

# Civil Service Commission



**Jed Nicholson** *Commission President, District 1*

**Lesley Santos** *District 2*

**Erica Baltodano** *Commission Vice President, District 3*

**David Warren** *District 4*

**Robert Bergman** *District 5*

**Tami Douglas-Schatz** *Commission Secretary*

## AGENDA

### County of San Luis Obispo Civil Service Commission Regular Session Meeting

Wednesday, June 28, 2023 @ 9:00 a.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

**1. Call to Order / Flag Salute / Roll Call**

**2. Public Comment Period**

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

**3. Minutes**

The following draft minutes are submitted for approval:

- a. May 24, 2023

**4. Reports**

Commission President  
Commission Counsel  
Commission Outside Counsel  
Commission Secretary

**5. Request to Approve Revised Job Specification(s):**

- a. M.H. Medical Record Supervisor

**6. Public Comment on Closed Session Item**

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

**7. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6):** Agency designated representative: Tami Douglas-Schatz, or designee

**8. Adjournment**

# Civil Service Commission



**Jed Nicholson** *Commission President, District 1*  
**Lesley Santos** *District 2*  
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**David Warren** *District 4*  
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## Minutes

### County of San Luis Obispo Civil Service Commission Regular Session Meeting

Wednesday, May 24, 2023 @ 9:00 a.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

**Present:** Commissioners: Vice President Baltodano, Commissioner Bergman, Commissioner Santos, Commissioner Warren  
Staff: Commission Secretary Mark McKibben  
Commission Clerk Rosa Reyes  
County Counsel: Jon Ansolabehere  
Outside Counsel: Steve Simas

**Absent:** Commissioners: President Nicholson

### 1. Call to Order / Flag Salute / Roll Call

Commission Vice President Baltodano called the meeting to order at 9:00am and led the flag salute. Roll was called. Commission President Nicholson was absent.

### 2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the Vice President. Presentations are limited to three minutes per individual. There were no public comments.

### 3. Minutes

The following draft minutes are submitted for approval:

- a. April 26, 2023

# Civil Service Commission

The minutes for April 26, 2023, were considered. Commissioner Bergman motioned to approve the minutes as presented. Commissioner Warren seconded the motion. The motion to approve as presented carried 4-0-1.

## 4. Reports

**Commission Vice President** – None

**Commission Counsel** – None

**Commission Outside Counsel** - None

**Commission Secretary** – None

**Principal Human Resources Analyst Frank Stapleton** requested the Commission hold August 22-24, 2023, and October 24-26, 2023, for tentative hearing dates.

## 5. Request to Approve Revised Job Specification(s):

- a. Sheriff's Correctional Deputy/Sheriff's Senior Correctional Deputy/Sheriff's Correctional Sergeant

Human Resources Analyst Chrystal Pope presented the proposed revisions to the specifications. Commissioner Warren requested that the education and experience section on page 5a.009 was returned to the previous structure, to include the "all levels" experience as the requirement for Sheriff's Correctional Deputy. Ms. Pope stated this would be possible with the addition of the minimum qualification template language. Vice President Baltodano requested page 5a.012 line 25 was amended to read "may be required to act as supervisor in the absence of the supervisor." Commission Secretary Mark McKibben noted that this could be applied across specifications moving forward. Vice President Baltodano requested amendment to page 5a.013 line 50 to read "Encourage and facilitate participation in rehabilitative programs." Vice President Baltodano requested the addition of a period following line 62 of page 5a.014. Vice President Baltodano invited public comment; there was none. Commissioner Warren motioned to approve as amended. Commissioner Santos seconded the motion. The motion to approve as amended carried 4-0-1.

## 6. Request to Approve New Job Specification(s):

- a. Deputy Director – Behavioral Health

Principal Human Resources Analyst Frank Stapleton and Behavioral Health Director Anne Robin presented the proposed specification. Commission Vice President Baltodano invited public comment. Theresa Schultz, Senior Labor Representative for SLOCEA, stated concern over the addition of this position in contrast to the forecasted outsourcing of the Psychiatric Health Facility (PHF) staff within the Health Agency. Commission Counsel Jon Ansolabehere clarified that while job specifications are subject to review by the Civil Service Commission, issues relating to labor and funding are addressed through Human Resources and the Board of Supervisors. The Commission thanked Ms. Shultz for her comment. Commissioner Santos motioned to approve the new specification as presented. Commissioner Bergman seconded the motion. The motion carried 4-0-1.

# Civil Service Commission

## 7. Public Comment on Closed Session Item

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendaized here may do so when recognized by the Vice President. Presentations are limited to three minutes per individual.

Hearing no public comment, Vice President Baltodano moved to Closed Session.

## 8. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6): Agency designated representative: Tami Douglas-Schatz, or designee

Vice President Baltodano stated that there was no reportable action in Closed Session.

## 9. Adjournment

Vice President Baltodano adjourned the meeting at 9:49am.

***\* Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.***



TO: Civil Service Commission

DATE: June 28, 2023

FROM: Lynsey Bond, Human Resources Analyst

SUBJECT: Revised Classification: M.H. Medical Record Supervisor  
(Proposed new title: Health Information Supervisor)

Department: Health Agency

Appointing Authority: Nick Drews, Health Agency

### **RECOMMENDATION**

It is recommended that the Commission approve the proposed revisions to the M.H. Medical Record Supervisor specification.

### **BACKGROUND**

In November 2022, the Civil Service Commission approved revisions to the Health Information Technician (HIT) career series classifications. Human Resources and the Health Agency (Department) identified the RHIT/RHIA (Registered Health Information Technician/Registered Health Information Administrator) certification requirements within the HIT III minimum qualifications were negatively affecting the Department in recruitment and retention for this classification.

The Mental Health Medical Records Supervisor is currently allocated to the Behavioral Health Division within the Department and directly supervises the HITs.

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## **DISCUSSION**

The Mental Health Medical Records Supervisor classification specification currently requires incumbents to possess a RHIT or RHIA certification at the time of appointment. Changing the language for the certification from “required” to “desired” will align with the removal of the same certification requirements with the HIT classes. Maintaining these certifications as required presents an unnecessary barrier for applicants at the supervisor level and for existing employees seeking to promote as there are no department or regulatory requirements for any employee in the Health Information Division of the Department to obtain this certification. These certifications are difficult to obtain and are seldom required at other public or private employers, which has led to it becoming an increasingly difficult burden to establish an applicant pool with those who meet the qualifications.

Job experience or other education or training are also effective and practical means for gaining the necessary skills and abilities that certification demonstrates. In consideration of the removal of the required certification, the addition of two additional years has been added to the required experience in relevant health information work. Because a HIT employee could have met the minimum qualifications for their position through possession of the certification as it is still a recognized qualification to have, the Mental Health Medical Records Supervisor specification states possession of such certification as desired, but no longer required.

The other proposed edits addressing language changes and modernization throughout the specification, such as replacing previous terminology like mental health and medical records with behavioral health and health information respectively, bring the Mental Health Medical Record Supervisor in alignment with the HIT career series they supervise, and more accurately describe the duties. In line with the terminology changes, the title change from Mental Health Medical Records Supervisor to Health Information Supervisor is also proposed allowing it to align with the HIT classification naming convention and more accurately describe the position.

## **RESULT**

The proposed specification revisions more accurately describe the duties and requirements of the position and will help the County to better attract qualified candidates and allow for promotional opportunities within Health Information of the Behavioral Health Division. The

specification will be used as a basis for classification, compensation, and performance management.

**OTHER AGENCY INVOLVEMENT**

The Health Agency and San Luis Obispo County Employees' Association (SLOCEA) were involved in the revisions to the specifications and concur with the changes as proposed.

Attachments:

1. M.H. Medical Records Supervisor Classification Specification– Revisions Redlined
2. M.H. Medical Records Supervisor Classification Specification – Revisions Accepted
3. Health Information Technician I-III Classification
4. Organizational Chart

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo County**

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4  
5 **MENTAL HEALTH MEDICAL RECORDS INFORMATION SUPERVISOR**

6  
7 **DEFINITION:**

8 Under direction, pPlan, direct and organize ~~mental health patient~~ Behavioral Health client record  
9 documentation procedures set forth by regulatory agencies for the ~~Medical Records Health information~~  
10 Offices in the ~~Mental Health Behavioral Health Department~~ivision of the Health Agency, including satellite  
11 clinics; supervise staff engaged in ~~mental health medical records and~~ Behavioral Health information  
12 management; ~~and do other related work as required.~~

13  
14 **DISTINGUISHING CHARACTERISTICS:**

15 This is a single position classification in which the incumbent is responsible for the supervision of staff  
16 engaged in mental behavioral health medical records information responsibilities.

17  
18 **TYPICAL TASKS**

19 **REPRESENTATIVE DUTIES:**

20 (Not in order of importance)

- 21
- 22 • Manages, assigns, supervises and evaluates coordinates the work of the Medical Records Unit  
23 Health Information Department and staff in the Mental Health Behavioral Health  
24 Departmentivision of the Health Agency; ~~implements and monitors work assignments; schedules~~  
25 staff, r
  - 26 • Supervises, trains, and evaluates the performance of assigned staff; interviews and selects  
27 employees and recommends appointments, transfers, reassignment, and disciplinary actions;  
28 establishes work schedules; assigns employee duties and reviews work to ensure accuracy,  
29 completeness, and compliance with established standards, requirements, and procedures.

- ~~Researches and interprets health care laws to ensure compliance with State and Federal rules and regulations and the departments clinical policies and procedures; p, and revises Behavioral Health policies and procedures as appropriate.~~
- ~~Provides concurrent chart audits and ensures confidentiality with client records.; revises policies and procedures as appropriate; insures confidentiality with patient client records; trains and orients new employees, m~~
- ~~Maintains communication with appropriate Cccommittees and Bboards.; develops strategies and techniques; m~~
- ~~Maintains close working relationships and attends meetings with appropriate County Departments and private providers.; s~~
- ~~Supervises the processing of subpoenas.; a~~
- ~~Answers patient and staff questions regarding consent laws, Federal & State Laws and medical record health information requirements.~~
- ~~Performs other related duties as assigned.~~

#### **~~DISTINGUISHING CHARACTERISTICS:~~**

~~This is a single position classification in which the incumbent is responsible for the supervision of staff engaged in mental health medical records responsibilities.~~

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

- ~~Principles and practices of medical records health information technology.; federal, state, and local reporting requirements and laws affecting medical records health information and patient client information.; p~~
- ~~Best principles of effective employee supervision, and training, and staff development.; u~~
- ~~Uses and limitations of medical records health information and patient client right to privacy issues.; i~~
- ~~Indexes, classification, and coding systems.; m~~

- Medical terminology and standard nomenclature as applied to diseases, operations and medical and surgical procedures;
- Principles in managing, entering, and extracting data from the electronic health record;

**Ability to:**

- Plan, organize, direct, and supervise the medical records health information activities of the Mental Health Behavioral Health Department;
- Establish and maintain effective working relationships;
- Ensure the compliance of medical records behavioral health functions by reviewing medical records health information for concurrent compliance with state and federal regulations;
- Make decisions in procedural matters;
- Communicated clearly and concisely, both verbally and in writing

**EDUCATION/EXPERIENCE:**

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Five years of increasingly responsible experience in medical records health information work, including at least two years of such experience working as a lead worker or Senior Medical Records Technician Health Information Technician III or equivalent.

**LICENSES/CERTIFICATES:**

Possession of a valid certificate as an Accredited Records Technician (A.R.T.) or Registered Records Administrator (R.R.A.) Accredited Registered Health Information Technician (RHIT) or Accredited Registered Health Information Administrator (RHIA) is required desired at the time of application and must be maintained throughout employment.

Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver's license will be required at the time of appointment and must

92 be maintained throughout employment.-

93  
94 This class specification generally describes the duties and responsibilities characteristic of the  
95 position(s) within this class. The duties of a particular position within a multi-position class may vary  
96 from the duties of other positions within the class. Accordingly, the essential functions of a particular  
97 position (whether it be a multi-position class or a single-position class) will be identified and used by  
98 medical examiners and hiring authorities in the selection process. If you have any questions regarding  
99 the duties or the working conditions of the position, please contact the Human Resources  
100 Department at 805.781.5959. Personnel Department at (805) 781-5959.

101  
102 Adopted: 09-23-98

103 BOS Approved: 00-00-00

104 Revised: 00-00-00

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

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5 **HEALTH INFORMATION SUPERVISOR**

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7 **DEFINITION:**

8 Under direction, plan, direct and organize Behavioral Health client record documentation procedures set  
9 forth by regulatory agencies for the Health information Offices in the Behavioral Health Department of  
10 the Health Agency, including satellite clinics; supervise staff engaged in Behavioral Health information  
11 management.

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13 **DISTINGUISHING CHARACTERISTICS:**

14 This single position classification is responsible for the supervision of staff engaged in behavioral health  
15 information responsibilities.

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17 **REPRESENTATIVE DUTIES:**

18 (Not in order of importance)

- 19 • Manages, and coordinates the work of the Health Information staff in the Behavioral Health  
20 Department of the Health Agency.
- 21 • Supervises, trains, and evaluates the performance of assigned staff; interviews and selects  
22 employees and recommends appointments, transfers, reassignment, and disciplinary actions;  
23 establishes work schedules; assigns employee duties and reviews work to ensure accuracy,  
24 completeness, and compliance with established standards, requirements, and procedures.
- 25 • Researches and interprets health care laws to ensure compliance with State and Federal rules and  
26 regulations and department clinical policies and procedures and revises Behavioral Health policies  
27 and procedures as appropriate.
- 28 • Provides concurrent chart audits and ensures confidentiality with client records.
- 29 • Maintains communication with coordinating committees and boards.

- Maintains close working relationships and attends meetings with coordinating County Departments and private providers.
- Supervises the processing of subpoenas.
- Answers patient and staff questions regarding consent laws, Federal & State Laws, and health information requirements.
- Performs other related duties as assigned.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Principles and practices of health information technology, federal, state, and local reporting requirements and laws affecting health information and client information
- Best principles of effective employee supervision, training, staff development
- Uses and limitations of health information and client right to privacy issues
- Indexes, classification, and coding systems
- Medical terminology and standard nomenclature as applied to diseases and medical and surgical procedures
- Principles in managing, entering, and extracting data from the electronic health record

### **Ability to:**

- Plan, organize, direct, and supervise the health information activities of the Behavioral Health Department
- Establish and maintain effective working relationships
- Ensure the compliance of behavioral health functions by reviewing health information for concurrent compliance with state and federal regulations
- Make decisions in procedural matters
- Communicated clearly and concisely, both verbally and in writing

## **EDUCATION/EXPERIENCE:**

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

61  
62 Five years of increasingly responsible experience in health information work; two years of such  
63 experience working as a Health Information Technician III or equivalent.  
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65 **LICENSES/CERTIFICATES:**

66 Possession of a valid certificate as an Accredited Registered Health Information Technician (RHIT)  
67 or Accredited Registered Health Information Administrator (RHIA) is desirable.  
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69 Certain positions within this classification may require driving. When driving is an essential  
70 function of the position, a valid CALIFORNIA driver's license will be required at the time of  
71 appointment and must be maintained throughout employment.  
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73 This class specification generally describes the duties and responsibilities characteristic of the  
74 position(s) within this class. The duties of a particular position within a multi-position class may  
75 vary from the duties of other positions within the class. Accordingly, the essential functions of a  
76 particular position (whether it be a multi-position class or a single-position class) will be identified  
77 and used by medical examiners and hiring authorities in the selection process. If you have any  
78 questions regarding the duties or the working conditions of the position, please contact the  
79 Human Resources Department at 805.781.5959.  
80

81 Adopted: 09-23-98

82 BOS Approved: 00-00-00

83 Revised: 00-00-00

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

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5 **HEALTH INFORMATION TECHNICIAN I, II, III**  
6 **(Career Series)**  
7

8 **DEFINITION:**

9 Classes in this series perform paraprofessional level duties in the collection, maintenance, release, and  
10 reporting of health records; review, analyze and verify records for completeness and accuracy; code and  
11 index diagnoses and special therapies; maintain information using an electronic health records system.  
12

13 **DISTINGUISHING CHARACTERISTICS:**

14 Health Information Technician I: This is the entry level class in the series. Under supervision, incumbents  
15 collect, prepare and review health information records. This level in the series performs progressively  
16 more complex duties while gaining a broad understanding of specialized health terminology and  
17 knowledge of health information records management.  
18

19 Health Information Technician II: This is the journey level class in the series. Under general supervision,  
20 incumbents collect, prepare, review, audit and analyze health information records. This level in the series  
21 prepares statistical and management reports and performs more complex work. Incumbents are  
22 required to have comprehensive and in-depth knowledge of specialized health terminology and health  
23 information records management. Incumbents may provide training and instruction to clerical staff.  
24

25 Health Information Technician III: This is the advanced journey level class in the series. Under general  
26 supervision, collect, prepare, review, audit and analyze health information records. Incumbents perform  
27 the most complex work and are allocated to specialty assignments. This level in the series performs lead  
28 worker duties. Incumbents may provide training and instruction to clerical and other paraprofessional  
29 staff.

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**REPRESENTATIVE DUTIES:**

- Reviews and analyzes health record documentation and information for accuracy and completeness; identifies and verifies coding information in response to requests for clinical and billing records.
- Codes and abstracts client health information according to the International Classification of Diseases Clinical Modification System (ICD) and guidelines established by the Federal Government and Office of Statewide Planning Health Department (OSHPD) reporting requirements.
- May coordinate the work assignments of staff for training purposes or on a relief basis.
- Operates standard office equipment including a computer and assigned software.
- Composes letters, memoranda, statistical reports, medical audits; completes other forms and documents.
- Identifies, resolves, and corrects errors in health records; notifies appropriate staff members of discrepancies.
- Responds to questions or concerns about the coding of health records from authorized County staff and outside agencies.
- Verifies and processes requests for access to health records; processes subpoenas.
- May represent the County in court as the custodian of medical records.
- Maintains and updates the electronic health records system.
- Creates and reviews audit reports; assists in compiling statistical data.
- Assists in collecting and reviewing reports submitted to the Office of Statewide Health Planning Department (OSHPD).
- Maintains a working knowledge of current Federal/State regulations and guidelines through continuing education and professional journals.

In Addition, the HIT III

- Keeps supervisor apprised of operations, staffing and resource needs; distributes work assignments; provides input on staff performance.
- Reviews and tests new system functionalities and develops policies and procedures.
- Trains and assists staff with health records procedures and the use of the electronic health records system.

- May act on behalf of the supervisor in his/her absence.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Medical terminology, coding and classification systems used in health and mental health records and reports
- Techniques for analyzing client information from health records
- Laws and regulations related to the collection and release of health information
- Proper English usage, spelling, grammar, and punctuation
- Medical office administrative practices and procedures; health information filing systems
- Current office equipment and computer applications used in the collection of health information
- Health Insurance Portability and Accountability Act (HIPAA) and/or other related state and federal laws and regulations

### **Ability to:**

- Operate standard office equipment including a computer and assigned software
- Identify, verify, and assess health records for completeness, accuracy, and regulatory compliance
- Learn, understand, and apply Federal and State laws, County regulations, rules and policies concerning health records
- Prepare, complete, timely and accurate health records
- Coordinate the work of others and communicate department's operational needs to supervisor and managers
- Maintain confidential information in accordance with legal requirements and County regulations
- Establish and maintain effective working relationships
- Exercise appropriate judgment in answering questions and releasing health information; recognize the consequences of decisions and recommendations
- Communicate effectively, both verbally and in writing

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**EDUCATION AND EXPERIENCE:**

Health Information Technician I: Either A: Possession of a valid Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA) certificate from the American Health Information Management Association (AHIMA) or equivalent. Or B: Two years of closely related medical records experience. Completion of one year of coursework in medical terminology may substitute for up to one year of the required experience.

Health Information Technician II: Three years of experience as a Health Information Technician I or equivalent. A valid RHIT or RHIA certificate or equivalent may substitute for one year of the required experience.

Health Information Technician III: Three years of experience as a Health Information Technician II or equivalent. A valid RHIT or RHIA certificate or equivalent may substitute for one year of the required experience.

**LICENSES & CERTIFICATES:**

As applicable, certifications must be maintained throughout employment in accordance with the requirements of the certifying agency.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at 805.781.5959.

Adopted: 06-24-81  
Revised: 05-23-01  
Revised: 04-23-08

120 Revised: 08-28-13

121 Revised: 11-16-22

122



# Health Agency – Behavioral Health Organizational Chart

