

*Better Health for All**County of Santa Clara Health System*

2325 Enborg Lane, Suite 320

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DATE: July 12, 2021

TO: Honorable Members of the Board of Supervisors

Jeffrey V. Smith, M.D., J.D., County Executive

FROM: René G. Santiago, Deputy County Executive/Director, County of Santa Clara Health System (Health System) <sup>RS</sup>Sherri Terao, Director of Behavioral Health Services Department (BHSD) <sup>DS</sup>  $\uparrow$ 

SUBJECT: allcove Staffing Update

During the Health and Hospital Committee (HHC) meeting on June 30, 2021, Supervisor Simitian requested the BHSD to provide an off-agenda report with updated staffing for both allcove sites: San Jose (SJ) and Palo Alto (PA) by the end of July 2021.

The table below reflects the updated staffing status of the remaining allcove positions for hire:

Position	FTE	Provider	Role and Responsibilities	Status	Notes
<b>Administrative Assistant</b> <i>(Receptionist)</i>	2.0	Alum Rock Counseling Center (ARCC)	<ul style="list-style-type: none"> <li>• Check-in consumers and provides information on services</li> <li>• Maintains calendar of events</li> </ul>	Hired	SJ Start Date: 6/14/21 PA Start Date: 6/21/21
<b>Care Coordinator</b> <i>(includes Team Lead and Program Manager)</i>	2.0	ARCC	<ul style="list-style-type: none"> <li>• Targeted case management</li> <li>• Peer Support oversight</li> </ul>	Hired	Team Lead Start Date: 12/16/20 Program Manager Start Date: 6/4/21
<b>Clinician</b> <i>(Psychiatric Social Worker)</i>	3.0	BHSD	<ul style="list-style-type: none"> <li>• Screens referrals</li> </ul>	2 of 3 Hired	Start date: 5/17/21 and 6/14/21



Position	FTE	Provider	Role and Responsibilities	Status	Notes
<b><i>II or Marriage and Family Therapist II)</i></b>			<ul style="list-style-type: none"> <li>Gathers information to admit consumer in Avatar</li> <li>Provides short term individual and group therapy</li> </ul>		<p>BHSD is actively recruiting for a bilingual coded clinician for the 3<sup>rd</sup> position.</p> <p>In the interim and for additional support, BHSD received a list of 10 applicants for an Extra Help position on 7/8/21 and is in the process of reviewing the applications.</p>
<b>Health Services Representative (HSR)</b>	2.0	BHSD	Opens and closes consumers in Avatar and HealthLink	In Progress	<p>Existing BHSD HSRs have been providing coverage since June 25, 2021 until vacant positions are filled.</p> <p>BHSD has reviewed three HSR lists and completed five interviews.</p> <p>7/12/21: BHSD offered position to an applicant for allcove SJ.</p> <p>7/13/21: BHSD offered position to an applicant for allcove PA.</p>

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Position	FTE	Provider	Role and Responsibilities	Status	Notes
<b>Clinician Nurse III</b>	2.0	SCVMC	Vitals, support for medical staff, scheduling	Pending	Extra Help Staff are providing services until mid-year budget.
<b>Peer Support Worker</b>	4.0	ARCC	Provides direct non-clinical service such as group facilitation, individual support, youth engagement, site tours, and case management and linkage	Hired	Start dates: 12/1/20 (3.0 FTEs), 1/5/21 (1.0 FTE)
<b>Physician</b>	0.8	SJ: Santa Clara Valley Medical Center (SCVMC)  PA:  Lucile Packard Children's Hospital (LPCH), a SCVMC contracted provider	<ul style="list-style-type: none"> <li>• Consultation</li> <li>• Referrals and linkage</li> <li>• Medical services</li> </ul>	Hired	SJ: Start date: 6/25/21  PA: Start date: 7/7/21



Position	FTE	Provider	Role and Responsibilities	Status	Notes
<b>Program Manager II (PM II)</b>	1.0	BHSD	Oversees centers day-to-day operations	In Progress	<p>Previously hired PM II was released from the position on 7/1/21. Recruitment is in progress.</p> <p>A BHSD staff is working out of class effective 7/12/21 to cover the PM II position's tasks and responsibilities in the interim.</p>
<b>Psychiatrist</b>	0.4	LPCH (BHSD contracted provider)	Consultation and direct service	Hired	Start date: 7/1/21 at 0.2 FTE; Psychiatrist will transition to 0.4 FTE following onboarding of new hire
<b>Psychologist</b>	0.4	LPCH (BHSD contracted provider)	Consultation, crisis management, and support, direct service	Hired	<p>Start date of contractor 9/7/21.</p> <p>Consultation provided by SCVMC psychologist from 6/25/21 to 9/6/21</p>
<b>Supported Education and Employment Specialist (SEE)</b>	1.0	Stanford Center for Youth Mental Health and Wellbeing (SCYMHW)	Provides direct non-clinical service related to education and employment	Hired	Start date: 6/15/20

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Position	FTE	Provider	Role and Responsibilities	Status	Notes
<b>Youth Outreach Coordinator</b>	1.0	SCYMHW	Outreach and support for Youth Advisory Group	Hired	Start date: 3/8/21
<b>TOTAL STAFF</b>	19.6				
<b>TOTAL STAFF PER SITE</b>					
<i>San Jose</i>	9.8				
<i>Palo Alto</i>	9.8				

cc: Miguel Marquez, Chief Operating Officer  
 James R. Williams, County Counsel  
 Chief Board Aides  
 Debbie Dills-Thompson, OBA  
 Agenda Review Administrator