

THE INFORMATION IN THIS BOX IS NOT A PART OF THE CONTRACT AND IS FOR COUNTY USE ONLY



Contract Number

SAP Number

ARROWHEAD REGIONAL MEDICAL CENTER

Department Contract Representative

Telephone Number

Contractor

Contractor Representative

Telephone Number

Contract Term

Original Contract Amount

Amendment Amount

Total Contract Amount

Cost Center

IT IS HEREBY AGREED AS FOLLOWS:

WHEREAS, the County of San Bernardino operates the Arrowhead Regional Medical Center which requires services in furtherance of the Agreement regarding Whole Person Care by and between Department of Health Care Services and Arrowhead Regional Medical Center; and

WHEREAS, the County desires to contract with Contractor for such services; and

WHEREAS, Contractor is qualified to perform such services;

NOW, THEREFORE, the parties hereto agree as follows:

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Attachments
1 – Position Description: Program Manager
2 – Position Description: Registered Nurse Care Manager
3 – Position Description: Business System Analyst
4 – Position Description: Social Worker
5 – Position Description: Alcohol & Drug Counselor
6 – Position Description: Patient Navigator
7 – Position Description: Utilization Review Tech
8 – Position Description: Office Assistant

I. DUTIES AND RESPONSIBILITIES OF CONTRACTOR

Contractor shall be employed as a _____ (As provided in the Position Titles Table below) assigned to the Arrowhead Regional Medical Center (ARMC). Contractor shall perform a broad range of responsibilities in promotion of the County of San Bernardino (County) Whole Person Care (WPC) program under the Contract. It is the intent that this Contract will serve as a means to hire employees while the County participates in Whole Person Care in collaboration with Department of Health Care Services (DHCS). Attachments 1 - 8 are the Position Descriptions and provide the specific duties and responsibilities assigned to Contractor.

Position Titles
1 – Program Manager
2 – Registered Nurse Care Manager
3 – Business System Analyst
4 – Social Worker
5 – Alcohol & Drug Counselor
6 – Patient Navigator
7 – Utilization Review Tech
8 – Office Assistant

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:

Contractor shall not engage in any business or transaction or shall have a financial or other personal interest or association which is in conflict 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 Standards for Employee Conduct outlined in ARMC's Administrative Operations Manual Policy No. 200.22. The policy is attached as Attachment 10.

IV. TERM

This Contract shall be effective _____, and shall remain in effect through June 8, 2023, subject to the termination provisions of this Paragraph. 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 and is contingent upon the availability of funds under the amended agreement. Contractor shall serve at the pleasure of the Director, or his/her 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 the services required hereunder. If Contractor is a current County employee, the current supersedes any prior contract.

A. SALARY RATE

Contractor shall be compensated for services rendered at a rate of \$_____ per hour, which is equivalent to Step _____ of Range _____, not to exceed 80 hours a pay period/40 hours a work period unless expressly authorized pursuant to the Overtime provision of this contract. Contractor shall be eligible to receive an approximate 2.5% step advancement at the beginning of the pay period following the pay period in which the Contractor completes 2,080 service hours up to the top step of the range, based on a meets standards work performance evaluation. All previously completed service hours under the immediately prior contract, to the extent that such service hours counted toward step advancements under the prior contract, shall count towards the next step advancements provided for under this Contract. Contractor does not gain probationary or regular status during the term of this contract. Payment for services shall be made bi-weekly during the term of this contract

under Section IV of this contract. Contractor shall be eligible to receive across-the-board adjustments in the same amount and at the same time as employees in the Technical & Inspection (T&I) Unit.

Position Titles¹	Range Equivalent	Minimum Rate	Maximum Rate
Program Manager	70	\$39.55	\$54.49
Registered Nurse Care Manager	Group 4	\$37.17	\$55.87
Business Systems Analyst	63	\$33.30	\$45.82
Social Worker	47	\$22.57	\$30.97
Alcohol and Drug Counselor	43	\$20.44	\$28.13
Patient Navigator	35	\$16.82	\$23.10
Utilization Review Tech	35	\$16.82	\$23.10
Office Assistant	27A	\$14.03	\$19.27

¹Rates subject to across the board adjustments.

B. OVERTIME

It is the policy of ARMC to discourage overtime except when necessitated by abnormal or unanticipated workload situations. It is the responsibility of the Director or his/her designee to arrange for the accomplishment of workload under his/her jurisdiction within a reasonable period of time. ARMC has the right to require overtime to be worked as necessary.

For Contractors hired as a Social Worker, Alcohol and Drug Counselor, Patient Navigator, Utilization Review Tech, Office Assistant overtime shall be defined as all hours actually worked in excess of forty (40) hours a work week. For purposes of defining overtime, paid sick leave shall not be considered as time actually worked. Contractor shall not work more than 40 hours per week without prior approval from the Director or his/her designee. If Contractor is authorized by the Director or his/her designee to work overtime, Contractor shall be eligible to receive overtime compensation at premium rates, i.e., one and one-half (1-1/2) times the employee's regular rate of pay. The Director or his/her designee shall have the right to direct Contractor to take such time off as necessary to ensure that Contractor's actual time worked does not exceed forty (40) hours within a given work week.

For Contractors hired as a Registered Nurse Care Manager, Business Systems Analyst overtime is defined as all hours actually worked in excess of eighty (80) hours during a pay period. For purposes of defining overtime, paid sick leave shall not be considered as time actually worked. Contractor shall not work in excess of eighty (80) hours in a pay period without prior approval from the Director or his/her designee. If Contractor is authorized by the Director or his/her designee to work overtime, Contractor shall be eligible to receive overtime compensation at straight time. The Director shall have

the right to direct Contractor to take such time off as is necessary to insure that Contractor's actual time worked does not exceed eighty (80) hours within the work period.

For Contractors hired as a Program Manager, Contractor meets the salary and duty requirements for an exemption from overtime compensation according to the Fair Labor Standards Act (FLSA). Contractor is not eligible to receive overtime compensation under the FLSA or this Agreement.

C. LEAVE PROVISIONS

Contractor shall receive, or be subject to the following leave provisions: Sick, Vacation, Holiday, Bereavement, Compulsory, Jury Duty, Examination Time, Witness Leave, Blood Donations, and Time off for Voting.

Exception: Contractor shall accrue Sick and Vacation Leave at the rate of 3.08 hours per pay period and the vacation allowance shall be available for use the pay period following 6 pay periods from Contractor's date of hire.

For Contractors hired as an Office Assistant, Patient Navigator, Utilization Review Tech, Social Worker, Alcohol and Drug Counselor, or Business Systems Analyst, Contractor shall receive, or be subject to the above leave provisions in the same manner and amount as employees in the Administrative Services Unit, with the exception noted above.

For Contractors hired as a Registered Nurse Care Manager, Contractor shall receive, or be subject to the above leave provisions in the same manner and amount as employees in the Nurses Unit, with the exception noted above.

For Contractors hired as a Program Manager, Contractor shall receive, or be subject to the above leave provisions in the same manner and amount as employees in the Management Unit, with the exception noted above. In addition to the above leave provisions, Contractors hired as a Program Manager shall be eligible to receive and use Administrative Leave in the same manner and amount as employees in the Management Unit.

Refer to Item P in this Section for processing of leave balances upon termination of this Contract.

D. BENEFIT PLAN

Contractor must enroll in a medical and dental plan offered by the County, unless enrolled in other comparable employer sponsored 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	\$99.42	\$198.82
Employee + 1	\$170.64	\$341.30
Employee + 2	\$241.48	\$482.94

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	Up to \$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 receive 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.

E. 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 scheduled for at least forty-one (41) hours per pay period and while in a paid status.

F. LIFE INSURANCE

(1) The County agrees to pay the premium for a term life insurance policy for each employee based on 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 a 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 a paid status, the employee shall have the option of continuing life insurance coverage at the employee's expense.

Contractor Classification	Amount of Life Insurance	
	Scheduled Hours from 40 to 60	Scheduled Hours from 61 to 80
Alcohol and Drug Counselor, Social Worker, Business Systems Analyst and Program Manager	\$25,000	\$50,000
Office Assistant	\$10,000	\$20,000
Registered Nurse Case Manager	\$12,000	\$25,000
Patient Navigator, Utilization Review Technician	\$17,000	\$35,000

(2) The County further agrees to make available to each employee a group term life insurance program wherein the employee may purchase additional term life insurance in the amounts specified in the Certificate of Insurance. New employees shall become initially eligible to participate in these programs on the first day of the pay period following the pay period in which the employee works and receives pay for one half plus one of their regularly scheduled hours.

(3) The County agrees to provide these benefits subject to carrier requirements as specified in the Certificate of Insurance. Selection of the insurance provider(s) and the method of computing premiums shall be within the sole discretion of the County.

G. ACCIDENTAL DEATH AND DISMEMBERMENT

Contractor may purchase amounts of Accidental Death and Dismemberment Insurance coverage for themselves and dependents through payroll deduction in accordance with the terms specified in the Certificate of Insurance.

The County agrees to provide these benefits subject to carrier requirements as specified in the Certificate of Insurance, to be administered by the Employee Benefits and Services Division. Selection of the insurance provider(s) and the method of computing premiums shall be within the sole discretion of the County.

H. EXPENSE REIMBURSEMENT

(1) Reimbursement for the use of privately owned automobiles to conduct County business shall be at the IRS allowable rate. Reimbursement at this rate shall be considered as full and complete payment for actual necessary expenses for the use of the private automobile, insurance, maintenance, and all other transportation-related costs. The County does not provide any insurance for private automobiles used on County business. The owner of an automobile is responsible for the personal liability and property damage insurance when the vehicle is used on County business.

(2) When employees traveling on official County business, leave directly from their principal place of residence rather than from their assigned work location, mileage allowed to the first work contact point shall be the difference between the distance from the residence to the assigned work location and the distance from the residence to the first work contact point. For example, an employee who lives in Upland is stationed at an Ontario work location with a regular start time of 8:00 a.m. On a particular day the employee is assigned to work at an event in Redlands with a start time of 8:00 a.m. On the day the employee is assigned to the Redlands event, if the employee leaves directly from his/her Upland residence rather than his/her Ontario work location, the mileage allowed to the Redlands event shall be the difference between the distance from his/her Upland residence to the Ontario work location and the distance from his/her Upland residence to the Redlands event. If the first work contact point is closer than the assigned work location, no mileage shall be allowed. If the employee departs from the last work contact point directly to the residence, the same principle governs.

Employees may have multiple assigned work locations in a particular work day. When employees have more than one assigned work location in a work day, mileage shall be allowed between assigned work locations.

Employees may have multiple regularly assigned work locations during a pay period. Mileage allowed is based on the assigned work location for that day. For example, an employee who is regularly assigned to one work location on Mondays and Wednesdays, and separate work location on Tuesdays, Thursdays, and Fridays, would not be eligible for mileage reimbursement to their regularly assigned work location for those days.

In no case will mileage be allowed between the employee's residence and the assigned work location.

I. RETIREMENT PLAN

If Contractor is regularly scheduled for and regularly works a minimum of 40 hours per pay period, Contractor shall participate in the County's general 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 60 prior to employment, Contractor may waive membership, at the time of hire, in the San Bernardino County Employees' Retirement Association. If Contractor regularly works less than 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.

J. SALARY SAVINGS PLAN

Contractor shall be eligible to participate in the County's 457(b) Salary Savings Plan as per the Plan document, except that Contractor shall not receive County match contribution to the Plan.

K. ANNUAL TUITION REIMBURSEMENT

For the Contractor hired as an Office Assistant II, Contractor shall be eligible to receive tuition reimbursement and membership dues in the same manner and amount as regular employees in the Clerical Unit.

For the Contractor hired as a Patient Navigator, Utilization Review Tech, Contractor shall be eligible to receive tuition reimbursement and membership dues in the same manner and amount as regular employees in the Technical & Inspection Unit.

For the Contractor hired as a Social Worker II, Alcohol and Drug Counselor, Business Systems Analyst II, Contractor shall be eligible to receive tuition reimbursement and membership dues in the same manner and amount as regular employees in the Administrative Services Unit.

For the Contractor hired as a Clinical Therapist I, Contractor shall be eligible to receive tuition reimbursement and membership dues in the same manner and amount as regular employees in the Professional Unit.

For the Contractor hired as a Registered Nurse Care Manager, Contractor shall be eligible to receive tuition reimbursement and membership dues in the same manner and amount as regular employees in the Nurses Unit.

For the Contractor hired as a Program Manager, Contractor shall be eligible to receive tuition reimbursement and membership dues in the same manner and amount as regular employees in the Management Unit.

L. 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 per the Plan documents. Contractor shall not receive any County match contributions with respect to participation in either Plan.

M. LEGALLY REQUIRED BENEFITS

Contractor shall receive all benefits as required by law (e.g. FMLA, 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.

N. SHORT TERM DISABILITY

CONTRACTOR shall be eligible to receive Short-Term Disability insurance benefits in the same manner as offered to employees in the Technical & Inspection Unit.

O. SERVICE AND EFFECT 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 of 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.

P. BENEFITS UPON TERMINATION OF CONTRACT

(1) 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.

If Contractor was hired as a Program Manager and upon separation from County employment has unused accrued Administrative Leave, the Administrative Leave may be cashed out in the same manner and amount as employees in the Management Unit.

(2) 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 Memorandum of Understanding (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.

(3) 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 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 his/her designee. The Director or his/her 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 not

work more than 40 hours per work week or 80 hours per pay period, as applicable, without prior approval from the Director, or his/her designee. The Director or his/her designee shall have the right to direct Contractor to take such time off as is necessary to insure that Contractor's actual time worked does not exceed 40 hours within any given work week or 80 hours within a pay period, as applicable.

B. CLASSIFICATION

Contractor shall not attain regular status as a County employee, and as an unclassified employee, will not be provided rights under the San Bernardino County Personnel Rules that are afforded to regular status employees. 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. WORKER'S 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 the 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 above.

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 before employment. This provision is satisfied if Contractor is a current employee who previously met the requirements of this provision.

F. DIRECT DEPOSIT

Contractor must make arrangements for the direct deposit of paychecks into the financial institution of their choice via electronic fund transfer. In ability 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 Arrowhead Regional Medical Center. 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 fifteen (15) pages and Attachments 1 – 9, is the full and complete document describing services regarding Contractor's rights and obligations of the parties including all covenants, conditions and benefits.

COUNTY OF SAN BERNARDINO




Director and/or Designee
Arrowhead Regional Medical Center

Dated: _____
SIGNED AND CERTIFIED THAT A COPY OF THIS
DOCUMENT HAS BEEN DELIVERED TO THE
CHAIRMAN OF THE BOARD

Lynna Monell
Clerk of the Board of Supervisors
of the County of San Bernardino

By _____
Deputy

By  _____
(Authorized signature - sign in blue ink)

Name _____
(Print or type name of person signing contract)


Title _____
(Print or Type)

Dated: _____

Address _____

FOR COUNTY USE ONLY

Approved as to Legal Form


Cynthia O'Neill, Supervising Deputy County
Counsel

Date _____

Reviewed for Contract Compliance

 _____

Date _____

Reviewed/Approved by Department

 _____

Date _____

Position Description
Program Manager

Examples of Duties

1. Plans, organizes, directs and evaluates assigned program/project area. Evaluates and monitors services and programs. Formulates policies, procedures, protocols and standards of care for field, clinic, outreach, home care and office operations ensuring compliance with federal, state, contractual, and departmental requirements. Formulates administrative controls and quality assurance policies and procedures to improve and/or monitor the efficiency and effectiveness of service delivery.
2. Assesses program and community needs. Determines program, project and service objectives. Implements federal, state and local directives. Formulates standards and protocols for program services. Monitors and assesses progress toward objectives. Assists the community in establishing health services infrastructure and community collaborations and standards of practice.
3. Plans, develops, monitors and controls program budgets. Identifies and pursues sources of revenue and funding. Monitors expenditures and revenues. Forecasts budget needs. Determines service priorities. Directs cost/benefit studies. Proposes service fees and monitors reimbursement invoicing and billings.
4. Negotiates and administers community based contracts with private and public agencies. Reviews and approves Contractor selection process, payment of contracts and contract performance.
5. Prepares or supervises preparation of grant applications. Monitors grant compliance, billings and budgets.
6. Manages the collection, compilation and analysis of data and the preparation of statistical, operational and other reports. Analyzes comparative data related to program operations. Directs research and special projects as needed.
7. Plans, organizes, coordinates, assigns and evaluates work of program supervisors and staff. Directs staff training, assignment and evaluations. Directs recruitment, interview and selection of staff. Sets program performance standards and conducts supervisory staff evaluations.

Position Description
Program Manager

8. Monitors state and federal laws and regulations to ensure program compliance. Participates in the review of newly introduced legislation. Assesses impact on program operations, services and makes recommendations.
9. Provides expertise, consultation, and assistance in the areas of public health and disease investigation, analysis, and reporting. Consults with department management in situations requiring public health intervention. Coordinates activities for disease trend analysis, projections and problem solving.
10. Acts as a liaison to community, local and state agencies. Provides consultation to state departments and legislators regarding public health policy. Represents the department on task forces, committees and planning bodies in the areas of policy and health services planning. Represents the program before the media and public. Confers with representatives of funding sources and licensing bodies. Serves as a resource and technical consultant to explain the health department role and policies, laws and regulations in assigned area to officials, groups and individuals.
11. Reviews and evaluates program appeals from parents or providers. May have authority to enforce health and safety codes including authority to cite, fine and order to isolate and complete treatment programs. May serve as an administrative hearing officer on enforcement actions.

Position Description
Registered Nurse Care Manager

Examples of Duties

1. Assesses, plans, implements and evaluates patient care, including patients with multiple co-morbidities or high risk for readmission to a hospital setting; identifies needs effectively; develops interventions and monitors progress; identifies and continuously reassesses care to ensure cost-efficient, appropriate levels of care.
2. Collaborates with providers and other health care professionals to provide care to a medically complex patient population; performs medication management based upon standing orders and protocols; serves as patient advocate.
3. Assists patients in the development of self-management goals; supports patient self-management of disease and behavior modification; identify barriers, reevaluates and revises patient-centered self-management goals as needed.
4. Provides patient education, coaching and counseling to patients and families, and coordinates and provides community resources to optimize health outcomes.
5. Facilitates continuity of care; monitors treatment plan, medications, tests and examinations; monitors and analyzes outcomes to ensure goals and objectives are achieved; makes adjustments and recommendations, as needed.
6. Identifies prospective patients in accordance with guidelines, utilizes patient disease registry, ensures documentation and reports produced and processed comply with state regulations and/or accrediting body requirements.
7. Participates in data collection, health outcomes reporting, clinical audits, quality improvement activities and programmatic evaluation related to the Patient-Centered Medical Home and population health management initiatives.
8. Investigates national best practices and incorporates information into practice to design interventions and improve patient care; makes recommendations resulting in optimum patient outcomes compliance with standards of care.
9. Provides vacation and temporary relief as required.

Position Description
Business Systems Analyst

Examples of Duties

1. 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.
2. Reviews and approves prototypes and design specifications; develops and coordinates acceptance criteria; assists with the development of test and implementation plans.
3. 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.
4. 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.
5. Tests information technology applications and systems; writes departmental and agency system documentation; develops and writes training documentation and trains departmental and agency customers.
6. Identifies business application and information technology solutions and opportunities for resolving business problems; performs workflow analysis.
7. 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.
8. Determines cause of application and system problems; develops, recommends and implements solutions.

Position Description
Business Systems Analyst

9. 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.
10. 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.
11. Reviews, evaluates and recommends software and other information technology solutions; assists with the preparation of Request for Proposals; evaluates proposals, prepares and presents recommendations.
12. 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.
13. 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.
14. Resolves problems in the analysis, testing, documentation, and implementation of a system.
15. Provides vacation and temporary relief as required.

Position Description
Social Worker

Examples of Duties

1. Assist individuals and families in recognizing dysfunctional behaviors and in taking corrective action by developing service plans, treatment plans, goals and objectives; locate and arrange to utilize community resources; provide counseling to identify alternatives and encourage behavior modification.
2. Investigate adult or child abuse, neglect, and endangerment allegations to substantiate charges and assess service needs. Work with other agencies to expedite necessary corrective interventions.
3. Provide case management for previously stabilized cases involving court-dependent minors and long-term out-of-home placements, mentally ill clients, and less severely impaired alcohol and drug clients.
4. Visit minors, and mentally ill clients; monitor service and treatment plan implementation, recommend plan modifications, arrange necessary placement changes, provide crisis intervention and write court reports.
5. Counsel adolescents, families and individuals on birth control, venereal disease, problem pregnancies, pre and post-abortion issues, family problems, chronic disease adaptation, substance abuse, and crisis situations. Make community resource referrals.
6. Assess hospital patients' post-discharge needs, prepare and coordinate hospital discharge plans, and provide supportive counseling to patients and their families.
7. Conduct in-depth evaluations of foster parent applicants, inspect homes for compliance with state regulations, recommend the licensing of foster homes to the state, and provide on-going consultation to foster parents.
8. Assist in developing community educational activities; make presentations pertaining to facts about alcohol and drugs, rules and regulations of a treatment program, and explain the treatment process.
9. Under the direction of a licensed professional clinical staff person, conduct intake evaluations, plan, and implement the supportive and educational counseling aspects of alcohol and drug treatment for less severely impaired clients.

Position Description
Social Worker

10. Identify community social, mental health, and substance abuse service needs; develop, coordinate, and evaluate social services through liaison, educational, and consultative activities with other agencies.
11. Prepare grants and requests for proposals; certify, monitor, and inspect contract mental health facilities for compliance with federal and state regulations and quality assurance; ensure mandated corrections are implemented.
12. Maintain case documentation, prepare reports, and write routine correspondence; attend and participate in case staffing and case presentations.
13. Provide vacation and temporary relief as required. May act as a staff liaison to a regional and/or county wide mental health services program segment; monitors therapeutic and administrative components of the segment.

Position Description
Alcohol and Drug Counselor

Examples of Duties

1. Conducts intake evaluations of prospective clients, determines need for and facilitates referrals to professional staff members or a variety of public or private agencies.
2. Plans and implements supportive and educational counseling for the program clients; assists adolescents, adults and families in recognizing and addressing social and cultural patterns, family problems and personal dysfunctional behaviors that contribute to alcoholism and drug abuse.
3. Monitors and documents clients' progress toward recovery; recommends discharge from clinic programs or referral to more intensive treatment.
4. Provides short term crisis intervention for clients and their families.
5. Participates in alcohol, drug, and HIV education and prevention activities; makes presentations to schools and community groups.
6. Prepares records, case notes, reports and correspondence.
7. May act as interpreter in all phases of mental health services with non-English speaking clients. Prepares case documentation, progress and court reports, conservatorship requests, special reports, proposals, grants, manuals and correspondence.
8. May act as a staff liaison to a regional and/or county wide mental health services program segment; monitors therapeutic and administrative components of the segment.
9. Provides vacation and temporary relief as required.

Position Description
Patient Navigator

Examples of Duties

1. Assists patients' with facilitation of referrals to specialty clinics, treatment, follow-up appointments, and diagnostic scheduling.
2. Consults with physicians and other members of the care delivery team on the patient's treatment plan; refers to appropriate physician or department program as needed.
3. Promotes and provides patient, family, staff and community education and awareness related to Whole Person Care and services available in the County. May act as a staff liaison to a regional and/or county wide mental health services program segment; monitors therapeutic and administrative components of the segment.
4. Provides emotional support to the patient and families when needed; and must be available for on-call duty as needed.
5. Tracks the patient outcomes and relevant data using manual or automated systems; collaborates with Whole Patient Care team on statistical reporting.
6. Participates in community outreach and interacts with participating entities.
7. Facilitates paperwork and guides patients in the application process for financial coverage.
8. Serves as a chaperone for physicians when needed in the treatment or examination of a patient.

Position Description
Utilization Review Tech

Examples of Duties

1. Screens patients' medical records to evaluate medical necessity of treatments to identify appropriate diagnosis codes and reimbursement rates for billing, and to alert physicians to the diagnosis' maximum reimbursable lengths of stay.
2. Monitors patient records, analyzes medical reports, and recommends treatment and discharge plans to assure timely patient discharge.
3. Reviews medical record charts and prepares summaries in order to obtain authorization for surgical procedures from insurers.
4. Writes justifications for reimbursement requests to assure maximum allowable reimbursement.
5. Screens patient discharge census and maintains logs and files.
6. Determines eligibility for various medical funding programs, requests funding extensions, computes patients' share of costs, conducts financial screening for elective surgery, and issues funding denials.
7. Prepares patient charts for medical audits.

Position Description
Office Assistant

Examples of Duties

1. Collects, enters, processes, sorts, and tabulates information according to departmental process and procedure.
2. Answers telephones, takes and relays messages and/or receives visitors.
3. 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.
4. Prepares/compiles letters, memoranda, reports, case histories, charts, tables, records, reports, vouchers, receipts, lists, schedules, appointments, orders, notices and statistical data and other documents related to the area assigned.
5. 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, and consistency.
6. 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.
7. 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.
8. Makes mathematical calculations; assembles, tabulates and compares financial and other data; compiles a variety of data to include statements, claims, reports and payroll data.

Position Description
Office Assistant

9. Schedules appointments and meetings for individuals and groups; notifies attendees and prepares meeting material(s); records meeting results.
10. Assists in the training of other staff members as needed.
11. 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.
12. 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.
13. Receives, sorts and distributes mail.
14. May transcribe a wide variety of dictation; maintain records of hearings in files or calendar books; and dispositions of cases in accordance with departmental policies and procedures. May act as a staff liaison to a regional and/or county wide mental health services program segment; monitors therapeutic and administrative components of the segment.