



LASSEN COUNTY

Health and Social Services Department

- HSS Administration**
- Public Guardian**
336 Alexander Avenue
Susanville, CA 96130
(530) 251-8128
- Grant and Loans Division**
336 Alexander Avenue
Susanville, CA 96130
(530) 251-2683
- Behavioral Health**
555 Hospital Lane
Susanville, CA 96130
(530) 251-8108/8112
- Chestnut Annex**
1400-A & B Chestnut Street
Susanville, CA 96130
(530) 251-8112
- Patients' Rights Advocate**
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8322
- Public Health**
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8183
- Environmental Health**
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8183
- Community Social Services**
336 Alexander Avenue
Susanville, CA 96130
- LassenWORKS**
Business & Career Network
PO Box 1359
1616 Chestnut Street
Susanville, CA 96130
(530) 251-8152
- Child & Family Services**
1600 Chestnut Street
Susanville, CA 96130
(530) 251-8277
- Adult Services**
PO Box 429
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8158
- HSS Fiscal**
PO Box 1180
Susanville, CA 96130
(530)251-2614

Date: April 27, 2021

To: Aaron Albaugh, Chairman
Lassen County Board of Supervisors

From: Barbara Longo, Director
Health and Social Services

Subject: Approval for Compliance Officer and Contracts Coordinator Job Descriptions

Background:

Compliance Officer:

In February 2018, the Lassen County Health and Social Services Compliance Officer moved into a different position within the Agency. The position was unable to be filled through multiple recruitments and a decision was made to contract the work out in order to meet Federal and State requirements. Due to new regulations and more audit requirements changes a new job description was developed for this position. By filling this position, we will be able to cancel the existing contract for services and have an in-house Compliance Officer.

Contracts Coordinator:

Annually, Health and Social Services prepares over 200 Contracts and Memorandum of Understanding for approval by the Board of Supervisors. The creation of this new Job Description will allow us to hire an individual to specifically work on the preparation, approval and audits of all vendors who contract with Lassen County Health and Social Services. This position will replace the vacant Administrative Assistant position within the Health and Social Services Budget.

Fiscal Impact:

There is no impact to the General Fund. Funds are budgeted within HSS 110-0721 to support both positions.

Action Requested:

Approve Compliance Officer and Contracts Coordinator Job Descriptions.



Class Title:	Compliance Officer	CLASS CODE	
Department:	Health & Social Services	UNIT	MM
Reports to:	Director of Health and Social Services	FLSA Status	Non-Exempt
Board Approval	PENDING	RANGE	26

JOB SUMMARY

This position performs a variety of complex management and administrative functions for State sponsored health and social services programs.

Develop, implement, and maintain County's privacy, information security, and fraud, waste, and abuse compliance programs; ensure that County-wide practices, policies, and procedures comply with applicable federal, state, and local regulations and requirements; and develop and oversee the compliance training program.

This position is directly responsible for evaluating and developing system processes and procedures that lead to improvement of services and outcomes and efficient use of resources.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Director of the Health & Social Services and/or Assistant Director/Personnel Coordinator.

May exercise supervision over assigned administrative personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (All duties may not be performed by all incumbents.) Other duties may be assigned.

Oversee and monitor the implementation of the County's privacy, information security, and fraud, waste, and abuse compliance programs in accordance with applicable federal, state, and local regulations and requirements.

Plans, coordinates, and directs the operations of the Quality Improvement, Quality Assurance and Compliance programs for the Health and Social Services Agency.

Advises and assists professional, paraprofessional, administrative and technical staff in achieving program objectives and maintains program compliance.

Monitors and evaluates the quality and appropriateness of services at the individual, provider, directorate, and county level.

Develops, establishes and implements processes and systems for improvement of services in collaboration with management.

Reviews all reports of morbidity and mortality.

Annually reviews and/or modifies the Quality Management Plan.

Ensures that all Agency staff training needs in these areas are met.

Interprets and explains Federal, State, local and/or program rules and regulations to staff, directors, and the public.

Prepare, maintain, and revise when necessary, written policies and procedures for the operation of the County's privacy, information security, and fraud, waste, and abuse compliance programs.



Report regularly to the County Administrative Officer, County Counsel, Health & Social Services Director, and when appropriate to the Board of Supervisors and other department heads, on the status of the program and assist them in establishing methods to improve efficiency and quality of services, and to reduce vulnerability to fraud, waste, and abuse of government funds and services.

Develop, coordinate, and deliver to County employees, interns, volunteers, and others who provide services under the direction of County staff, initial orientation and annual training that ensures that all employees and managers are knowledgeable of and comply with pertinent federal, state, and local standards, and are encouraged to report incidents of noncompliance and other improprieties without fear of retaliation.

Initiate, facilitate, and promote activities to foster awareness of the compliance programs within the County.

Ensure that staff delivering services for which state and federal reimbursement is sought possess and maintain credentials, licensure, and/or certifications required by the funding organizations and applicable laws.

Conduct periodic risk assessments; assist departments to correct or mitigate findings and implement response plans.

Conduct internal operational reviews; report findings to the appropriate governing body along with recommendations for corrective action and removal of barriers to compliance.

Conduct contractor compliance reviews; report findings to the appropriate department or governing body along with recommendations for corrective action.

Investigate complaints received from employees and the public of privacy or information security violations or breaches, or fraud, waste, and abuse, and report findings to the County Administrative Officer, County Counsel, and Health & Social Services Director, and other required governmental organizations as required by law.

Respond to outside governmental organization investigations and queries as the principal point of contact.

Maintain current knowledge of applicable federal and state laws pertaining to privacy, information security, and fraud, waste, and abuse, and accreditation standards; monitor advancements in information technologies to ensure organizational adaptation and compliance.

Develop and maintain working relationships with counsel, management, key departments and committees and serve as the compliance consultant.

Review all system-related information security plans to ensure compliance with applicable state and federal privacy laws.

Develop and maintain written reports and policies and procedures, training materials, and manuals as required; maintain documentation of compliance activities as required by applicable laws.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for personnel, materials and equipment; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.



Monitor and coordinate the daily operations of assigned program area; perform technical duties related to assigned area; maintain appropriate records and statistics.

Conduct analyses of a wide range of related programs or operational activities; conduct surveys and perform moderately complex research and statistical analyses; prepare related reports.

Coordinate activities with and provide information to outside contractors and service providers.

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

Any combination of experience and education that will meet the requirements of the job. A suggested way to meet the requirement is:

Education: A bachelor's degree in public administration, business administration, nursing, a related specialty, or a degree appropriate to a social service agency such as Psychology, Sociology, Social Science, etc.

AND

Experience: Two years of experience in a related public social service agency, one of which must have been in a supervisory or lead capacity.

Licenses and Certifications

Possession of, or ability to obtain, a valid California driver's license.

Possession of, or ability to obtain within eighteen months of appointment, CHC (Certified in Healthcare Compliance) from HCCA (Health Care Compliance Association) or other accrediting organization.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Principles and practices of business letter and report writing.

Applicable Federal, State and local laws and regulations related to privacy, information security, and fraud, waste, and abuse compliance and accreditation standards.

Principles of community relations.

Basic financial/budgetary systems and procedures.

Basic statistics and quantitative analytic techniques.

Modern office procedures, methods and computer equipment. Common word processing and spreadsheet software for personal computers.

Pertinent local, State and Federal laws, ordinances and rules.

Principles and practices of work safety.

Ability to:

Interpret and apply pertinent Federal, State, and local laws, codes and regulations.

Analyze situations accurately and develop effective courses of action.

Apply principles of investigation; interview others effectively.

Communicate clearly and concisely, both orally and in writing.



Plan, assign, and lead the work of others; supervise, train, and evaluate assigned staff, as necessary.

Work independently with little or no supervision.

Perform a wide variety of administrative duties on behalf of a high-level administrator with minimal supervision.

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

Use a computer and a variety of other office machines. Learn specialized computer programs.

Mentally analyze assignments received, differentiate between two or three sets of information, identify and interpret general department information, know, observe, prioritize, problem solve, remember, understand, explain, and count.

Observe, identify and solve problems of office operations and procedures; understand, interpret and explain Department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Physical Demands and Working Conditions:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is often required to travel to and make outside visits – occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.



COUNTY OF LASSEN
JOB DESCRIPTION

CLASS TITLE:	Contracts Coordinator	CLASS CODE	
DEPARTMENT:	Health and Social Services Agency	UNIT	UPEC
REPORTS TO:	Director of Health and Social Services	FLSA STATUS	Non-Exempt
BOARD APPROVAL	PENDING	RANGE	20

DEFINITION

This position performs a variety of complex administrative functions for Federal and State sponsored health and social services programs.

The incumbent is responsible for the overall design, development and implementation of quality improvement and assurance activities for the Health and Social Services Agency. This position is directly responsible for evaluating and developing system processes and procedures that lead to improvement of services and outcomes and efficient use of resources.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Health and Social Services and/or Assistant Director/Personnel Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (All duties may not be performed by all incumbents.) Other duties may be assigned.

Provide information to outside contractors and service providers; prepare and publish requests for proposals and bids to the public; prepare contracts and programs for Board of Supervisors approval.

Conduct applicable reviews/monitoring for federally/state-funded and non-federally/state funded contracts.

Advise and assist professional, paraprofessional, administrative and technical staff in achieving program objectives and maintains program compliance.

Monitor and evaluate the quality and appropriateness of services at the individual, provider, directorate, and county level.

Develops, establishes and implements processes and systems for improvement of services in collaboration with management.

Conduct analysis to assess accuracy and completeness of statistical data submitted by contractors and subcontractors.

Interpret and explain Federal, State, local and/or program rules and regulations to staff, directors, and the public.

Conduct and directs organizational, technical, fiscal research and analysis of activities and outcomes regarding system and provider reviews.

Assist in the development of new program elements and program modifications as necessary to meet stated goals and objectives.



Conduct and direct the implementation of any new and existing programs and special projects to determine feasibility resolve problems and increase efficiency.

Provide continuous administrative and program liaison activities with service providers.

Provide updates on program requirements to Health and Social Services Departments.

Other duties as assigned

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Four to six years of highly responsible administrative experience providing support to a high-level administrator. At least two of the years must be in an area relating to major responsibility. One-year experience in lead or senior level work required.

Training:

Equivalent to the completion of the twelfth grade supplemented by course work in business, economics, statistics or a related field. Associates degree preferably in business, accounting, office management, or a related field.

Licenses and Certifications

Possession of, or ability to obtain, a California driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Principles and functions of public health and social services program administration. Knowledge of laws, codes, regulations, and practices governing the operation of public health and social services agencies and the variety of service programs.

Principles and methods of quality assurance, managed care, Federal and State funding sources.

Resources available in the community for referral or utilization in health and social services programs.

Ability to:

Analyze problems, select alternatives, and project consequences of proposed actions and implement recommendations in support of objectives.

Enlist cooperation of and work effectively with community organizations and governmental agencies.



Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with staff, other Departments and agencies, the private sector, and the public.

Use standard office computers for word processing and spreadsheets.

ADDITIONAL REQUIREMENTS

Travel within and outside of Lassen County will be required for meetings and training.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is often required to travel to and make outside visits – occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; reach with hands and arms; and to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.