

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Health Services Agency *mt*

BOARD AGENDA # *B-5

Urgent Routine

AGENDA DATE July 10, 2012

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Appoint a Manager III for the Health Services Agency Above the Midpoint of Salary Band C (\$83,725)

STAFF RECOMMENDATIONS:

Authorize the Health Services Agency's Managing Director to appoint Ms. Melinda Shaw to the position of Manager III of the Health Services Agency Indigent Health Care Program at an annual salary of \$83,725 which is above the midpoint of the Manager III Salary Band C.

FISCAL IMPACT:

The Fiscal Year 2012 - 2013 Adopted Proposed Budget for the Indigent Health Care Program of the Health Services Agency (HSA) is \$12,710,288, which does not include an estimated unmet need of approximately \$3.8 million. This exposure is primarily due to increased enrollment and healthcare services utilization in the Medically Indigent Adult (MIA) program. The estimated total annual salary and benefit cost associated with this position is \$130,281 and is included in the approved budget.

BOARD ACTION AS FOLLOWS:

No. 2012-354

On motion of Supervisor Withdraw, Seconded by Supervisor Monteith
and approved by the following vote,

Ayes: Supervisors: Chiesa, Withdraw, Monteith, De Martini, and Chairman O'Brien

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) _____ Denied

3) _____ Approved as amended

4) _____ Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

The Health Services Agency (HSA) Indigent Health Care Program is a mandated program that counties are obligated under the Welfare and Institutions Code (WIC) Section 17000 to provide medically necessary services to indigent residents who would otherwise have little or no means of access to, or coverage for, those medical services. The Manager III position is currently vacant as the previous incumbent transferred to a different position in the HSA's Administration. This program manager position is responsible for the day to day operations of the Medically Indigent Adult program and related programs, managing a staff of approximately 35 and a budget of approximately \$15 million, including significant financial exposure/risk to HSA.

The Agency and the Chief Executive Office Human Resources Division recently conducted an open recruitment to fill the Manager III position. Recruitment information was posted on Internet websites, local newspapers, California Healthcare News as well as posted on the Stanislaus County stanjobs web page. Thirty-one (31) applications were received, eight (8) applicants were invited to participate in the examination process but only six (6) candidates chose to participate. Of those, four (4) were selected and interviewed by the Associate Director and incumbent Manager.

The top candidate for this position, Ms. Melinda Shaw, has more than sixteen (16) years experience in the health care field, fourteen (14) of those in the area of Provider Relations and Utilization Management. She has held a variety of positions in management, supervision and working with counties in a provider relations capacity. She currently works for Santa Clara Family Health Plan. In her current position as a Senior Provider Relations Manager, she has oversight for developing and maintaining contraction relationships with health care providers, conducts analysis of provider network gaps, recommends provider recruitment strategies and is responsible for the development of all training and communication tools.

Ms. Shaw worked as the Provider Service Liaison for San Mateo and San Francisco Counties; she conducted research and resolved problems, negotiated provider contracts, educated providers regarding current contracts and created and managed working relationships with vendors, providers, members, third party administrators, etc. and maintained provider agreements and reimbursement fee schedules. As Utilization Manager and Coordinator, she coordinated Quality Improvement and Utilization Management programs, communications and correspondence, administered provider and member appeals and Quality Improvement programs; and coordinated the Health Employer Data Information Set program, with providers and health plan partners, among others. Note: HEDIS is a nationally used set of healthcare quality measures based on electronic and field chart audit capture of various data elements from physicians' medical and billing information.)

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Of the next highest ranking candidates, one had desirable healthcare management experience, but subsequently conveyed an interest in less than full-time work, while the other was lacking healthcare management experience.

The Agency is requesting approval to appoint Ms. Shaw above the mid-point of the County's Manager III Band C to a salary of \$83,725 or \$40.25 per hour. This proposed salary is less than what she is currently earning. This salary request at sixty (60%) of the Manager III Band C is fair and equitable for this level of responsibility as well as the labor market realities for Ms. Shaw's level of experience and knowledge she will bring to HSA. Ms. Shaw's prior work experience, previous direct exposure with providers and third party payers and her commitment to the underserved makes her the most qualified candidate. The wage requested does not consider the County's six percent (6%) permanent salary cost reduction which will be effective July 1, 2012.

POLICY ISSUES:

Approval of this recommendation will meet the Board of Supervisor's priorities of A Healthy Community and Efficient Delivery of Public Services by supporting healthcare services to the indigent community and providing for effective management of a State mandated healthcare program.

STAFFING IMPACT:

Approval of this recommendation will allow the Health Services Agency to fill this allocated and budgeted position.

DEPARTMENT CONTACT:

Kathy Passanisi, Assistant Director, 209-558-6833.