



AGENDA COVER MEMO

Memorandum Date: July 14, 2023

Order Date: August 1, 2023

TO: Board of County Commissioners

DEPARTMENT: Human Resources and Health and Human Services

PRESENTED BY: Eliza Kashinsky, Sr. Classification and Compensation Analyst;
Shana Mart, Program Manager

AGENDA ITEM TITLE: IN THE MATTER OF ESTABLISHING THE MENTAL HEALTH
ORGANIZATION CARE COORDINATION SPECIALIST
CLASSIFICATION FLEX SERIES AND CORRESPONDING
PAY GRADES

I. MOTION

Move to approve order 23-08-01-XX in the matter of establishing the Mental Health Organization Care Coordination Specialist classification flex series and corresponding pay grades.

II. AGENDA ITEM SUMMARY

The Department of Health and Human Services has identified a need to establish levels to differentiate between licensed behavioral health providers and unlicensed behavioral health providers within the Mental Health Organization Care Coordination Specialist (MHOCCS) classification. The MHOCCS 1/2 classification will be a flexibly staffed classification with those hired as a MHOCCS 1 advancing to a MHOCCS 2 upon obtaining clinical behavioral health licensure and meeting minimum requirements of the level.

III. BACKGROUND/IMPLICATIONS OF ACTION

A. Board Action and Other History

The MHOCCS classification was established per Board Order 07-2-21-8 on February 21, 2007.

B. Policy Issues

Lane Code 2.020.025 states that "The Board shall cause to be prepared and shall adopt a position classification plan.... The Board may modify the classification plan

by creating or eliminating classifications.”

Lane Manual 2.220 (3)(a) states that “the compensation plan for County personnel shall provide reasonably competitive ranges of pay for each classification of employment” and that “the Board may make adjustments in a salary range or ranges as necessary to attract and hold competent personnel and to provide equity between the various classifications.”

Under the Charter (Section 25), the Lane Code (2.265) and Lane Manual (2.235), the Board sets the compensation plans for the County.

C. Board Goals

The establishment of the MHOCCS 1/2 classification flex series and corresponding pay grades is in alignment with the strategic priority goal to “invest in our employees who are the backbone of our organization and invest in our system and organizational health so that employees can thrive and residents can experience a more effective government.”

The MHOCCS classifications provide care coordination services for Lane County residents receiving behavioral health care services and treatment. Establishment of the MHOCCS 2 classification would also be in alignment with the strategic priority goal of “focus on health promotion by providing equitable access to primary, behavioral, and dental health care and comprehensive, evidence-based prevention strategies across the life span.”

D. Financial and/or Resource Considerations

No new positions or FTE are proposed as part of establishing this classification. Existing MHOCCS positions where the incumbent meets the minimum qualifications for the MHOCCS 2 position would be reclassified as MHOCCS 2; other positions would be classified as MHOCCS 1.

The cost of reclassifying those who currently meet the requirements of a MHOCCS 2 over a three-year period is approximately \$38,299 and can be accommodated within the existing departmental budget.

E. Health Implications

There are no known health implications.

F. Analysis

Modifying the existing Mental Health Organization Care Coordination Specialist classification, currently a single-level classification, to create a flexibly staffed classification series would provide Health and Human Services a greater ability to recruit and retain staff into these positions, while meeting the requirements of

our Coordinating Care Organizations (CCOs).

The MHO Care Coordination Specialist provides complex Mental Health Organization (MHO) care coordination services, under contract with Lane County's two CCOs, Trillium Community Health Plan (Trillium) and PacificSource Community Solutions (PacificSource.)

Until December 2019, Trillium was the only CCO in Lane County and required that the employees completing work under their contract be Qualified Mental Health Professionals (QMHPs), but did not require they be licensed by the Oregon Board of Licensed Social Workers or the Oregon Board of Licensed Professional Counselors and Therapists.

When PacificSource became Lane County's second CCO in January 2020, contracting with the County to provide complex MHO care coordination services, they required that the employees completing the work under their contract be licensed as a Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC), or Licensed Marriage and Family Therapist (LMFT).

As a result of this, MHO Care Coordination Specialists who meet the minimum qualifications of the position as currently written would not be able to complete the full body of work required by the position by our funders; they would be able to work with Trillium members, but not Pacific Source members. In order to ensure that enough staff within the MHOCCS classification meet the licensure requirements necessary for Lane County to meet its obligations to our community and the CCOs, we recommend establishing the MHO Care Coordination Specialist 1/2 classification flex series (MHOCCS 1/2).

The current MHOCCS will be renamed as the MHOCCS 1 if they do not possess a LCSW, LPC, or LMFT license. The MHOCCS 2 will be established and is distinguished from the current MHO Care Coordination Specialist with the inclusion of a LCSW, LPC, or LMFT license as a minimum qualification and greater independence/less supervision in the work. The classification series will be flexibly staffed, similar to the Mental Health Specialist 1/2 and the Environmental Health Specialist 1/2 classifications, where a significant differentiator between the entry and journey levels is the possession of a license or certification, and incumbents in the entry level move into the journey level upon obtaining the license/certification and meeting all minimum requirements of the higher level.

It is recommended that the MHOCCS 1 remain at the current grade 037 (\$29.92-\$39.94) and the MHOCCS 2 be placed in grade 039 (\$31.38-\$41.95).

Our comparators do not perform this body of work, therefore market cannot be used to determine grade placement. Grade 039 for the MHOCCS 2 aligns the series similar to the Mental Health Specialist 2 grade placement, which similarly requires incumbents possess LCSW, LPC, or LMFT licensure.

AFSCME was notified of this proposed new classification and grade placement did not raise concerns.

G. Alternatives/Options

1. Approve the establishment of the Mental Health Organization Care Coordination Specialist 1/2 classification flex series and adopt the proposed salary grades.
2. Deny the addition of the classification and salary grade.

IV. RECOMMENDATION

Staff recommend approving the motion to establish the MHOCCS 1/2 classification series and adopt the proposed salary grades.

V. TIMING/IMPLEMENTATION

Upon Board approval, Human Resources staff will assign job code B070 as the MHOCCS1 and establish a job code for the MHOCCS 2 classification. Current staff who meet the minimum qualifications for the MHOCCS 2 classification will be reclassified as MHOCCS 2 effective the first full pay period following board approval.

VI. FOLLOW-UP

There is no anticipated follow up.

VII. ATTACHMENTS

- A. Mental Health Organization Care Coordination Specialist 1/2 Classification Description
- B. Board Order 23-08-01-XX

CLASS SUMMARY: To provide difficult and complex Mental Health Organization (MHO) care coordination services and to perform related duties as assigned.

CLASS CHARACTERISTICS:

MHO Care Coordination Specialist 1: This is the entry-level class in the MHO Care Coordination Specialist series. Incumbents work under supervision, but as experience is gained, incumbents are expected to perform the range of duties as assigned with increased independence. This class is distinguished from the MHO Care Coordination Specialist 2 by the performance of tasks and duties assigned to positions within this series that do not require the possession of a behavioral health clinical license.

MHO Care Coordination Specialist 2: This is the journey level in the MHO Care Coordination Series. Incumbents are fully licensed as a behavioral health clinician and expected to perform the full range of duties as assigned.

SUPERVISION RECEIVED: Receives direction from assigned supervisory or management personnel. May exercise functional and technical supervision to assigned staff.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	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.
2.	Conducts site and chart audits and progress reviews; reviews information and assesses service provision quality.
3.	Maintains database system with updated client information, maintains client files and prepares accurate and complete reports, as needed.
4.	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.
5.	Provides crisis intervention to clients and family members primarily by phone, including assessment and management of potential life-threatening situations.
6.	Researches, collects, and reviews data to assess service utilization and referral patterns; provides recommendations for improvements and changes.
7.	Coordinates mental health service provision for members to ensure access to a continuum of services.
8.	Advocates for clients with providers, family members, public and private agencies, and others. Assesses options for an appropriate treatment approach.
9.	Responds to complaints and questions regarding mental health service provision.
10.	Evaluates agency's ability to provide access to treatment.

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MHO Care Coordination Specialist (Continued)

11.	Provides information, training and consultation to providers on credentialing and Lane Care administrative processes.
12.	Acts as a liaison with local and state agencies, service providers, and the public; provides consultation as needed.
13.	Attends and/or participates in meetings and committees and promotes positive relations.
14.	Assists in resolving discrepancies or concerns with contract agencies.
15.	Maintains client and operational records for compliance with state and federal regulations.

Knowledge of (position requirements at entry):

- 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.

Skills in (position requirements at entry):

- 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 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.

Training and Experience (positions in this class typically require):

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.

MHO Care Coordination Specialist 1: 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.

MHO Care Coordination Specialist 2: Three years of responsible professional mental health experience, including experience with managed care demonstrating a comprehensive

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MHO Care Coordination Specialist (Continued)

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

Licensing Requirements (positions in this class may require):

MHO Care Coordination Specialist 1:

Must be able to be credentialed as a Qualified Mental Health Professional (QMHP).
Mental Health and Addictions Certification Board of Oregon (MHACBO) certification.

MHO Care Coordination Specialist 2:

Possession of current clinical licensure under the Oregon Board of Licensed Social Workers as a Licensed Clinical Social Worker, or under the Oregon Board of Licensed Professional Counselors and Therapist as a Licensed Professional Counselor or Licensed Marriage and Family Therapist.

NOTE: This position is represented by AFSCME Local 2831.

Classification History:

De minimus change made to add may exercise T&F supervision 9/1/18.

Established per Board Order 07-2-21-8

De minimus change adding MHACBO certification 5/29/19.

Establishment of MHO Care Coordination Specialist 1/2 flex series per Board Order 23-08-01-XX

FLSA Status - Exempt

BEFORE THE BOARD OF COMMISSIONERS OF LANE COUNTY, OREGON

ORDER NO: 23-08-01-02

In the Matter of Establishing the Mental
Health Organization Care Coordination
Specialist Classification Flex Series and
Corresponding Pay Grades

WHEREAS, the Human Resources has completed an analysis of the Mental Health Organization Care Coordination Specialist classification; and

WHEREAS, it is the intent of Lane County to establish the Mental Health Organization Care Coordination Specialist classification as a flexibly staffed classification series with the creation of the Mental Health Organization Care Coordination Specialist 1/2 classification; and

WHEREAS, it is the intent of Lane County to establish associated competitive pay grades within the American Federation of State, County and Municipal Employees salary range; and

NOW, THEREFORE, the Board of County Commissioners of Lane County **ORDERS** the establishment of the Mental Health Organization Care Coordination Specialist 1/2 classification series with associated pay grade of AFS 037 for Mental Health Organization Care Coordination Specialist 1 (\$29.92-\$39.94) and AFS 039 (\$31.38-\$41.95) for Mental Health Organization Care Coordination Specialist 2.

ADOPTED this 1st day of August, 2023

Pat Farr, Chair
Lane County Board of Commissioners