

COUNTY OF SACRAMENTO CALIFORNIA

For the Agenda of:
June 17, 2008

To: Board of Supervisors

From: Department of Health and Human Services
Sacramento County Sheriff

Subject: Report Back On Department Of Health And Human Services And Correctional
Health Services Registry Use

Contact: Lynn Frank, Director, Health and Human Services (875-2002)
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BACKGROUND

On May 6, 2008, the Board approved by Resolution 2008-0461 the Department of Health and Human Services' and Sheriff's Department Correctional Health Services contract with nineteen medical personnel registries to provide temporary, on-call and fill-in personnel on an as-needed basis when County employees, including County on-call employees, are not available due to vacancies, vacations, sick leave, or unforeseen public health crises. During the Board discussion, it was requested that the Departments report back during the proposed budget hearings on the following:

- ◆ Is it feasible to develop County classifications for positions for which the registry is now used e.g., dialysis technician/nurse?
- ◆ What incentives could DHHS or the County provide to encourage staff to become RN's, etc.?
- ◆ What are the Departments' vacancy rates for registry personnel?

DISCUSSION

Is it feasible to develop County classifications for positions for which the registry is now used ?

After considering the use frequency of the few registry classes that don't have comparable county classes, only development of a County Dental Assistant classification is feasible. Most of the classifications included in the registry contracts are used so infrequently, it would not make good business sense to develop them into County classifications

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What incentives could DHHS or the County provide to encourage staff to become RN's, etc.?

Sacramento County's labor contracts offer tuition reimbursement, up to \$1,200 per year for Mental Health Workers and Licensed Mental Health Workers. Participation in professional development training is encouraged. This year, the Mental Health Treatment Center (MHTC) has promoted at least two Mental Health Workers to positions of Licensed Mental Health Worker upon completion of educational and licensure certification through outside agencies. Staff that have worked or are working at the MHTC and qualify for a higher licensed classification are always considered for openings in those positions when they become available.

Correctional Health Services (CHS) has implemented the following on-going recruiting efforts:

- ◆ Newspapers/Magazine Advertisements
- ◆ Medical Job Fairs
- ◆ Sheriff Recruiter Events
- ◆ Job Announcement/Postings
- ◆ Recruitment of Registry employees
- ◆ Employee Referrals

The Departments would be hard-pressed to offer any other incentives on their own. This is a Countywide issue that could benefit not only DHHS and CHS, but any Department experiencing recruitment and availability issues in hiring staff.

What are the Departments' vacancy rates for registry personnel?

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Within the classifications for which the MHTC uses registry, the vacancy rate is virtually zero. Any vacancies that become available for Mental Health Workers, Licensed Mental Health Workers, or Psychiatric Nurses are now filled expeditiously. Virtually all of the registry use at this time is for filling behind scheduled absences of existing permanent staff, or to staff for patients with high acuity, i.e., those who require around the clock observation on a 1:1 or similar basis when on-call staff are not available.

The current vacancy rate for the classification of Radiological Technologist is 25% (1.0 FTE vacancy out of 4.0 FTE). Recruitment efforts to fill this vacant position have included soliciting staff from registries and word of mouth to colleagues.

The current vacancy rate for civil service class of Pharmacist is 20% (2.4 vacancies out of 14.6). Recruitment efforts to fill these vacant positions have not been successful. Recently, staff have been successful hiring only one Pharmacist. The low County salary ranges have made it difficult to fill vacant permanent and on-call Pharmacist positions. The Pharmacy has experienced recruitment issues in obtaining enough on-call staff to cover for absences and backlogged prescription refill orders. Very few on-call staff are available on a consistent basis. The Pharmacy utilizes Pharmacist and Pharmacy Technician registries to provide temporary, on-call and fill-in Pharmacy personnel on an as-needed basis when County employees are not available. Registry personnel are used when workload exceeds available staffing levels, as well as, to cover vacations, sick leave, and vacant positions.

Juvenile Medical Services (JMS) current vacancy rate of civil services staff in the classes of LVN-D/CF is 14% (2.0 out of 14.0) and 13% (2.0 out of 13.0) in the class of Registered Nurse/DCF. JMS uses medical registries to fill in behind permanent and on-call personnel during times of scheduled staff shortages due to vacations or sick leave, or for unanticipated periods of increased acuity of patients. Recruitment efforts to fill these vacant positions have included soliciting staff from registries and word of mouth to colleagues. It has been difficult to recruit on-call staff for the classification of RN-D/CF due to utilization by Correctional Health Services (CHS) of the same on-call classifications.

CORRECTIONAL HEALTH SERVICES

CHS Vacancy Rate

CHS has a 14.6% vacancy rate in civil service job classifications covered by the medical registry contracts. Over the last fiscal year, CHS has been very successful in recruiting On-call employees who, along with Department employees working overtime, cover many of the vacant weekend, evening and night shift positions.

Since the beginning of the Fiscal Year 2007/08 CHS has hired the following employees:

<u>JOB CLASS</u>	<u>FULL TIME</u>	<u>ON-CALLS</u>
Nurse Practitioner	1	1
Registered Nurse D C F	10	8
Licensed Vocational Nurse D C F	7	1
Medical Assistant	0	1

In addition, CHS has 8 candidates for full time employment in the Register Nurse DCF class and 8 for on-call positions in this class.

County employees are given the option to work overtime first before On-Calls are contacted to work a shift. This has created an incentive for several registry employees to pursue working with us as full-time county employees. Since the beginning of the Fiscal Year 2007-08 CHS' pool of On-Calls has increased. On-Call employees are County employees but have a flexible schedule in exchange for limited benefits. Many of these nurses work elsewhere full time and work on an on-call basis for CHS to supplement their income. Each month, On-Calls provide CHS with a calendar listing the dates they are available to work. CHS also contacts On-Calls by telephone to confirm availability.

With the additional County staff, CHS frequently runs shifts without the use of any registry staff. CHS expects to continue to recruit and use the registry staff to fill in for vacations, call-ins and special circumstances. Correctional Health Services is projected to spend \$5.3 million in FY 2007-08.

Respectfully submitted,

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