

Extraordinary Qualifications - Civil Service Form #2653

Requester Information

Name: Glenn Constable Date: 3/6/2022
 Email: gconstable@nola.gov
 Phone Number: 504-658-2569
 Department: Essential Public Health Administration

Employee Details

Employee Name: Appointing Authority:
 Department:

Is this a promotion or a new hire? New Hire (Hired Above Minimum) Promotion (Qualified Above Minimum)

Proposed Classification: Current Classification:

Job Posting and Appointment

Type of Appointment: Date of Appointment (if known):
 Duration of Job Posting:
 Method(s) of Advertising?:

Detailed Position Description:

-Provides direct oversight of the New Orleans Health Department's Health Care for the Homeless (HCH), a Federally Qualified Health Center with multiple clinic sites.
 -Responsible for the administration and management of multiple community health programs and services, including directing, coordinating and monitoring the planning, delivery and assurance of public health services and programs.
 -Oversees achievement of the objectives of the Federally Qualified Health Center (FQHC), Medication-Assisted Treatment and Substance Use Disorder Program, Hypertension Control Initiative, Pediatric and Adult Dental Program, Housing and Social Services Program, UNITY's Safe at Home Rapid Re-Housing Initiative, and other supplemental programs.
 -Oversees the daily operations of the medical, dental and behavioral health clinic sites, and provides guidance on the use of the Electronic Medical and Dental Record and Uniformed Patient Referral System.
 -Manages integration of maternal, child welfare, social services, behavioral health services, rapid re-housing case management and rental assistance to homeless individuals and families.
 -Monitors multiple government and non-government grant funds with an annual budget of over \$3,000,000.00.
 -Oversees contractual agreements and deliverables.
 -Formulates and implements policies and procedures related to Federal, State and local compliance for healthcare service provision.
 -Develops chronic disease prevention and health promotion programs.
 -Creates and reviews monthly reports, conducts quarterly reviews, and tracks patient utilization and Accounts Receivable.
 -Sustains grant funds by securing additional funding through grant writing and leveraging partnerships.
 -Maximizes the health center's reimbursements by expanding access to healthcare services and insurance plans.
 -Coordinates federal site visits, staff training, workshops and professional development.
 -Prepares agreements for Mayor's execution and spearheads implementation of capital projects.
 -Maintains inventory control and credentialing for clinic sites and providers.
 -Coordinates, implements and monitors Strategic Plan, Quality Improvement/Assurance, Risk Management and Emergency Preparedness activities.
 -Implements policies and procedures as well as clinical standing orders.
 -Ensures operational compliance with all Federal and State laws and regulations, while meeting accreditation requirements.
 -Maintains relationships with Board of Directors, Planning, Management and Organizational Development.
 -Assists the Health Department with programmatic and financial reports, as well as budget presentations.
 -Ensures HCH meets all emergency management Joint Commission requirements and maintains supporting documentation.
 -Directs the emergency management alert/notification system, emergency management supply inventory, and updates, develops and maintains HCH's Emergency Operations Plan.
 -Participates as a member of the Incident Management Team (IMT) during disasters/emergencies for the city.

Qualifications

How many applicants were on the eligible list? After reviewing the register, how many possessed the extraordinary qualification(s) described below?:

Describe:	Minimum Qualification - from Job Announcement	Employee Qualification that Exceeds the Minimum	Details
<p>1. EITHER: A baccalaureate degree in social work; public health; psychology; psychiatric nursing; psychiatry; mental health counseling; rehabilitation counseling; psychological counseling; criminal justice education with a concentration in social education; family and consumer sciences with a concentration in child, family, and social services; guidance and counseling in social education; family and social services; guidance and counseling; human development counseling services or a closely related field; OR: A Master's degree from an accredited college or university.*</p> <p>2. Six (6) years of professional level experience in social services, five years of which must have been in child welfare. Two years of experience must have been in child welfare at the supervisory level.</p>	<p>Master of Public Health Degree in Health Systems Management; Bachelor's Degree in Psychology/Pre-Medicine</p>	<p>Mrs. Collins has been serving as the Executive Director for Health Care for the Homeless (HCH) for over 6 years and possesses over 18 years of experience in administering and managing multiple community health programs and services, including directing, coordinating and monitoring the planning, delivery and assurance of public health services and programs. Mrs. Collins oversees the Federally Qualified Health Center (FQHC), Medication-Assisted Treatment and Substance Use Disorder Program, Hypertension Control Initiative, Pediatric and Adult Dental Program, Housing and Social Services Program, UNITY's Safe at Home Rapid Re-Housing Initiative, and other supplemental programs. Daily oversight of health clinic sites, and guidance on the use of the Electronic Medical and Dental Record system; (2) Manages integration of maternal, child welfare, social services, behavioral health services, rapid re-housing case management and rental assistance to homeless individuals and families; (3) Plans overall strategy, including Quality Improvement, Risk Management and Emergency Preparedness grant funds and contractual agreements; and (5) Oversees creation of and compliance with the city, HCH/NOHD, HRSA/CDC policies and regulations. Directed evidence-based programming focusing on improving health outcomes and reducing health disparities among adolescents and pregnant moms. Trained staff in evidence-based curricula and mandated reporting for child welfare; and monitored fidelity of program implementation. Developed protocols for fidelity monitoring and Continuous Quality Improvement; supervised over 60 health educators, and facilitated training/workshops for partnering agencies; developed recruitment and retention strategies for teen pregnancy/STD/HIV prevention and healthcare maintenance. Oversaw daily operations of the statewide Title X (Family Planning) clinic sites, supervised Family Planning Medicaid Waiver Program and 6 personnel. Monitored federal grant funds in excess of \$4,000,000; developed policies and procedures for health care service provision, Quality Improvement/Assurance initiatives to increase access to affordable healthcare services and clinical standing orders and protocols for providers and nursing staff. Assisted clinic staff with providing child welfare services to clients/patients. Implemented initiatives to reduce maternal morbidity and preventable maternal mortality among pregnant and postpartum women. Monitored and compiled data on clinic utilization for State and Federal reporting requirements; lead the Family Planning Advisory Board and oversaw monthly board activities. Managed \$1 million annual budget and implementation of HIV/AIDS preventive services to at-risk and underserved populations, including African Americans at-risk for HIV infection, LGBTQ, youth, teens, pregnant women, and adults. Worked with governmental, social and child welfare agencies to provide services to the homeless and their families. Coordinated activities to increase knowledge of available health care services and programs for youth, adults, pregnant mothers, mothers and fathers. Prepared grant proposals, annual quarterly and final reports; Managed daily operations of housing services for persons affected by HIV/AIDS; Organized annual conferences and developed curricula for peer-to-peer trainings. Managed staff of eight at Methodist SportsCare Center. Hired, trained, and evaluated staff performance. Supervised and trained interns/volunteers; Oversaw budget and managed payroll; Developed and implemented health-related programs and services for New Orleans East residents, including youth, teens, pregnant women, and the elderly. Coordinated marketing and promotional activities as well as communications campaigns; and Assisted with coordinating fundraising activities. Responsible for patient intake and discharge. Reviewed and recorded vital signs. Participated in trainings and meetings on state and federal laws, mental disorders and continuous improvement of health care for the public. Assisted administrators with the development and implementation of strategic plans, policies and procedures.</p>	<p>City of New Orleans Health Department (NOHD) Health Care for the Homeless (HCH), March 2015-Present; Institute of Women and Ethnic Studies, December 2010-March 2015; Department of Health and Hospitals-Office of Public Health Bureau of Family Health, December 2007-December 2010; Brothertood Incorporated, August 2004-June 2006; Methodist Health System Foundation, February 2003-August 2004; Memorial Medical Center-Mercy Campus, February 2003-June 2003</p>

Describe how similar qualifications are not readily available in the labor market at the minimum rate:

Mrs. Collins possesses extraordinary qualifications that very few people possess to perform a myriad of duties such as these. Her experience in administering and managing multiple community health programs and social services exceeds the required qualifications, and her keen in-depth knowledge gives strength to the organization's growth.

How are the duties of the position relevant to the advanced qualification?

Mrs. Collins has lead a multitude of statewide healthcare, child welfare and social service programs for over 10 years. She has been directing, coordinating and monitoring the planning, delivery and assurance of public health services and programs with vulnerable populations since 2003. While working at HCH, Mrs. Collins has been nationally recognized for having a significant impact on the homeless, uninsured, underinsured, youth, adult and LGBTQ population by increasing access to needed substance abuse treatment, health care, child welfare and social services in New Orleans.

Are there other departmental employees in this classification with the same or equivalent qualifications: Yes No

Additional Documentation

Attachment 1:

Attachment 2:

Attachment 3:

Proposed Pay Rate

Rate Granted in Steps (maximum of 21):

Rate Granted as a Percentage (must be divisible by 1.25):

How will hiring this person at the rate specified be a financial advantage to the City? (Please provide an objective financial analysis):

HCH is 100% federally funded by HRSA and received supplemental funding from non-governmental agencies. Mrs. Collins has maximized annual revenues through insurance companies and related industries to sustain the health center and its services to the community. Additionally, hiring above the minimum entrance rate will allow the Health Department to acquire a well-qualified candidate that will retain the position. Rehiring or hiring someone that is not well-qualified will require additional time and monetary resources that could be better utilized with the right candidate. Mrs. Collins is the right candidate as she has the management level immense experience to continue performing her role, as well as perform other duties.

Appointing Authority Approval

Name: Jennifer Avegno

Date: 3/10/2022

Approval: Approved Denied

Comment:

Class & Pay Approval

Name: Natika Vassel

Date: 3/16/2022

Approval: Approved Denied Cancel

Comment: Civil Service does not have any objections at this time. Hiring step cannot exceed 21.