

- F2 Lengthy vetting, onboarding, recruitment and retention problems in both the Humboldt County Correctional Facility and Humboldt County Mental Health impede the effective delivery of mental health care. (R2)
- R2 The Humboldt County Civil Grand Jury recommends that the Humboldt County Human Resources Department and Department of Health and Human Services thoroughly examine and improve their effectiveness in hiring, onboarding, and recruitment processes to better fill vacancies. These changes should be implemented by January 1, 2021. (F2)

County Response:

Between 2018 and 2020, the Human Resources (HR) department reviewed the recruitment, hiring, and onboarding practices. HR took steps to mitigate the time between recruitments and created a streamlined recruitment process that allows departments to move through each recruitment quickly. Eligible candidates are placed on a Referred List, which is sent electronically to the department. When each recruitment is complete, candidates who pass the oral exam are considered eligible for hire.

In the past 24 months, three recruitments were conducted for Substance Abuse Counselor (SAC). Below are the timeframes associated with those recruitments:

- Substance Abuse Counselor I/II 1800188
 - Advertised 12/11/2018 – 1/21/2019
 - Referred list sent 2/14/2019 (Total time from when the recruitment closed to when the referred list was provided to department: 17 business days)
- Substance Abuse Counselor Trainee/I/II 1800298
 - Advertised 3/25/2019 – 4/15/2019
 - Referred list sent 6/24/2019 (Total time from when the recruitment closed to when the referred list was provided to department: 48 business days)
 - There were delays in department scheduling Oral Exams
- Substance Abuse Counselor I/II 20-00051
 - Advertised 4/20/2020 – 5/18/2020
 - Oral Exams held 6/11/2020
 - Pending Oral Exam results from department

HR screens each applicant for Minimum Qualifications based on the education and experience requirements outlined in the board-adopted job classifications. The Department of Health Care Services currently recognizes three National Commission for Certifying Agencies (NCCA) accredited organizations to register and certify alcohol and other drug counselors in California. To be considered for inclusion in the list of counselor certifying organizations, you must apply to and become accredited by the NCCA. Therefore, there are additional considerations to have when screening for Minimum Qualifications.

After the Referred List is provided to the department, the department is responsible for moving candidates through the necessary screening and background process. Working in safety sensitive positions or locations (i.e. Correctional Facility, Juvenile Hall, etc.), requires eligible candidates to undergo a secondary level of screening, such as a background investigation, to fully vet the candidate before they can be hired. This secondary level of screening is completed by and within the department they are being hired into. Timeframes for those screenings are dependent on the department.