



Center for Health Care Quality (CHCQ)

Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leaders	Team Members
10. Develop a Staffing Model and Workforce Plan	Define CHCQ's workforce planning model, and analyze outputs to identify possible workforce updates.	Maria Gutierrez	Mark Indermill, Hasanah Melochick, Andy Hung
Date Completed	Submit assessment of Time Entry and Activity Management (TEAM) application.		
7/3/2017	Considered completed when CHCQ has adopted and implemented a new methodology for projecting staffing needs and has a well-developed, comprehensive, written policies and procedures for workforce planning.		
Executive Summary	<p>CHCQ determines workforce staffing needs via the November and May Revision Estimates. CHCQ evaluated the Estimate methodology in 2015, and after making several modifications to the Estimate parameters determined that it is appropriate for projecting staffing needs. After updating the methodology for determining several key inputs to the estimate, CHCQ received an additional 240 staff in FY 2015-16.</p> <p>CHCQ developed a supplement to the California Department of Public Health Workforce Development and Succession Plan 2017-2021. The Supplement provides methods to address CHCQ staffing shortages taking into account challenges and trends with hiring, recruiting, onboarding, and retention.</p> <p>CHCQ assessed the TEAM application. After making minor modification to simplify the number of time keeping categories, CHCQ determined that the current structure and processes are appropriate for capturing critical field staff time and effort data to use for workload projections.</p>		
Actions, Deliverables, Achievements	<ul style="list-style-type: none"> ➤ CHCQ evaluated and refined the parameters used to estimate its workforce needs. ➤ CHCQ developed an estimate for the number of field staff each district office requires to complete the mandated workload. ➤ CHCQ adequately projects Licensure and Certification workload through the current Estimate process. ➤ CHCQ completed a draft CHCQ supplement to the CDPH Workforce Development and Succession Plan. ➤ CHCQ completed an assessment of, and implemented modifications to, the TEAM application. 		
Status	The committee completed the draft of the CHCQ supplement to the CDPH Workforce Development and Succession Plan. The committee also completed review of the TEAM application.		
Planned Follow Up & Monitoring	<ul style="list-style-type: none"> ➤ Update the CHCQ supplement to CDPH Workforce Development and Succession Plan on an annual basis. ➤ Assess effectiveness of TEAM annually. ➤ Assess the Estimate methodology annually. 		
References	N/A		