



COUNTY OF HUMBOLDT


AGENDA ITEM NO.

C13

For the meeting of: November 7, 2017

Date: October 17, 2017

To: Board of Supervisors

From: Connie Beck, Director 
Department of Health and Human Services

Subject: Allocate one (1) 1.0 full time equivalent Patient Rights Advocate

RECOMMENDATION(S):

That the Board of Supervisors:

1. Allocate one (1) 1.0 full time equivalent (FTE) Patient Rights Advocate (class 0530, salary range 345, unit 1) in budget unit 424; effective the beginning of the bi-weekly pay period immediately following approval.

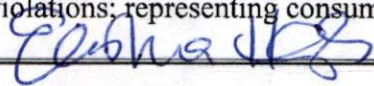
SOURCE OF FUNDING:

Mental Health Fund

DISCUSSION:

The Department of Health and Human Services, Mental Health Branch recognizes the critical importance of providing support and advocacy for Mental Health patients that are unable to advocate for themselves. Previously there has not been a position allocated to fulfill these specific duties and functions. The job class of Patient Rights Advocate will perform these duties to include monitoring mental health facilities, services and programs and investigation allegations of rights violations; representing consumers at hearing;

Prepared by Connie Hagquist, Staff Services Analyst - ES

CAO Approval 

REVIEW:

Auditor 

County Counsel _____

Personnel 

Risk Manager _____

Other _____

TYPE OF ITEM:

- ☒ Consent
☐ Departmental
☐ Public Hearing
☐ Other _____

PREVIOUS ACTION/REFERRAL:

Board Order No. _____

Meeting of: _____

BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT

Upon motion of Supervisor Fennell Seconded by Supervisor Wilson

Ayes Fennell, Bass, Bohn, Wilson

Nays _____

Abstain _____

Absent Sundberg

and carried by those members present, the Board hereby approves the recommended action contained in this Board report.

Dated: 11/7/17

By: 

Kathy Hayes, Clerk of the Board

hearing; training customers, staff and community partners on patient rights; completing mandated reports to the State Patients' Rights Office. These responsibilities are required to adequately ensure that patients receiving mental health services are afforded their statutory and constitutional rights and that any violation of their rights is addressed in a timely and appropriate manner.

FINANCIAL IMPACT:

The requested allocation of 1.0 FTE Patient Rights Advocate is calculated to cost two thousand three hundred seventy one dollars and fifty eight cents (\$2,371.58) for salary and benefits per pay period, not to exceed thirty five thousand five hundred seventy four dollars (\$35,574.00) for FY 2017-18. DHHS Mental Health Administration budget unit 1170-424 will incur expenditure savings due to reduction in contracted professional services that will offset this additional personnel expense.

This additional expenditure will be reimbursed through Federal Financial Participation for service delivery to Medi-Cal beneficiaries, Mental Health Services Act and Behavioral Health Realignment. There is no impact on the general fund.

Approving this recommendation will support the Board's Strategic Framework by providing and maintaining infrastructure and by creating opportunities for improved safety and health for vulnerable populations.

OTHER AGENCY INVOLVEMENT:

County Human Resources

ALTERNATIVES TO STAFF RECOMMENDATIONS:

None are recommended

ATTACHMENTS:

County Human Resources Classification Review Report
Job Specification



**Human Resources/Risk Management
County of Humboldt
825 5th Street, Room 100
Eureka, CA 95501**

DATE: September 18, 2017

TO: Emilisa Botzler-Rodgers, HHS-Mental Health Branch Director

FROM: David Gauthier, Human Resources Analyst II

SUBJECT: **Classification review for a newly proposed position to perform as a patients rights advocate.**

At your request, the Human Resources Department has conducted a classification review of a newly proposed position to perform a variety of patient rights related duties for the Department of Health and Human Resources – Mental Health. The purpose of the review was to determine if development of a new class is appropriate, and if so, develop the specifications for that class.

Based upon the information provided by Donna Wheeler in the related Job Analysis Questionnaire, and discussions with department representatives, Human Resources recommends that the new job class of Patient Rights Advocate be adopted into the classification plan. Currently, there does not exist a County job classification that appropriately reflects the duties and functions of the proposed position.

The purpose of the newly proposed position is to provide support and advocacy to Mental Health patients that are unable to advocate for themselves in accordance with the Patient Rights Advocacy Program. Duties will include monitoring mental health facilities, services, and programs and investigating allegations of rights violations; representing consumers at hearings; training customers, staff and community partners on patient rights; and completing mandated reports to the State Patients' Rights Office.

The recommended salary range for this position is 345.

Human Resources will request that the Board of Supervisors adopt the classification of Patient Rights Advocate on October 10, 2017. You will need to prepare a report to the Board of Supervisors following the adoption of the new classification with the following specific recommendation:

“That the Board of Supervisors:

- 1) allocate one full-time Patient Rights Advocate (class 0530, salary range 345, unit 1) in budget unit _____.

effective the first full pay period following approval.”

For informational purposes please include a copy of this report, along with the attached specification for Patient Rights Advocate, with your report to the Board of Supervisors. Following board approval of the allocation, you will need to send a requisition to Human Resources requesting a recruitment be opened to fill the newly allocated vacancy.

If you have any questions please feel free to give me a call at 476-2349.

Attachment: Patient Rights Advocate

Cc: Yvonne Winter
Donna Wheeler
Cindy Hammers

PATIENT RIGHTS ADVOCATE

DEFINITION

Under direction, ensures that mental health consumers are informed of their rights; represents and advocates on behalf of mental health consumers; provides training regarding patient rights to mental health treatment staff and community partners; monitors mental health facilities for patient rights compliance and investigates complaints; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This classification is utilized by the Department of Health and Human Services - Mental Health and reports to the Director of Mental Health. The incumbent performs duties in accordance with the Patient Rights Advocacy Program such as receiving and investigating complaints, advocating for mental health patients, and training mental health staff and community partners.

EXAMPLES OF DUTIES (Illustrative Only)

- Receives, investigates, and resolves patient complaints concerning the violation or abuse of rights.
- Advocates on behalf of mental health patients; represents consumers during "probable cause hearing" procedures.
- Collects, compiles, and submits to the State Patients' Rights Office, statistical data regarding the denial of rights.
- Acts as a consultant to mental health professionals concerning patient rights; trains staff in mental health facilities regarding patient rights laws, regulations, and policies; provides training and consultation to mental health constituency groups; attends mandated Patients' Rights training conferences.
- Ensures that incoming patients and residents are notified of their rights; provides information to consumers concerning patient rights through direct training sessions, patient rights handbooks and pamphlets, and posting the list of patient rights in all mental health facilities.
- Monitors mental health facilities, services, and programs for compliance with patient rights statutes and regulations.
- Assists mental health administration and management with patient rights policy development.
- Performs other duties related to the work as needed.

QUALIFICATIONS

Knowledge of:

Basic California civil commitment laws and regulations; basic service rights of persons receiving mental health services; the Patient Rights Advocacy Program.
Basic administrative and judicial due process proceedings; basic service system financial entitlements.
Mental health programs and services available in the community.
Principals of interviewing and report writing.
Advocacy ethics and principals.

Skill in:

Establishing and maintaining effective working relationships with consumers, providers, public administrators, community groups, and the judicial system.
Interpreting and applying codes and regulations.
Preparing effective reports, correspondence and other written materials.
Maintaining accurate records and files.
Training others in the rights of mental health patients.
Exercising independent judgment within established policy guidelines.

Other Requirements:

Possession of a valid California driver's license.

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is:

Two years of journey level work experience with a mental health facility, hospital or related agency with duties that include inter-personal communication with mental health patients, staff, and community partners and requires a working knowledge of mental health programs and patient rights.