

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.26
(ID # 23153)

MEETING DATE:
Tuesday, October 31, 2023


FROM : HUMAN RESOURCES AND RUHS - PUBLIC HEALTH :


SUBJECT: HUMAN RESOURCES & RUHS - PUBLIC HEALTH: Classification & Compensation recommendation to create a new Community Health Worker/Promotore (I/II) class series; and amend Ordinance No. 440 pursuant to Resolution No. 440-9400 submitted herewith, All Districts. [Total Cost \$0 with an ongoing cost of \$0, 100% Grant and Medi-Cal Reimbursement Funded]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the creation of the Community Health Worker/Promotore (I/II) class series; and
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9400.

ACTION: Policy

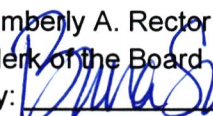

Kim Saruwatari, Director of Public Health 10/12/2023


Michael Bowers, HR Director 10/18/2023

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Spiegel and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington and Gutierrez
Nays: None
Absent: Perez
Date: October 31, 2023
xc: H.R., RUHS-PH

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% Grant/Medi-Cal Reimbursements			Budget Adjustment: No	
			For Fiscal Year: 23/24	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The mission of the Riverside University Health System - Public Health (RUHS-PH) Department is to promote and protect the health of all County residents and visitors in service of the well-being of the community. RUHS-PH offers a wide range of services and programs, with a staff of more than 700 doctors, nurses, health educators, nutritionists, communicable disease and community program specialists, managers, and fiscal and support staff.

RUHS-PH currently does not have a dedicated workforce that can be deployed throughout the community to connect the underserved and marginalized populations in Riverside County to available healthcare resources. Furthermore, California recently launched a new state revenue stream that significantly expanded the role of Community Health Worker/Promotore (CHW/P) to provide a solution to the growing health disparities for the state's communities of color who are often marginalized and for whom healthcare systems may be challenging to access due to socio-economic, cultural, or linguistic barriers. As a result, the Human Resources Classification and Compensation Division (Class and Comp) received a request from RUHS-PH to study the feasibility of creating a new CHW/P class series, which will be responsible for providing culturally sensitive care to diverse populations, engaging with community members, and advocating for their health needs.

In response to RUHS-PH's request to create the new series, Class and Comp conducted an internal review of current County classifications and concluded that there is no existing County class that functions within a similar scope as the proposed CHW/P class series. Consequently, Class and Comp recommends creating a journey-level CHW/P II to that of a comparable internal job class to create parity. Additionally, the entry-level CHW/P I salary will be 5.5% below the CHW/P II salary (at both the minimum and maximum salary) to maintain an appropriate salary/career progression (see Figure 1):

Figure 1:

Job Classification	Proposed Min Salary	Proposed Max Salary
Community Health Worker/Promotore II	\$39,448	\$52,564
(% difference)	5.5%	5.5%
Community Health Worker/Promotore I	\$37,391	\$49,824

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Classification Additions

Community Health Worker/Promotore I: It is recommended to add this classification to the Class and Salary Listing using salary plan/grade LIU 219 (\$37,391 - \$49,824/year) (**Attachment II**).

Community Health Worker/Promotore II: It is recommended to add this classification to the Class and Salary Listing using salary plan/grade LIU 270 (\$39,448 - \$52,564/year) (**Attachment III**).

Impact on Residents and Businesses



This request will benefit residents and businesses. The approval of the proposed Community Health Worker/Promotore class series will improve social determinants of health in the community by linking residents to medical services.

Additional Fiscal Information

The department has indicated that grants and Medi-Cal reimbursements will fund future position(s), which will be requested via a Classification Transaction Request. A budget adjustment is not required.

Attachments

- I. Resolution No. 440-9400
- II. Community Health Worker/Promotore I Job Description
- III. Community Health Worker/Promotore II Job Description


Douglas Ordóñez Jr. 10/17/2023 
Alonzo Barrera, Principal Management Analyst 10/23/2023

1 RESOLUTION NO. 440-9400

2
3 BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in
4 regular session assembled on October 31, 2023, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the
5 Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440,
6 operative the beginning of the pay period following approval, as follows:
7

8	<u>Job</u>			<u>Salary</u>
9	<u>Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Plan/Grade</u>
10	57796	+	Community Health Worker/Promotore I	LIU 219
11	57797	+	Community Health Worker/Promotore II	LIU 270

12 ROLL CALL:

13 Ayes: Jeffries, Washington, Spiegel, and Gutierrez
14 Nays: None
15 Absent: Perez

16 The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on
17 the date therein set forth.

18 KIMBERLY A. RECTOR, Clerk of said Board

19 By:  _____
20 Deputy

21 10.31.2023 3.26



COMMUNITY HEALTH WORKER/PROMOTORE II

Class Code:
XXXXX

COUNTY OF RIVERSIDE
Established Date: XXX XX, 2023
Revision Date: XXX XX, 2023

SALARY RANGE

\$18.97 - \$25.27 Hourly
\$3,287.30 - \$4,380.34 Monthly
\$39,447.62 - \$52,564.10 Annually

CLASS CONCEPT:

Under general supervision, serves as a vital link between the public and health services within the County of Riverside to promote health among individuals, families, and groups including those who lack access to adequate care, the underserved, and at-risk populations; works as part of a designated interdisciplinary team to ensure high-quality and continuous care is accessible to all program participants; performs other related duties as required.

The Community Health Worker/Promotore II is the journey level class in the Community Health Worker/Promotore series and reports to an appropriate supervisory or manager level position. Incumbents assist in the implementation of a wide array of activities, including Basic Population Health Management (BPHM) - related interventions, such as wellness and prevention. Incumbents work as essential members of an interdisciplinary team to perform a wide range of duties associated with community-based, high-touch, person-centered services, provided primarily through in-person interactions. Incumbents will engage in delivering health care information and services to clients, which include intake services, referrals, health education and outreach, and provide assistance to clinical and other professional staff, within established guidelines and policies.

The Community Health Worker/Promotore II is distinguished from the Community Health Worker/Promotore I in that the latter is the entry level class requiring greater supervision in the performance of more routine tasks and is learning to perform the full range of educational and support duties.

REPRESENTATION UNIT: LIUNA – Support Services

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Build rapport with clients and gather, share, and assess accurate information to identify efficient and effective opportunities for intervention utilizing strategies that reflect the client's values, attitudes, and beliefs.
- Provide health education, instruction, and information in a manner that clients can easily understand and address barriers to physical and mental health services.

- Assist clients in navigating the healthcare system and public health programs by phone and in person to help clients successfully participate in their medical and/or behavioral care.
- Engage with community members to raise awareness about violence prevention strategies.
- Build trusting relationships with individuals and families affected by asthma, offering guidance, emotional support, and practical assistance.
- Connect program participants to community resources necessary to achieve healthy outcomes; address healthcare barriers and identify and address health-related social needs; make closed-loop referrals to local human service systems to support clients address their needs including but not limited to housing, food, personal safety, transportation, childcare, energy assistance, education, income assistance, and education.
- Provide care management services for clients at highest risk of poor health outcomes by helping them access clinical and community services necessary to implement the client's care plan.
- Provide transitional care services (TCS) for clients transferring from one setting or level of care to another and maintain close contact with clients and caretakers both in-person and on the phone.
- Support clients' engagement with their primary care physician (PCP); identify and connect clients to services that address Social Determinates of Health (SDOH) needs; promote wellness and prevention, help members manage their chronic diseases, and support efforts to improve maternal and child health.
- Participate in all team collaborations and continuous quality improvement initiatives and projects.
- Ensure documentation in electronic health records (and other tracking and monitoring systems) are accurate, useful and in compliance with regulatory requirements and accreditation standards.

RECRUITING GUIDELINES:

Education: Graduation from high school, possession of a Certificate of Proficiency issued by the California State Board of Education or attainment of a satisfactory score on a G.E.D. examination.

Experience: One year of experience as a Community Health Worker/Promotore I or equivalent non-County classification

OR

Experience: Two years of lived experience, that is equivalent to that of a Community Health Worker/Promotore I working with diverse populations in the community (e.g., women with infants and young children, homelessness, substance abuse, persons involved in the justice system, AIDS/HIV patients, older adults, and underserved populations) which would provide an opportunity to acquire the knowledge and abilities herein.

Knowledge of: Client populations, community resources, techniques for group and individual interviewing and counseling; basic recordkeeping principles and practices; and computer equipment and applications related to the work.

Ability to: Address the client population's unique needs in a culturally sensitive manner; relate and communicate effectively with the community served; learn and understand the organization and operation of the assigned department and of outside departments and agencies; maintain strong

working relationships with a wide range of community agencies and organizations; obtain and record accurate information for case documentation and other reports. .

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License may be required.

Completion of a Department of Health Care Access and Information approved CHW/Promotore training program is required.

Must possess and maintain a CHW/P/R certificate. Some positions may require additional specialized certification.

Some positions may require fluency in a second language, as determined by client population served.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



COMMUNITY HEALTH WORKER/PROMOTORE I

Class Code:
XXXXX

COUNTY OF RIVERSIDE
Established Date: XXX XX, 2023
Revision Date: XXX XX, 2023

SALARY RANGE

\$17.98 - \$23.95 Hourly
\$3,115.93 - \$4,151.98 Monthly
\$37,391.11 - \$49,823.79 Annually

CLASS CONCEPT:

Under close supervision, learns to serve as a vital link between the public and available health services within the County of Riverside to promote health among individuals, families, and groups including those who lack access to adequate care; works closely with a designated interdisciplinary team to ensure high-quality and continuous care is accessible to all program participants; performs other related duties as required.

The Community Health Worker/Promotore I is the entry level class in the Community Health Worker/Promotore series and reports to an appropriate supervisory or manager level position. Incumbents assist in the implementation of a wide array of activities including Basic Population Health Management (BPHM) – related interventions, such as wellness and prevention. Incumbents work as essential members of an interdisciplinary team to perform a wide range of routine duties associated with community-based, high-touch, person-centered services, provided primarily through in-person interactions. Incumbents learn to deliver health care information and services to clients, which include intake services, referrals, health education and outreach, and provide assistance to clinical and other professional staff, within established guidelines and policies.

The Community Health Worker/Promotore I is distinguished from the Community Health Worker/Promotore II in that the latter is the journey level class requiring less supervision in performing the full range of educational and support duties including more complex tasks that require greater knowledge and more independence in decision making.

REPRESENTATION UNIT: LIUNA – Support Services

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Learn to build rapport with clients and gather, share, and assess accurate information to identify efficient and effective opportunities for interventions utilizing strategies that reflect the client's values, attitudes, and beliefs.
- Provide health education, instruction, and information in a manner that clients can easily understand, as well as address barriers to physical and mental health services.

- Assist clients in navigating healthcare systems and public health programs by phone and in person to help clients successfully participate in their medical and/or behavioral care.
- Engage with community members to raise awareness about violence prevention strategies.
- Build trusting relationships with individuals and families affected by asthma, offering guidance, emotional support, and practical assistance.
- Learn to connect program participants to community resources necessary to achieve healthy outcomes; address healthcare barriers and identify and address health-related social needs; make closed-loop referrals to the local human service systems to support clients address their needs including but not limited to housing, food, personal safety, transportation, childcare, energy assistance, education, income assistance, and education.
- Provide care management services for clients at highest risk of poor outcomes by helping them access clinical and community services necessary to implement the client's care plan.
- Provide transitional care services (TCS) for clients transferring from one setting or level of care to another and maintain close contact with the clients and caretakers both in person and on the phone.
- Support clients' engagement with their primary care physician (PCP); identify and connect clients to services that address Social Determinates of Health (SDOH) needs; promote wellness and prevention, help members manage their chronic diseases, and support efforts to improve maternal and child health.
- Participate in all team collaborations and continuous quality improvement initiatives and projects.
- Ensure documentation in electronic health records (and other tracking and monitoring systems) are accurate, useful, and in compliance with regulatory requirements and accreditation standards.

RECRUITING GUIDELINES:

Education: Graduation from high school, possession of a Certificate of Proficiency issued by the California State Board of Education or attainment of a satisfactory score on a G.E.D. examination.

Experience: Any combination of lived experience working with diverse populations in the community (e.g., women with infants and young children, homelessness, substance abuse, persons involved in the justice system, AIDS/HIV patients, older adults, and underserved populations) which would provide an opportunity to acquire the knowledge and abilities listed herein. Normally, this would include, one year of experience which has provided personal first-hand knowledge of the problems, needs, attitudes, and behavior patterns of the community as they relate to public health.

Knowledge of: Client population and community resources; techniques for group and individual interviewing and counseling; basic recordkeeping principles and practices; and computer equipment and applications related to the work.

Ability to: Address the client population's unique needs in a culturally sensitive manner; relate and communicate effectively with the community served; learn and understand the organization and operation of the assigned department and of outside departments and agencies; maintain strong working relationships with a wide range of community agencies and organizations; obtain and record accurate information for case documentation and other reports.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License may be required.

Completion of a Department of Health Care Access and Information approved CHW/Promotore training program and possession of a CHW/P/R certificate is required within 12 months of hire.

Some positions may require fluency in a second language, as determined by client population served.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.