



# LANE COUNTY

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## AGENDA COVER MEMO

Memorandum Date: December 16, 2009

Order Date:

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**TO:** Board of County Commissioners

**DEPARTMENT:** Human Resources

**PRESENTED BY:** Cindy Tofflemoyer, Sr. Management Analyst/HR

**AGENDA ITEM TITLE:** In the Matter of Establishing the Developmental Disabilities Quality Assurance Specialist Classification and Salary Range

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### **I. MOTION**

**MOVE APPROVAL OF ORDER 09 -- \_\_\_\_\_ In the matter of establishing the Developmental Disabilities Quality Assurance Specialist classification and salary range.**

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

The Board is being asked to create the Developmental Disabilities Quality Assurance Specialist classification and salary range. This classification will be utilized in the Health and Human Services/Developmental Disabilities program. This new classification specification will meet the Qualified Staff requirements updated in Oregon Administrative Rules (OAR) 411-32-0030 (amended July 13, 2009).

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

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

Currently the duties of Quality Assurance are being performed within the Developmental Disabilities Specialist (DDS) classification. The minimum job requirements for the DDS classification specifications, as noted below, no longer fit the scope or minimum requirements required by the updated OAR's for Developmental Disabilities program quality assurance work.

Lane County's current Developmental Disabilities Specialist classification calls for these minimum requirements: Bachelor's degree from an accredited college or university with major course work in social work, special education, counseling or a related field and one year of experience of working with persons with developmental disabilities. (These minimum requirements meet the updated OAR staffing requirements for positions that provide case management for clients.)

(OAR) 411-320-0030 Quality Assurance Coordination minimum requirements call for: A bachelor's degree in business or public administration, behavioral or social sciences, finance, political science and two years professional level evaluative, analytical, and planning experience.

On October 20, 2009 the Board approved a new classification and salary range for a Developmental Disabilities Abuse Investigator which was necessitated by amended OAR requirements.

**B. Policy Issues**

APM, Chapter 3, Section 20, C (1a) states; If Human Resources determines that a new classification is appropriate, it shall prepare a proposed classification specification with proposed salary and prepare a Board Agenda item requesting that the Board amend the classification and compensation plans to add the new classification.

Lane Code provides the Board with the ability to modify the classification plan by creating classifications.

This is an AFSCME represented classification. AFSCME is in agreement with the new job classification and proposed salary range.

**C. Board Goals**

The mission of Lane County is to provide high quality government services in a fair, open and economical manner to best meet the needs and expectations of our citizens and guests. The Lane County Strategic Plan clearly addresses the need for the Human Resources department to direct and coordinate the overall planning effort to identify actions to assure that workforce capabilities meet future needs, and to 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.

Creating this job classification which reflects the current work being done, along with a competitive compensation level, meets the County's missions and goals. The new classification and salary range will assist in recruitment and employee retention as well as allowing the continuation of timely services to developmentally disabled adults in the program. This classification is responsible for maintaining continuing quality DDS client services by reporting and accounting for grant and state funding per OAR mandates. This classification meets the spirit of the Lane County Strategic Plan of promoting continuous quality improvement in services.

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

Costs associated with the new classification and salary range will be covered through Health and Human Services' contract with Oregon Department of Human Services, which is the entity that adopted the required changes for DDS quality assurance work.

**E. Analysis**

The OAR's prescribe general administrative standards for operation of Lane County's Developmental Disability Program. The program is required to meet basic programmatic regulations set forth in the Qualified Staff section of OAR 411-320. A review of the updated OAR's establishes that there is a need to create this new classification for the Developmental Disabilities program.

The Developmental Disabilities Quality Assurance Specialist position will be responsible for facilitating the Developmental Disabilities Service's (DDS) quality assurance system. Which includes drafting, updating and monitoring implementation of the DDS Quality Assurance Plan and determining the level of county compliance with Oregon Department of Human Services, Senior's and People with Disabilities Division.

A point factor analysis was done and places the Developmental Disabilities Quality Assurance Specialist at grade 30 (\$40,768-\$56,493) in our compensation plan. Human Resources conducted a survey of comparable Oregon counties and it was difficult to find an exact match for the specific scope of duties, however Clackamas appears to have quality assurance duties in the scope of their Senior Case Manager classification with a salary range of \$44,013-\$55,640. Internal equity is a factor in compensation analysis, other grade 30 job classifications include Developmental Disabilities Abuse Investigator, Compliance Officer, Mental Health Specialist 2-Bilingual, and Program Services Coordinator 1-Bilingual.

**F. Alternatives/Options**

1. Adopt the proposed Developmental Disabilities Quality Assurance Specialist classification and pay grade.

Advantages: Places the Developmental Disabilities Services program in compliance with recently updated OAR's. Creates a competitive wage to recruit and retain these skills.

Disadvantages: Staff was not able to identify any disadvantages at this time.

2. Reject the motion.

Advantages: Staff was not able to identify any advantages to not establishing the new classification and pay grade at this time.

Disadvantages: The Developmental Disabilities Services program will not be in compliance with updated OAR's, and contracts with the State Department of Human Services/ Senior and People with Disabilities could be terminated.

**IV. TIMING/IMPLEMENTATION**

Human Resources recommend establishing the Developmental Disabilities Quality Assurance Specialist classification at grade 30 of the AFSCME compensation plan effective upon Board Order approval.

**V. RECOMMENDATION**

Human Resources recommend approval of the motion.

**VI. FOLLOW-UP**

If the Board approves the motion and adopts creating the proposed classification and salary grade Human Resources staff will immediately add the new classification and place it into the AFSCME compensation plan at grade 30 and reclassify incumbents performing quality assurance duties into the new classification.

**VII. ATTACHMENTS**

Board Order.  
Developmental Disabilities Quality Assurance Specialist Job Classification Specification.

## **DEVELOPMENTAL DISABILITIES QUALITY ASSURANCE SPECIALIST**

### DEFINITION

To facilitate Developmental Disabilities Service's (DDS) quality assurance system. Draft, update and monitor implementation of the DDS Quality Assurance Plan and determine the level of county compliance with Oregon Department of Human Services, Senior's and People with Disabilities Division.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from designated management staff.

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

Assisting DDS management staff in coordinating the quality assurance system.

Developing, and implementing the annual quality assurance plan.

Assisting DDS management and support service brokerage staff in monitoring the quality of services delivered within the county.

Assisting DDS management and support service brokerage staff in the identification of existing and insufficient service delivery resources or options.

Provide technical assistance to support service brokerages regarding clients in pre-crisis situations.

Maintain and monitor quality assurance records.

Collect and analyze information concerning performance and outcomes of the quality assurance plan.

Compile quality assurance data and report out in a timely manner.

Keep staff informed about compliance issues and need for corrective actions.

Coordinate compliance reviews.

Identify trends and issues, and make outcome-based recommendations to management.

Coordinate and facilitate Serious Event Review Team (SERT) meetings.

Review, maintain data, and make recommendations related to monthly site monitoring, individual annual plans, file reviews and waiver reviews.

Complete and summarize data from client death reports.

EXAMPLES OF DUTIES (con't)

Develop, implement, and staff Quality Assurance Advisory Committee.

Develop, conduct and summarize customer satisfaction surveys.

Other duties, as assigned by supervisor.

MINIMUM QUALIFICATIONS

Knowledge of:

The public service system for developmental disability services in Oregon.

Project and/or case management techniques and practices.

Modern office practices, recordkeeping, documentation procedures, case/file management methods, effective writing/presentation principles, and computer systems and operation.

Local social service agencies and community resources.

Social service theory, practices and procedures.

Ability to:

Research, collect information and make formal recommendations pertaining to the quality assurance plan.

Present, communicate information, findings, and recommendation clearly, factually, and logically both in person and in writing.

Effectively organize and prioritize work assignments.

Work independently in developing goals and procedures, and in anticipating task requirements.

Effectively understand and demonstrate sensitivity to diverse cultures and individuals.

Prepare and maintain records, statistical data and reports.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Training:

Bachelor's degree from an accredited college or university with major course work in public administration, behavioral or social sciences, finance, political science.

Experience:

Two years of professional level evaluative, analytical, and planning experience.

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

**IN THE BOARD OF COUNTY COMMISSIONERS OF LANE COUNTY, OREGON**

**ORDER 09-**                    )  
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**In the Matter of Establishing the  
Developmental Disabilities Quality  
Assurance Specialist Classification  
and Salary Range**

**WHEREAS**, Human Resources has completed a review and point factor analysis of the proposed Developmental Disabilities Quality Assurance Specialist classification.

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

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

**IT IS HEREBY RESOLVED AND ORDERED**, that there be established a new classification of

Developmental Disabilities Quality Assurance Specialist  
Grade 30 (\$40,768-\$56,493)

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2009.

\_\_\_\_\_  
Peter Sorenson, Chair  
Board of County Commissioners