

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF FIREARMS
Firearms Records Section
Mental Health Unit – Quality Assurance**

JOB TITLE: Staff Services Analyst

STATEMENT OF DUTIES: Under the supervision of the Department of Justice Administrator (DOJA) I/ Staff Services Manager (SSM) I, the Staff Services Analyst (SSA) in the Mental Health Unit (MHU) is responsible for performing quality assurance review of mental health prohibition records; reviewing for accuracy the determinations made for correction/cancellation of mental health prohibition records submitted via the Mental Health Reporting System (MHRS); reviewing for accuracy the determinations to delete mental health prohibition records from the Mental Health Firearm Prohibition System (MHFPS) based on restoration of rights orders received from superior courts; inquiring, entering, modifying, updating, and verifying data from various reports; identifying errors, inconsistencies, and omissions on prohibition records/reports, and taking independent action to resolve issues. The SSA also assists the MHU Custodian of Records with producing certified copies of prohibition reports for California superior courts and offices of the district attorney, for use in court hearings for restoration of firearms rights; assists the administrator of the MHRS to approve user requests, troubleshoot prohibition report errors, and resolve user reported issues; interacts with Hawkins Data Center information technology staff to correct and test MHRS for system error and system enhancements; provides customer service and technical support to mental health facilities, criminal justice agencies, and mental health facilities by telephone, email, and facsimile; provides monthly quality assurance and prohibition reporting activity statistics to bureau management; assist in distributing a copy of prohibition reporting activity statistics to all California's juvenile and superior courts and mental health facilities, and provides training to new and existing BOF staff. The SSA may on occasion, be required to testify in court with regard to certified records and work mandatory overtime depending on workload needs.

SUPERVISION RECEIVED: Directly supervised by the DOJA I/ SSM I

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate, and work at a computer workstation for up to eight hours a day. Ability to lift and move items weighing up to 15 pounds.

TYPICAL WORKING CONDITIONS: Work in an open work area and smoke-free environment.

ESSENTIAL FUNCTIONS:

- 20% Performs quality assurance review of MHFPS records that were deleted based on county superior court orders regarding petitions for firearms prohibition relief, pursuant to Welfare and Institutions Code section 8103, subdivision (f)(5). Performs system inquiries and reviews determinations made to delete records. Contacts superior courts by telephone to clarify and/or obtain illegible or missing information. Identifies errors, inconsistencies, and omissions on court orders and takes independent action to resolve.
- 20% Performs quality assurance review of MHRS Correction/Cancellation/Discharge forms (BOF 4009D) submitted by mental health facilities. Performs system inquiries and reviews determinations made on requests for records to be modified or deleted as indicated by the reporting facility. Contacts mental health facilities by telephone to clarify and/or obtain illegible or missing information. Identifies errors, inconsistencies, and omissions on forms/reports and takes independent action to resolve.
- 20% Performs quality assurance review of MHFPS records generated from mental health firearm prohibition reports submitted by superior courts, juvenile courts, and law enforcement agencies (Tarasoff Reports).

Performs system inquiries and reviews determinations made in entering/deleting prohibition record. Contacts reporting agency by telephone to clarify and/or obtain illegible or missing information required for entry into MHFPS. Identifies errors, inconsistencies, and omissions on forms/reports and takes independent action to resolve.

- 10% Assists with responding to notices of hearings and court orders from county superior courts regarding petitions for firearms prohibition relief, pursuant to Welfare and Institutions Code section 8103, subdivision (f)(5). Assists the Custodian of Records for the MHU: receives superior court Notice of Hearing for relief of firearms prohibition forms; conducts inquiries into the MHFPS to identify mental health prohibition records relating to the petitioner; and generates confidential reports of certified records and sends to county superior courts and offices of the district attorney to be used in court hearings. Reviews and analyzes superior court orders for restoration of firearms rights to interpret orders and ensure orders are valid and language grants petitioner requests. Assists the administrator of the MHRIS: provides MHRIS technical assistance and support to existing and/or new users; reviews MHRIS new user account requests for accuracy and makes determinations to approve/deny user access to the MHRIS; and resolves MHRIS prohibition reporting errors. Responds to correspondence delivered to the MHU, MHRIS Issue Tracking queue and the MHRIS-Support email account.
- 10% Develops, updates and maintain the MHU policy and procedures manual. Assist in development and implementation of MHFPS enhancements. Composes BOF Information Bulletins related to mental health firearm prohibition reporting. Maintains the listing of mental health prohibition reporting facilities; updates the facility listing of contact information, addresses, phone numbers, etc and adds new facilities to the MHFPS via the California Justice Information Services (CJIS) Operations Portal. Assists with preparing weekly and monthly statistical information reports for BOF management for use in response to a Public Records Act Request, press release, or internal/external audits.
- 10% Provides customer service to mental health facilities, superior courts, offices of the district attorney, law enforcement agencies, and private citizens through contacts made by telephone, email, and facsimile. Assist with entry, modifications, and deletions of the more complex mental health prohibition reports.
- 10% Assists with compiling and generating monthly quality assurance statistics for submission to bureau management. Assists with generating monthly & quarterly reporting statistics to identify decreases/increases in mental health facilities and county superior courts prohibition reporting. Identifies training needs for mental health facilities, superior courts, and law enforcement agencies. Completes special projects as assigned by the unit manager. Assist with compiling and generating monthly prohibition reporting statistics for all courts and mental health facilities and mails a copy to each agency.

I have read and understand the essential functions and typical demands required of this job and I am able to perform the essential functions with or without reasonable accommodation. (Refer to the Essential Function Health Questionnaire, STD 910).

Employee Signature

Date

Supervisor Signature

Date