



- Current
- Proposed

Civil Service Classification: Associate Governmental Program Analyst
Working Title: Monitoring Analyst
Division Branch Name: Division of Home and Community Living Older Adult Programs Branch
Incumbent: Vacant
Position Number: 797-721-5393-950
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workforce workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

DESCRIPTION:

Under the direct supervision of the Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) performs a variety of functions intended to carry out the mission of the California Department of Aging (CDA) and provide oversight to the Area Agencies on Aging (AAA). The AGPA will work in a team environment and in collaboration/coordination with representatives from other teams and support staff. The AGPA is responsible for sharing leadership for various team responsibilities including technical assistance, monitoring, information dissemination and training, and collaboration and coordination on issue identification and resolution. The AGPA is a full participant in team decision-making, strategy formulation, and problem resolution. These responsibilities require a high level of analytic and effective communication skills and a broad knowledge of programs for older adults, adults with disabilities, and their caregivers.

35% Policy, Procedures, and Regulations (Responsibility for development, review, and implementation of program requirements):

- Serve as a Virtual/On-site Monitoring Team Lead.
- Conduct program monitoring of AAAs to establish compliance with federal and State requirements and to determine the adequacy and quality of service provided; prepare reports and recommend corrective actions, when appropriate.
- Analyze AAA's documentation, compare to standards, and cite deficiencies in monitoring report.
- Present orally in front of a group, the required corrective actions, best practices, and technical assistance provided during the onsite monitoring during the exit conference.
- Work with interdepartmental staff to complete and finalize program team(s) monitoring report write-ups.
- Coordinate and communicate with AAAs.
- Conduct quality assurance reviews of draft monitoring reports. Analyze and edit reports for consistency with program requirements. Make edits and recommendations as needed for final approval.
- Communicate directly with AAAs to coordinate the receipt of requested documents used by CDA staff for the monitoring review process.
- Follow-up and track AAA corrective actions plans and work with interdepartmental staff to ensure remediation of deficiencies.
- Develop monitoring protocols based on an analysis of internal processes used to monitor AAAs to ensure compliance with current statutes.
- Update monitoring tools and written protocol-based regulations, federal and state statute and other contract requirements.
- Work with AAA staff to resolve late, missing, incomplete or inaccurate monitoring documentation.
- Review and analyze information gained from desk monitoring activities to provide input on a "risk-based" approach to monitoring.
- Participate in the area plan review and approval process.

20% Assessment and Compliance (Responsibility for trouble-shooting to determine if there are problems and program maintenance):

- Lead the compliance monitoring process which measures the attributes or criteria that attests whether AAAs/programs meet regulation and contract standards.
- Conduct on-site (as needed) monitoring of AAAs, to assess their compliance with federal and State requirements, and the adequacy and quality of services provided with an emphasis on the management of services providers.
- Prepare monitoring reports and recommendations.
- Review AAA responses to findings and proposed AAA corrective actions. Follow-up with AAAs to ensure corrective action plans address findings and are timely implemented.
- Participate in quality assurance efforts to improve services statewide.
- Lead development of guidance, review, and approval of monitoring coordination policies and procedures.

- Review Area Plans, Area Plan Updates, and Area Plan Amendments for content and compile analyses as needed for CDA staff, AAA staff, and other interested stakeholder.

20% Technical Assistance (Responsibility for providing our customers and the public with program consultation and technical resources):

- Provide technical assistance and information to improve customer service.
- Provide technical consultation and guidance focused on management of service providers and monitoring expectations.
- Serve as departmental liaison with other public and private agencies.
- Plan, organize, and conduct training related to requirements contained in the Older Americans Act and Older Californian's Act for CDA and AAA staff and other internal and/or external stakeholders.
- Provide technical consultation and assistance on compliance monitoring to CDA staff, AAAs, other CDA contractors, public agencies, Legislature, and the public.
- Research and disseminate information on methods for compliance monitoring and other issues related to older adults, adults with disabilities, and caregivers.
- Work with AAA staff to resolve late, missing, incomplete or inaccurate monitoring documentation.

10% Planning and Coordination

- Plan and organize cross-team staff meetings in preparation for virtual/on-site monitoring visits.
- Analyze internal processes used to monitor AAAs activities and develop an internal desk-monitoring in consultation with subject matter experts to ensure compliance with appropriate requirements.
- Collaborate with other interdepartmental staff to gather data reports and information in preparation for monitoring visits.
- Track travel expenditure report and personnel costs, analyze data and prepare annual cost report.
- Research, coordinate and complete the logistics planning for virtual/onsite monitoring including: airline arrangements, car rentals and any other travel arrangements for monitoring team.

10% Contract Administration (Responsibility for development, review, and implementation of contract terms and conditions):

- Ensure CDA contractors meet contractual terms and program objectives regarding Area Plans.
- Analyze AAA and service provider activities to ensure compliance with requirements and provide recommendations and timeframes for required corrective action.
- Provide follow-up to AAAs who do not comply with contractual requirements.

MARGINAL JOB FUNCTIONS:

5% Training (Responsibility for providing training for our customers and the public:)

- Serve the subject matter expert for training on compliance monitoring of Older Americans and Older California Act programs for CDA staff, AAAs, other CDA contractors, and local providers.



- Plan, organize, and conduct training related to the Older Americans Act and other programs for CDA and AAA staff and other stakeholders, particularly on issues related to compliance monitoring, IIIB and IIIE programs, or other issues as needed.
- Special projects as requested by leadership.

TRAVEL: Statewide travel may be required up to 25%.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.



- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specification and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: LD Date Approved: 3/5/24

Revision Date (if applicable): _____