,925.600	2,998.400	3,075.200	3,149.600	3,228.000	3,307.200	3,390.400	3,473.600	3,563.200	3,652.800	
	Appx. Monthly	5,744.267	5,889.867	6,037.200	6,184.533	6,338.800	6,496.533	6,662.933	6,824.133	6,994.000	7,165.600	7,345.867	7,526.133	7,720.267	7,914.400	
	Appx. Annual	68,931.200	70,678.400	72,446.400	74,214.400	76,065.600	77,958.400	79,955.200	81,889.600	83,928.000	85,987.200	88,150.400	90,313.600	92,643.200	94,972.800	
ECM13	Hourly	35,680	36,560	37,480	38,440	39,370	40,350	41,340	42,380	43,420	44,540	45,600	46,770	47,910	49,110	
	Appx. Bi-wkly	2,854.400	2,924.800	2,998.400	3,075.200	3,149.600	3,228.000	3,307.200	3,390.400	3,473.600	3,563.200	3,648.000	3,741.600	3,832.800	3,928.800	
	Appx. Monthly	6,184.533	6,337.067	6,496.533	6,662.933	6,824.133	6,994.000	7,165.600	7,345.867	7,526.133	7,720.267	7,904.000	8,106.800	8,304.400	8,512.400	
	Appx. Annual	74,214.4														

	Appx. Bi-wkly	3,438.400	3,565.600	3,662.400	3,769.600	3,861.600	3,960.800	4,056.000	4,158.400	4,259.200	4,362.400	4,534.400	4,648.000			
	Appx. Monthly	7,449.867	7,725.467	7,935.200	8,167.467	8,366.800	8,581.733	8,788.000	9,009.867	9,228.267	9,451.867	9,824.533	10,070.667			
	Appx. Annual	89,398.400	92,705.600	95,222.400	98,009.600	100,401.600	102,980.800	105,456.000	108,118.400	110,739.200	113,422.400	117,894.400	120,848.000			
ECM17	Hourly	43.340	44.370	45.460	46.510	47.690	48.800	49.940	51.180	52.430	53.700	55.000	56.350	57.750	59.150	60.629
	Appx. Bi-wkly	3,467.200	3,549.600	3,636.800	3,720.800	3,815.200	3,904.000	3,995.200	4,094.400	4,194.400	4,296.000	4,400.000	4,508.000	4,620.000	4,732.000	4,850.300
	Appx. Monthly	7,512.267	7,690.800	7,879.733	8,061.733	8,266.267	8,458.667	8,656.267	8,871.200	9,087.867	9,308.000	9,533.333	9,767.333	10,010.000	10,252.667	10,508.983
	Appx. Annual	90,147.200	92,289.600	94,556.800	96,740.800	99,195.200	101,504.000	103,875.200	106,454.400	109,054.400	111,696.000	114,400.000	117,208.000	120,120.000	123,032.000	126,107.800