

**Ventura County Medi-Cal Managed Care Commission (VCMCC)  
dba Gold Coast Health Plan (GCHP)  
Human Resources/Cultural Diversity Subcommittee**

**Regular Meeting**

**Monday, November 28, 2016 – 5:00 p.m.**

**Gold Coast Health Plan**

**770 Paseo Camarillo, 2<sup>nd</sup> Floor, Camarillo, CA 93010**

**Bell Canyon Conference Room**

**AMENDED AGENDA**

**CALL TO ORDER**

**ROLL CALL**

**PUBLIC COMMENT**

The public has the opportunity to address the VCMCC's Human Resources/Cultural Diversity Subcommittee (HRCDC) on the agenda. Persons wishing to address the HRCDC should complete and submit a speaker card.

Persons wishing to address the HRCDC are limited to three minutes. Comments regarding items not on the agenda must be within the subject matter jurisdiction of the subcommittee.

**CONSENT ITEMS**

**1. Approval of Human Resources/Cultural Diversity Subcommittee Regular Minutes of October 10, 2016**

Staff: Clerk of the Board

RECOMMENDATION: Approve the minutes.

**FORMAL ACTION**

**2. Chief Diversity Officer (CDO) Interview Panel Protocol**

Staff: Joseph Ortiz, Counsel

RECOMMENDATION: Adopt proposed CDO Interview Panel Protocol.

## **REPORTS**

### **3. Chief Diversity Officer (CDO) Recruitment Update**

Staff: Danita Fulton, Interim CDO & Director of Human Resources

## **CLOSED SESSION**

### **4. PUBLIC EMPLOYEE EVALUATION**

Title: Chief Diversity Officer

### **5. PUBLIC EMPLOYEE APPOINTMENT**

Title: Chief Diversity Officer

### **6. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION**

Significant exposure to litigation pursuant to paragraph (2) of subdivision (d) of Section 54956.9: One Case

## **COMMENTS FROM COMMITTEE MEMBERS**

## **ADJOURNMENT**

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Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California, during normal business hours and on <http://goldcoasthealthplan.org>. Materials related to an agenda item submitted to the Commission after distribution of the agenda packet are available for public review during normal business hours at the office of the Clerk of the Board.

In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact (805) 437-5509. Notification for accommodation must be made by the Friday prior to the meeting by 3 p.m. to enable the Clerk of the Board to make reasonable arrangements for accessibility to this meeting.







## **CLOSED SESSION**

The Subcommittee adjourned to Closed Session at 5:49 p.m. regarding the following items:

**5. PUBLIC EMPLOYEE APPOINTMENT**

Title: Chief Diversity Officer

**6. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION**

Significant exposure to litigation pursuant to paragraph (2) of subdivision (d) of Section 54956.9: One Case

## **OPEN SESSION**

The Regular Meeting reconvened at 6:40 p.m.

Mr. Campbell stated there was no reportable action.

## **COMMENTS FROM COMMITTEE MEMBERS**

None.

## **ADJOURNMENT**

The meeting was adjourned at 6:41 p.m.

## **AGENDA ITEM NO. 2**

**TO:** Gold Coast Health Plan – Human Resources/Cultural Diversity Subcommittee  
**FROM:** Joseph T. Ortiz, Best Best & Krieger LLP  
**DATE:** November 28, 2016  
**SUBJECT:** Proposed Interview Panel Protocol

### **SUMMARY:**

As of October 24, 2016, the Ventura County MediCal Managed Care Commission (VCMCC) dba Gold Coast Health Plan (GCHP) formally appointed the following people to the Chief Diversity Officer (CDO) Interview Panel: (1) the three members of the Diversity Subcommittee; (2) Dr. Jaime Casillas, as a representative from LULAC, (3) Mr. Theodore Bagley, as a representative from the NAACP, and (4) Rev. James Gilmer, local and minority rights activist.

As a preliminary matter, as of November 5, 2016, Dr. Jaime Casillas notified the Subcommittee that due to unexpected personal issues, he will no longer be able to serve on the Interview Panel. He recommends that the Subcommittee and GCHP allow LULAC District Director, Laura Esponisa to take his place. While the replacement will have to be formally approved by GCHP, staff recommends the Subcommittee allow her to observe until her formal appointment.

The Interview Panel will be tasked with reviewing and scoring resumes, interviewing top candidates, and winnowing the candidate pool down to the top two or three candidates for interview by the full Commission. As of October 25, 2016, Dr. Jaime Casillas submitted a memorandum outlining his thoughts and preferences related to the process. That memorandum is attached as Exhibit 1. Staff is in agreement with his proposals.

In brief, the proposed process is as follows: Upon recommendation from the Interim CDO on resume collection/ deadline dates, (1) each interview panelist will be provided a resume, along a Resume Screening Guide (Exhibit 2); (2) each panelist will be required to provide scoring within two weeks or receipt; (3) at the next Interview Panel meeting, the facilitator will present the top scored resumes, meeting minimum requirements, for review, discussion, and selection for interview; (4) a single day of interviews will be scheduled with set questions and a hard scoring criteria (Exhibit 3 [exemplar]); (5) at the next Interview Panel meeting, the facilitator will present the top scored candidates for review, discussion, and recommendation for interview by the GCHP.

### **FISCAL IMPACT:**

None at this time.

**RECOMMENDATION:**

Staff recommends that the Subcommittee approve the proposed resume selection and applicant scoring guidelines.

**CONCURRENCE:**

N/A

**ATTACHMENTS:**

- Exhibit 1 – October 25, 2016 Letter from Dr. Jaime Casillas
- Exhibit 2 – Proposed Resume Screen Guide
- Exhibit 3 – Exemplar Interview Questions and Scoring Sheet



# EXHIBIT 1



October 25, 2016

**MEMORANDUM VIA ELECTRONIC MAIL**

To: Joseph Ortiz, esq.  
From: Dr. Jaime Casillas  
Subj: Process for hiring panel  
Copies: S. Atin, T. Alatorre, D. Lee, D. Fulton, D. Rodriguez

LULAC is recommending that the following best practices be used to help facilitate an effective and fair hiring process for the GCHP Diversity Officer. I borrowed some of these suggested guidelines from the process that I am familiar with within the system of higher education where I served on numerous EEOC compliant hiring panels during my time at the colleges. I am also basing some of the suggestions on what I observed in the previous process.

1. That the first meeting of the panel be treated, in part, as an orientation and a discussion session to make sure that all panelists understand the mission of the positions, especially the fact that this position will not report to the CEO at GCHP and will instead report to the GCHP Commission and the Ventura County Board of Supervisors, pursuant to the County Ordinance that led to the creation of this position. If any member of the panel is not in agreement with the Ordinance, as intended, they should excuse themselves from serving on the panel.
2. That all applicants be presented to the panelists as one cohort at the beginning of the process and not intermittently throughout the whole process, as was done last time and that the search firm be advised immediately of this requirement = one deadline and one compilation of applications.
3. That all panel members commit to fully participating in the process in uniformity, meaning that everyone serving attends all meetings.
4. That the original paper screening template that we used be reviewed and used for the second process. Revisions can be made if the panel agrees to do so.
5. That all questions from the oral interview process be calibrated with whatever score sheets we are asked to utilize. In other words, if we have a question about juggling oranges, then the score sheet needs to have a box where we issue a score for their response to that question.

# EXHIBIT 2

## RESUME SCREENING GUIDE - GCHP DIVERSITY OFFICER

### Personal instrument – not process approved

|    | SUBJECT/AREA  | SCORE 0-4 |
|----|---|-----------|
| 1  | Relevant educational background   |           |
| 2  | Relevant work/professional experience   |           |
| 3  | Specialized and relevant level of experience mediating conflict resolution matters pertaining to racial and/or political discord in the workplace |           |
| 4  | Relevant experience and working knowledge of due process and civil rights matters   |           |
| 5  | Relevant level of demonstrated cultural competency  |           |
| 6  | Relevant and demonstrated experience connecting and working closely with diverse people at the community level                                    |           |
| 7  | Relevant level of familiarity working in a public and a human services setting  |           |
| 8  | Demonstrated ability to work independently with a high focus of attention on the mission and desired objectivity of a diversity officer           |           |
| 9  | Relevant Bilinguality (Spanish-English)   |           |
| 10 | Demonstrated ability to communicate in writing at the desired level (i.e. form and organization of resume, cover letter, etc.)                    |           |
|    | <b>TOTAL SCORE</b>  |           |

- [ ] 35-40 Strongly Recommend
- [ ] 25-35 Satisfactory level of recommendation
- [ ] 20-25 Recommend with reservations
- [ ] -20 Not recommended

# EXHIBIT 3

**GOLD COAST HEALTH PLAN  
CHIEF DIVERSITY OFFICER INTERVIEW PANEL**

**- CANDIDATE INTERVIEW SCORING FORM -**

A form is filled out for each candidate. Panelists will select which questions to ask prior to interview, but may rotate per candidate. Remember to make the questions fairly open ended, job specific, and within the legal guidelines previously provided! While each panelist is free to note and score pursuant to their legally compliant criteria, we recommend that panelists write down in advance what he would want to hear from an ideal candidate.

Date: \_\_\_\_\_

Interviewers:

Candidate: \_\_\_\_\_

Total Score: \_\_\_\_\_

*For each question, leave a space for writing notes. This will help you with your scoring process after you have interviewed all candidates.*

**Questions:**

1. Why do you want this job? (Look for genuine interest in position and understanding of the needs of the position)
2. Describe your current job duties. (Look for strong communication skills, experience in similar areas relevant to position)
3. What is your specialized and relevant level of experience mediating and engaging in conflict resolution of issues related to racial and/or political discord in the workplace?
4. Describe your vision for an ongoing Cultural Diversity Program at the Plan.
5. What do you see as the most challenging aspects of an increasingly diverse community, and what steps must be taken to meet such challenges?

6. Tell the panel what you know, if anything, about the Plan's current diversity concerns. Please describe how you would work to design, implement, and maintain a Cultural Diversity Program that is welcoming and inclusive for employees, contractors, and patients of the Plan.

7. Presuming you are selected for the position, what are some specific things you plan on doing within the next two years to further your development in cultural competency?

8. To a great extent, this position was created to help increase the agency's capacity to promote and reaffirm its commitment to the equitable treatment of its employees, patients, and community stakeholders. What has been your personal and professional experience with respect to such wide-ranging diversity matters?

9. A great deal of this agency's service area includes communities and neighborhoods where people of Mexican descent make up the majority of the population. Based on your personal and professional experience, what would you say are some of the unique challenges that an agency situated in this type of community is faced with on a daily basis?



**10.** This position is envisioned to be highly independent, reporting only directly to the Board of Commissioners. Understandably, staff may feel apprehensive about this level of authority. Please tell the interview panel about your direct experience in positions with such autonomy. Further, what will you do to ensure that your position is not viewed as necessarily adversarial by staff?

**11.** Suppose that you encounter a pervasive belief that diversity and excellence are somehow in conflict. How do you conceptualize the relationship between diversity and excellence? What kinds of leadership efforts would you undertake to encourage a commitment to excellence through diversity?

**12.** Do you have experience in the social justice community? What is your experience, if any, in connecting and working closely with diverse people at the community level?

**13.** Without divulging confidential information, please describe your most recent experience dealing with community or stakeholder complaints related to cultural sensitivity. Presuming you are selected for the position, describe how you, as the Chief Diversity Officer for the Plan, would handle press-worthy community or stakeholder complaints about Plan employees.

**14.** What kinds of experiences have you had in relating with people whose backgrounds are different from your own? Describe a specific situation in which you worked with a diverse group of people or person over a period of time. What did you learn?

**15.** Is there anything else you believe the interview panel should know about your qualifications?

## Candidate Scoring Sheet

Position: \_\_\_\_\_

Candidate Name: \_\_\_\_\_

| Category  | 1<br>(Poor) | 2 | 3 | 4 | 5<br>(Good) | Comments |
|---|-------------|---|---|---|-------------|----------|
| Applicable Education                              |             |   |   |   |             |          |
| Applicable Work Experience                        |             |   |   |   |             |          |
| Customer Service/People Skills                    |             |   |   |   |             |          |
| Communication Skills                              |             |   |   |   |             |          |
| Supervisory Skills/ Experience<br>(if applicable) |             |   |   |   |             |          |
| Other: _____                                      |             |   |   |   |             |          |
| Other: _____                                      |             |   |   |   |             |          |
| Overall Score                                     |             |   |   |   |             |          |

Scorer/Interviewer: \_\_\_\_\_



**AGENDA ITEM NO. 3**

TO: Human Resources/Cultural Diversity Subcommittee  
FROM: Danita Fulton, Interim Chief Diversity Officer and Director of Human Resources  
DATE: November 28, 2016  
SUBJECT: Chief Diversity Officer Recruitment Update

VERBAL REPORT