

County of Napa, CA

Health & Human Services Agency

Quality Management/Compliance Officer



A Tradition of Stewardship
A Commitment to Service



Neher &
Associates®

Napa County

With its world-renowned wines, restaurants and resorts, the Napa Valley has given its name to an idyllic lifestyle of laid-back sophistication. The County is also home to about 130,000 residents who share a strong sense of community and a legacy of preserving and protecting their rich agricultural heritage.

Located in the heart of California's preeminent wine region, Napa County is also part of the dynamic San Francisco Bay Metropolitan Area. With its sunny Mediterranean climate and proximity to the mountains and the ocean, the County offers residents easy access to virtually unlimited shopping, dining, cultural and recreational opportunities.

Most of Napa Valley residents live in one of the County's five incorporated cities or towns, ranging from Napa, the County seat, with a population of 74,000, to Yountville, with 3,280 residents. With its strategic location, natural and cultural resources, history of responsible land use planning and attractive quality of life, Napa County offers its residents the ideal mix of small town living and big city amenities.

A general law county, Napa County is governed by a five-member Board of Supervisors elected by district for four year terms. The Board of Supervisors also appoints a County Executive Officer who is responsible for providing overall management of the County's operations, including general supervision of the County's appointed department heads.

The County has a budget of approximately \$265 million and nearly 1300 employees who provide services through 45 agencies and departments. Five agencies or departments are managed by elected officials and the remainder are managed by agency or department heads, most of whom are appointed by the Board of Supervisors based on the recommendation of the County Executive Officer. County services include land use management, road maintenance, health and human services, public safety, elections, parks & recreation, legal services, corrections, environmental management, airport operations, library services, emergency operations and dozens of other programs that benefit County residents. As an organization, the County is dedicated to improving the lives of its citizens and reflecting the best of the community's values: integrity, accountability and service.

Health & Human Services Agency

The Napa County Health and Human Services Agency (HHSA) takes a broad based public health approach to serving the diverse communities that make up Napa County with the goal

of building healthy, self-sufficient individuals, families and communities. Its integrated structure carefully balances the advantages of disciplinary integration against the need to ensure that each division is provided with the internal resources necessary to stay abreast of evidence based practices and current regulatory requirements. HHSA and its divisions work as partners with one another, consumers, community representatives, and representatives of other public and private agencies and organizations to address the evolving health and human service needs of the people of Napa County.

The Agency is comprised of six program service divisions and four supporting administrative divisions. The program divisions are Alcohol and Drug Services, Child Welfare Services, Comprehensive Services for Older Adults, Mental Health, Public Health, and Self Sufficiency Services. The administrative divisions include staff administration, operations, fiscal, and quality management. The HHSA Director is appointed by the Board of Supervisors on the recommendation of the County Executive Officer.

The overall 2009 - 2010 budget for the Agency is approximately \$75 million, which makes up 28% of the total County budget. The Agency's budget comprises the largest portion of the larger county budget which reflects on the County's commitment to these services. Allocated staff is approximately 375 full and part time employees.

The Quality Management / Compliance Officer

The Quality Management/Compliance Officer directs the activities of the Quality Management (QM) Division within HHSA. The Division is responsible for the operation of a comprehensive quality management system across the agency which works with the various divisions and their programs to identify and track performance indicators and use the resulting information to contain risk, target community needs, improve outcomes and efficiencies, and develop and effectuate the agency's strategic plan. The QM Division also conducts internal audits of key agency programs and activities to ensure regulatory compliance and to verify the effectiveness of quality assurance activities conducted within the divisions. Management responsibilities for the QM Division include planning and administration of division activities, the development and management of division budgets, and the supervision of division staff, which is currently comprised of two assistant managers, various QM specialists, an analyst and office support staff.





As Compliance Officer for the Agency, the position is also responsible for monitoring and assessing HHSA programs and activities for compliance with applicable regulatory requirements and overseeing agency and division responses to compliance issues. The Compliance Officer interacts regarding compliance issues with the HHSA Director and periodically with the County Executive Officer and the Board of Supervisors as the agency's governing board.

The Quality Management/Compliance Officer is a member of the Agency's "senior management team," which is comprised of the manager of each program and administrative division, the Agency's Director and Assistant Director, and the Principal Analyst assigned to the Agency by the County Executive Officer. As a member of the senior management team, the Quality Management/Compliance Officer shares responsibility and authority for the management of the Agency as a whole.

A detailed description of the position is also available upon request.

Issues, Challenges and Opportunities

Opportunities, issues, and challenges for the Quality Management/Compliance Officer include the following:

- Responsible for the oversight of all aspects of HHSA compliance. Develop policies and procedures for compliance programs; ensure employee awareness of the compliance programs; develop compliance-related reporting mechanisms; facilitate the preparation by the senior management team of an annual compliance risk assessment analysis covering all Agency activities; chair the Agency's Compliance Committee; evaluate new and existing policies and practices for regulatory compliance; recommend internal fiscal system controls; and monitor internal and external audits and investigations.
- Manage and update the Agency-wide Quality Management Program, including the QM Manual, division specific Plans, QM Dashboards, and other documents and materials that support the Quality Management program; educate Agency staff regarding the function and purpose of a quality management system; generally promote the QM Program within the Agency and continuously improve its effectiveness.
- Evaluate the HHSA's services and delivery structure to ensure efficient operations, regulatory compliance, quality management, and superior service delivery.

- Continue to strengthen partnerships and cooperation within the HHSA, County, Cities, State, Federal and local agencies and organizations as they relate to quality management and compliance.
- Maintain the spirit of transparency and accountability established as a founding principle of the HHSA Quality Management Program.
- Promote the Agency's model of inclusive, collaborative management.

Qualifications

Education and Experience

- A Bachelor's degree from an accredited college or university with major course work in public administration, organizational development, business administration, health administration or a related field.
- Not required, but desirable is an advanced (masters or doctorate) degree and/or graduation from a law school accredited by the American Bar Association with a Juris Doctorate degree.
- Six years of increasingly responsible professional level experience in a compliance, organizational development, human resources, quality assurance, quality control, or fiscal program including four years of administrative and supervisory responsibility is highly preferred.
- Possession of, and ability to maintain, a Healthcare Compliance Certificate from the Health Care Compliance Certification Board within six months of appointment is also desirable.

Candidate Expertise

The successful candidate should have strong management leadership, communication, and interpersonal skills. The ideal person should demonstrate significant expertise in:

- Operational characteristics, services, and activities of a quality management program, and in principles and practices used in healthcare management, government compliance, legal services, internal audits, risk management, regulatory affairs, human resource, or health care consulting.
- Pertinent federal, state, and local laws, codes, and regulations including Medicare, Medi-Cal, CMS, HIPAA and Sarbanes Oxley regulations and other federal, state and local compliance regulations.

Knowledge and/or experience with Malcom Baldrige National Quality Program Health Care Criteria for Performance Excellence would also be significant plus.

In addition the ideal candidate should have a strong understanding of Health Care and Social Services programs; process improvement, performance measurement, and quality management tools; be able to interpret and apply federal, state, and local policies, laws and regulations; and create systems and processes to ensure compliance issues are resolved in a timely manner.

Management Style and Personal Traits

The ideal candidate will be a creative leader and systems thinker who has a collaborative work style, and a commitment to quality public services.

He/She should be someone who is able to work well under pressure, meet deadlines, and adjust to changing priorities; be an active listener, team builder; have strong interpersonal and communication skills; and demonstrate an energetic management style.

This person should also be a leader who embraces challenge, is open minded, thinks collaboratively and is comfortable working in a complex public service organization.

The selected individual must also have a high degree of integrity, be facilitative rather than confrontational in nature, understand the importance of compliance and be an advocate of quality services.

Finally this person should be able to interact well and comfortably with individuals of various ethnic, social, cultural and economic backgrounds and be able to approach challenges with confidence.

Compensation

The salary range for this position is currently under study and will be competitive and commensurate with experience. Napa County and the Health and Human Services Agency also offer an excellent fringe benefits package including paid vacation, holidays, sick, personal and management leave, medical, den-

tal, disability and life insurance, a deferred compensation plan, EAP, and a retirement plan which is part of the California Public Employees' Retirement System (CalPERS). The County does not participate in Social Security. Details are available upon request.

Application Process

This search is on a fast track with an application closing date of February 26, 2010. If you are interested in this outstanding opportunity, please submit a detailed resume and salary history with a letter of interest and at least five work related references and contact information as soon as possible to:

Robert Neher, President or
Raymond Massie, JD, Vice President

Neher & Associates

299 Westlake Drive
Suite 200
West Sacramento, CA 95605
Telephone: (916) 443-2421
Facsimile: (916) 443-5949

Applications are preferred electronically at:
robertneher@executivesearchneher.com

Should you have any questions with regard to your own interest, or a recommendation of a colleague, please contact us at the numbers above.

Resumes received will be reviewed in accordance with the criteria outlined in this brochure and candidates with the most relevant qualifications and experience will be contacted for additional discussion and screening.

Interviews with the most qualified candidates are tentatively scheduled for March 12, 2010.

Napa County is an Equal Opportunity Employer.

