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# LANE COUNTY

HUMAN RESOURCES DEPARTMENT / 125 East 8th Ave. / Eugene, OR 97401  
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## AGENDA COVER MEMO

Memorandum Date: February 21, 2007  
Order Date: February 21, 2007

**TO:** Board of County Commissioners

**DEPARTMENT:** Human Resource

**PRESENTED BY:** Jan Wilbur, Personnel Services Manager

**AGENDA ITEM TITLE:** ORDER/IN THE MATTER OF CREATING THE CLASSIFICATION AND SALARY RANGE FOR (MHO) CARE COORDINATION SPECIALIST

### **I. MOTION**

**MOVE APPROVAL OF ORDER 05 -- \_\_\_\_\_ IN THE MATTER OF CREATING THE CLASSIFICATION AND SALARY RANGE FOR (MHO) CARE COORDINATION SPECIALIST.**

### **II. AGENDA ITEM SUMMARY**

The Board is being asked to approve a new classification that will more clearly describe the complex mental health care coordination activities provided at Lane Care.

### **III. BACKGROUND/IMPLICATIONS OF ACTION**

#### **A. Board Action and Other History**

Since 1996 LaneCare has been the managed care organization for overseeing and funding mental health services under the Oregon Health Plan (OHP) in Lane County. LaneCare continues to contract with non-profit providers to offer a full continuum of services, to ensure access to services, and to maintain consumer choice. LaneCare is responsible for ensuring that consumers of mental health services receive appropriate care. As Lane Care has grown over the years and the mental health system has changed, the need for a classification that more accurately describes the variety of duties performed by the care coordinators has become

increasingly apparent.

**B. Policy Issues**

APM, Chapter 3, Section 20, C (1a) states; If the Office of Personnel Services determines that a new classification is appropriate, it shall prepare a proposed classification, complete a factor analysis of the proposed classification specification, and prepare a Board Agenda item requesting that the Board amend the classification and compensation plans to add the new classification. Lane Manual 2.230(2) also refers to this process.

**C. Board Goals**

The Lane County Strategic Plan B1 indicates that Lane County will aim for a flexible classification and compensation system so that the system supports and does not inhibit excellent performance in the delivery of County services.

**D. Financial and/or Resource Considerations**

LaneCare has a contract with the State of Oregon and receives a monthly capitation payment that includes funds to support LaneCare administrative expenses. All additional costs incurred by the creation of this new classification will be covered by the monthly payment from the state to Health and Human Services for LaneCare.

**E. Analysis**

LaneCare assists members in understanding the mental health system and identifying and obtaining necessary mental health services from providers. This involves negotiating and authorizing levels and types of treatment, and coordinating service provision for members. It also includes reviewing information and making recommendations around system change initiatives. It is increasingly necessary to provide training and consultation services to providers regarding the interpretation of complex rules and regulations and contractual obligations, as well to act as liaison with local and state agencies, service providers and the public. In order for LaneCare to function effectively data must be reviewed to assess service utilization and referral patterns. Client needs must be analyzed, as well as the provider agency's ability to provide access to treatment. Care coordination involves site visits, file review, system planning meetings. It's essential that there is the ability to provide quick assessment to determine the mental health needs of clients, including those in crisis, and to respond and refer appropriately. To do so requires an understanding of large system issues, and managed care and authorization protocols, in order to ensure that resources are utilized effectively. Comprehensive coordination of care is

vital, for example, when clients are involved with several different agencies. All this requires both the knowledge of the laws, rules and regulations governing the provision of services in a managed care setting, as well as knowledge of the principles, practices and techniques involved in appropriate treatment responses in a variety of settings. The creation of a new (HMO) Care Coordination Specialist is proposed. Having a classification specification for LaneCare that more accurately reflects the duties, knowledge and abilities required in the provision of centralized care coordination in that setting should, hopefully, assist also in future recruitment efforts.

A point factor analysis was completed, and Grade 32 (\$40,414-\$55,994) is proposed for the new classification. This is the same grade as the Program Services Coordinator 2 and the Sr. Mental Health Specialist. Due to the nature of the work performed it was difficult to find an exact match in other jurisdictions. Marion County has a Mental Health Specialist 3 classification (\$42,786-\$57,408), however, it was not an exact match. AFSCME was notified per contract, they agreed to include this classification in the AFSCME General bargaining unit.

**F. Alternatives/Options**

1. Adopt the proposed classification and salary range as described above.
2. Reject the motion.

**IV. TIMING/IMPLEMENTATION**

If the Board approves the motion and adopts the new classification and proposed salary, HR will amend the classification and compensation plans to add the new classification.

**V. RECOMMENDATION**

It is recommended that the Board of County Commissioners adopt the motion to establish the proposed classification and salary range for the (MHO) Care Coordination Specialist.

**VI. FOLLOW-UP**

Current staff performing these duties at LaneCare will be moved into the new classification, and recruitment for an additional (MHO) Care Coordination Specialist will get underway soon.

**VII. ATTACHMENTS**

Attachments include a copy of the proposed classification specification (Attachment A) and Board Order.

**(MHO) CARE COORDINATION SPECIALIST**

DEFINITION

To provide difficult and complex MHO mental health care coordination services; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

Monitors and reports on contract agencies' compliance with State administrative rules, and contractual obligations. Assists providers in developing strategies for maintaining compliance with rules and regulations.

Conducts site and chart audits and progress reviews; reviews information and assesses service provision quality.

Maintains database system with updated client information, maintain client files and prepares accurate and complete reports, as needed.

Assists members in understanding the mental health system and identifying and obtaining a variety of needed mental health services from providers; negotiates levels of care, and grants clinical exceptions. May authorize or deny requests.

Provides crisis intervention to clients and family members primarily by phone; including assessment and management of potential life-threatening situations.

Researches, collects, and reviews data to assess service utilization and referral patterns; provides recommendations for improvements and changes.

Coordinates mental health service provision for members to assure access to a continuum of services.

Advocate for clients with providers, family members, public and private agencies, and others. Assesses options for an appropriate treatment approach.

Responds to complaints and questions regarding mental health service provision.

Evaluates agency ability to provide access to treatment.

Provides information, training and consultation to providers on credentialing and Lane Care administrative processes.

Acts as a liaison with local and state agencies, service providers, and the public; provides consultation as needed.

Attends and/or participates in meetings and committees and promotes positive relations.

Assists in resolving discrepancies or concerns with contract agencies.

Maintains client and operational records for compliance with state and federal regulations.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles, practices and techniques of mental health treatment in inpatient, residential and outpatient settings.

Laws, rules and regulations governing the provision of mental health services.

Managed care and authorization protocols in a mental health system

Community agencies and their programs involving mental and behavioral health.

Caseload management and quality improvement techniques.

#### Ability to:

Evaluate mental health service delivery needs and develop effective recommendations.

Respond effectively to crisis situations.

Plan time efficiently and work independently.

Communicate clearly and concisely, both orally and in writing.

Handle and deal with complex and difficult situations using conflict resolution and negotiation strategies.

Effectively collect and evaluate a variety of data.

Prepare and maintain accurate and complete reports and documents.

Establish and maintain effective working relationships with contacted providers and others contacted in the course of work; facilitate conflict resolution between contracted agencies and between providers and consumers.

Deliver oral presentations and trainings.

Effectively utilize office equipment, personal computers and relevant software programs.

### Experience and Training

#### Training:

Master's degree from an accredited college or university with major course work in a mental health field, psychology, sociology, counseling or a related field.

#### Experience:

Three years of responsible professional mental health experience, including experience with managed care demonstrating a comprehensive understanding of the system.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Special Requirement: Must be able to be credentialed as a Qualified Mental Health Professional (QHMP).

IN THE BOARD OF COUNTY COMMISSIONERS OF LANE COUNTY, OREGON

RESOLUTION AND )  
ORDER 06- )  
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IN THE MATTER OF CREATING THE  
CLASSIFICATION AND SALARY  
RANGE FOR (MHO) CARE  
COORDINATION SPECIALIST

**WHEREAS**, Human Resources has completed a review and point factor of the proposed (HMO) Care Coordination Specialist; and

**WHEREAS**, it is the intent of Lane County to properly classify positions with regard to duties and compensation; and

**WHEREAS**, changes to the classification and compensation plans require board approval.

**IT IS HEREBY RESOLVED AND ORDERED**, that, there be created the new classification of (MHO) Care Coordination Specialist, Grade 32, \$40,414-\$55,994.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2007.

\_\_\_\_\_  
Faye Stewart, Chair  
Board of County Commissioners

APPROVED AS TO FORM  
Date: 2/13/07 Lane County  
Jerry G. [Signature]  
OFFICE OF LEGAL COUNSEL