

From: [Kristal Donate-Alvarez](#)
To: [Clerks@theboard](#)
Subject: Agenda Item 6
Date: Tuesday, June 9, 2026 7:49:01 AM
Attachments: [image001.png](#)
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[image004.png](#)

Good morning Board of Supervisors,

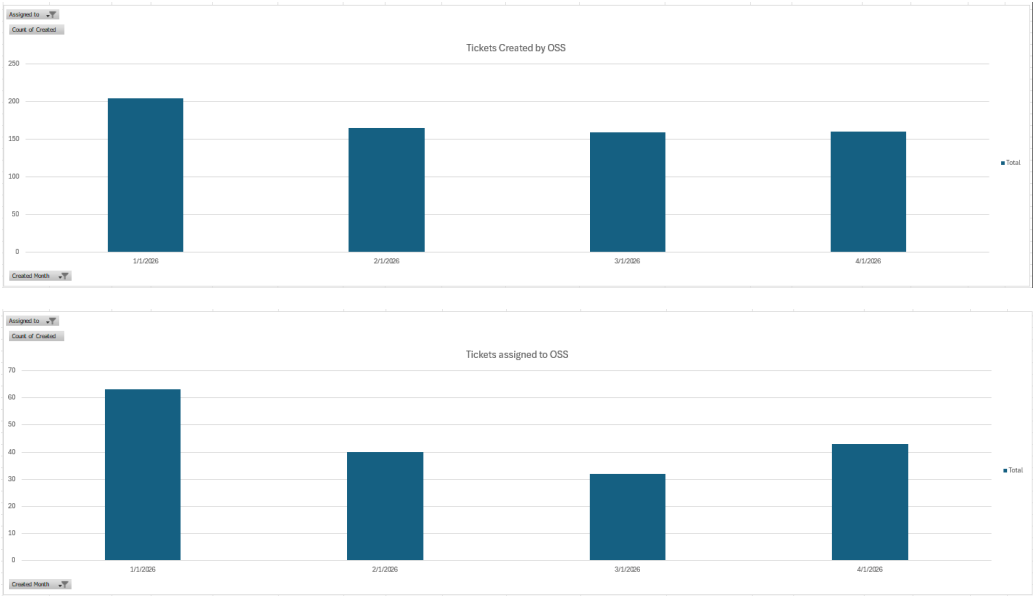
My name is Kristal Donate-Alvarez, I am currently the Medi-Cal program analyst. I am writing to request that you please accept HHSAs Eligibility and Employment Services (Service Centers) recommendations noted below in CAO Michael Webb's June 3rd e-mail.

Please note: After the 2026-27 Recommended Budget was finalized, staff became aware of additional details of a key provision in the State Budget, that the Governor's May Revise provided \$228.8 million to counties in one-time funding for HR 1 implementation. Yolo County's projected funding augmentation for Medi-Cal administration is \$1.29 million. This funding will allow HHSAs to provide a longer off ramp for certain non-General Fund reductions, though additional future actions will still be needed to continue addressing the department's structural deficits. The department has proposed to utilize these funds to halt six proposed workforce reductions in the Service Center branch, outlined below:

Classification	FTE
Employment & Social Services Program Supervisor	2.0
Associate Administrative Services Analyst	1.0
Administrative Services Analyst	2.0
Senior Administrative Services Analyst	1.0

The position I am currently in is included in this update, and I am so thankful that our leadership found a way to save 6 filled positions for the next fiscal year. I spoke at the May 5th BOS meeting during public comment and wrote to you on the importance of the analyst position at HHSAs. The last 8 weeks felt heavy and with the possibility of the positions being cut our first concern was the continued success of our assigned programs. Staff are thankful and looking forward to serving both our internal and external communities in the face of HR 1 implications. The institutional knowledge that these positions contribute is priceless and our commitment remains to Yolo County.

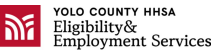
I also want to express the importance of the Office Support Specialist (OSS) assigned to the team. Up until March 2026 the analysts' teams had an Administrative Clerk II who was reassigned, their work was then assigned to the OSS. The OSS is now responsible for both the work of the OSS and that of the Administrative Clerk. I want to provide you with some data that was gathered by one of our amazing analysts.



The OSS is now responsible for creating and triaging tickets and monitoring the Systems Support inbox. From January to April of this year, 688 System Support tickets were created. Of these 688, 178 were assigned to the OSS that is 26% of the tickets. The OSS provides MEDS system support, this is the DHCS database that contains Medi-Cal eligibility that providers can access to verify eligibility. The OSS is assigned to troubleshoot MEDS records that eligibility staff have been unable to fix. On a typical day, the OSS is completing multiple step MEDS transactions to assist members in obtaining the medical care they need or fill their prescription. As county employees we have the privilege of having private medical insurance that is reliable but some of us also know what it's like to depend on Medi-Cal. Medi-Cal provides an amazing service, but the number of agencies, insurance networks, and doctors involved means there is zero room for error. A single typo, like an incorrect date of birth in just one system, triggers a massive domino effect that can derail a medical appointment entirely. Our members must place call after call just to reach the right department and hope that they have reached the person with sufficient access and knowledge to fix what needs to be fixed the first time. If the OSS is eliminated then requests to USCIS to verify immigration status will be delayed, employees will have a delay in having MEDS accounts reset and inter county MEDS coordination will be delayed. The duties described are just a fraction of the work the OSS completes. Please consider supporting this position for the next fiscal year as we are faced with HR 1 implementation.

With gratitude,

Kristal Donate-Alvarez
Administrative Services Analyst | Medi-Cal



yolocounty.gov/HHSA

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