

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-907-5393-736

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Adult Programs/Policy & Quality Assurance (QA) Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

QA Monitoring & Reimbursement /QA Monitoring Unit

SUPERVISOR'S NAME:

Margarita Castillo

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

This position requires the ability to travel 5-8 days per month. Most travel is overnight.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Quality Assurance Monitoring Unit is to monitor county compliance with the In-Home Supportive Services (IHSS) program rules and regulations and ensure that accurate and uniform assessments of IHSS recipients' needs are being conducted to allow them to remain safely in their home.

CONCEPT OF POSITION:

Under direction of the Staff Services Unit Manager (SSMI), Adult Programs Division, Policy and Quality Assurance Branch, Training and Quality Assurance Bureau, the Associate Governmental Program Analyst (AGPA) will visit social services agencies throughout California's 58 counties to perform annual monitoring reviews of the agencies' administration of and compliance to the policy and regulations of the IHSS program. The AGPA will provide the social services agencies with feedback on review findings, develop and monitor corrective action plans, and serve as primary point of contact.

A. RESPONSIBILITIES OF POSITION:

Essential Functions:

- 40% Performs complex quality assurance (QA) monitoring activities at county social services offices located through California. These reviews may consist of annual monitoring reviews designed to assess uniformity in the IHSS program and compliance with regulations, and/or targeted reviews designed to address implementation of problematic issues. The AGPA routinely performs pre-review monitoring activities which include: preparing county review notification correspondence; logistics support; serving as primary point of contact for county being reviewed; analyzing data and trends in the authorization of IHSS; entering data into Excel data base; identifying county specific issues based on data, analyzing county's internal Intake and QA/Quality Initiatives policies; acting as Lead Analyst in designated counties which includes arranging for and facilitating team meetings with team members and Bureau and Division Management.
- 25% On-site review at county social services offices includes arranging for and facilitating entrance and exit meetings and with county staff; reviewing case files, identifying and communicating in writing or verbally errors or discrepancies in documentation; accompanying county staff on home visits with program recipients, and in a lead capacity acting as intermediary in contacts between QA staff and monitoring team; and providing technical assistance to county staff, and reviewing documents prepared by SSA and other AGPA Unit staff.
- 20% Conducts post-review activities, which include reviewing county rebuttals, researching programmatic or policy issues identified during review and identifying and submitting issues to management that require policy clarification; responding to inquiries from counties regarding review findings, preparing review summaries and final review reports; presenting review findings to Bureau and Branch management. As Lead Analyst coordinates post review activities with other Monitoring Unit staff.
- 10% Develops review strategies and makes recommendations regarding changes in monitoring process; develops and presents training to Unit, Branch or Division staff and county QA staff on the QA Monitoring Process; prepares All County Letters and All County Information Notices on the review process.

Marginal Functions:

- 5% Participates in special projects relating to Monitoring process and other duties as defined by the SSM I related to the IHSS Quality Assurance Monitoring process.

B. SUPERVISION RECEIVED:

This position is directly supervised by the Unit Supervisor (SSMI), but may receive some assignments and direction from a lead analyst on some projects.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

This position will have frequent contact with county social services staff, other departmental personnel, advocates, the general public, other state agencies, and outside contractors.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling assignments and imparting information could result in misspent program dollars or litigation against the department, as well as a negative impact on the success of the IHSS program.

F. OTHER INFORMATION:

This position requires the incumbent to have the ability to establish effective working relationships; possess good written and verbal communication skills; possess an understanding of basic statistical concepts and terminology; have MS Application skills (Outlook, Word, Excel and Access); ability to work cooperatively and effectively, independently and as part of a team; work under pressure; be able to travel overnight 5-8 day per month; and complete assignments in a timely manner. The incumbent must maintain confidentiality (both internally and externally) of all program issues, reviews, and assessments and of any privileged information gained through the nature and course of business. The position will be required to act as lead analyst on county monitoring reviews.

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Adult Programs/Policy & Quality Assurance (QA) Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

QA Monitoring&Reimbursement Bureau /QA Monitoring Unit

SUPERVISOR'S NAME:

Margarita Castillo

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

This position requires the ability to travel 5-10 days per month. Most of the travel is overnight.

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

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SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

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MISSION OF ORGANIZATIONAL UNIT:

The mission of the Quality Assurance Monitoring Unit is to monitor county compliance with the In-Home Supportive Services (IHSS) program rules and regulations and ensure that accurate and uniform assessments of IHSS recipients' needs are being conducted to allow them to remain safely in their home.

CONCEPT OF POSITION:

Under the supervision of the Staff Services Unit Manager (SSMI), Adult Programs Division, Policy and Quality Assurance Branch, Quality Assurance Monitoring and Reimbursement Bureau, the Staff Services Analyst (SSA) will visit social services agencies throughout California's 58 counties to perform annual monitoring reviews of the agencies' administration of and compliance to the policy and regulations of the IHSS program. The SSA will research IHSS regulations, review IHSS case files and provide findings reports to lead analyst.

A. RESPONSIBILITIES OF POSITION:

Essential Functions:

- 40% Conducts IHSS quality assurance monitoring activities at county social services offices located throughout California. These reviews may consist of annual monitoring reviews designed to assess uniformity in the IHSS program and compliance with regulations or targeted reviews designed to address implementation and/or problematic issues. The SSA assists lead staff in pre-review monitoring activities which include tasks such as logistics support, entering data into an Excel database, analyzing data, researching regulations, preparing correspondence, completing review tools using information from the Case Management, Information and Payrolling System (CMIPS), and attending and participating in team meetings.
- 25% On-site review of cases includes participation in entrance and exit conferences and other meetings with county staff, review case documentation, discuss complex cases with lead staff, and provide technical assistance to counties. As an observer, the SSA will also accompany county staff on home visits with program recipients.
- 20% Conduct post-review activities which include reviewing county rebuttals and consulting with lead staff on more difficult rebuttals, preparation of reports and other correspondence; participate in team meetings and other meetings with Bureau, Branch and Division staff, research regulations, and identify issues which require policy clarification.
- 10% Assists in the development of overall QA review strategies and makes recommendations regarding changes in monitoring process; works with lead staff to develop unit training and trainings for county social services' Quality Assurance Staff on the review process, including on-line and in-person training, and the preparation of reports and other documents.

Marginal Functions:

- 5% Other duties as defined by the SSM I related to the IHSS Quality Assurance Monitoring process.

B. SUPERVISION RECEIVED:

This position is directly supervised by the Unit Supervisor (SSMI), but may receive some assignments and direction from a lead analyst on some projects.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

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Failure to use good judgment in handling assignments and imparting information could result in misspent program dollars or litigation against the department, as well as a negative impact on the success of the IHSS program.

F. OTHER INFORMATION:

This position must have the ability to establish effective working relationships; possess good written and verbal communication skills; possess an understanding of basic statistical concepts and terminology; have MS Application skills (Outlook, Word, Excel and Access); ability to work cooperatively and effectively, independently and as part of a team; work under pressure; be able to travel and complete assignments in a timely manner. Maintains confidentiality (both internally and externally) of all program issues, reviews, and assessments and of any privileged information gained through the nature and course of business. Ability to travel overnight 5-10 days per month.