



- Current
- Proposed

Civil Service Classification: Associate Governmental Program Analyst
Working Title: Quality Assurance Analyst
Division Branch Name: Community-Based Adult Services & Policy Support
Incumbent: VACANT
Position Number: 797-713-5393-951
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Limited Term
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 for all employees in the workplace. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): N/A

DESCRIPTION:

Under the direction of the Field & Policy Support (FPS) Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) performs the more responsible, varied, and complex technical, analytical staff services assignments intended to carry out the mission of the California Department of Aging (CDA) and the Community-Based Adult Services (CBAS) Support Bureau. The AGPA will work in a team environment in collaboration and coordination with the CBAS Bureau certification teams and support staff, CBAS center personnel, and other stakeholders. The AGPA is a full participant in team decision-making, strategy formulation, and problem resolution. These responsibilities require a high level of analytic and research skills, strong writing ability, excellent communication skills, and a broad knowledge of CBAS services.

ESSENTIAL JOB FUNCTIONS:

40% Quality Assurance (QA):

- Conduct a substantive review of Statement of Deficiency 2567 (SOD) report findings documented by CBAS Field Ops Bureau (FOB) to ensure the facts presented are accurate and findings correctly support the citations referenced. Return non-compliant SOD reports to CBAS FOB for correction and forward compliant documents to the appropriate CBAS center.
- Follow a systematic checklist to ensure that the SOD report is completed in a standardized, accurate method that supports all identified deficiencies.
- Coordinate with CBAS FOB staff to ensure corrections are made if QA errors are identified.

40% Plan of Correction (POC):

- Conduct a substantive review of corrective action plans received by CBAS centers to ensure the corrective action plans address survey findings and corrective action is appropriate. Forward compliant and non-compliant POC to CBAS FOB for additional review and feedback as necessary.
- Analyze POC and determine compliance or non-compliance with CBAS laws, regulations, and waiver requirements.
- Maintain ongoing communication with CBAS FOB staff, CBAS center staff, state or government agencies, and other stakeholders to clarify/address findings and verify the corrective action plans are implemented in a timely manner.
- Conduct on-site follow-up surveys of CBAS centers to assess the CBAS centers' POC implementation (may require statewide travel).
- Provide consultative services related to adverse action, including but not limited to follow-up surveys and the prevention of future center enrollment of CBAS participants to the SSM I due to non-compliant POC.
- As a subject-matter generalist, represent the Department in adverse actions that result in administrative hearings.

10% Special Projects and Administrative Duties:

- Participate in the development and/or implementation of special projects.
- Develop, review, analyze and implement policies and procedures on QA and POC processes to promote consistent performance levels. Make recommendations and program alternatives.
- Attend staff meetings and complete administrative paperwork.

5% Technical Assistance and Training:

- Provide technical assistance and training to CBAS centers, CBAS FOB staff, and other stakeholders regarding the CBAS program requirements.
- Provide specialized training for centers and other departments as needed.



MARGINAL JOB FUNCTIONS:

5% Performs other related duties, as required.

TRAVEL: Statewide travel up to 5%

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: AEM Date Approved: 3/22/2024

Revision Date (if applicable): 3/22/2024