

State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Analyst (SSA)

POSITION NUMBER:

800-908-5157-XXX

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

APD/FABPB

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

BPPI/PIU

SUPERVISOR'S NAME:

Kitt Johnson

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)

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

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 Program Integrity Unit is to ensure the integrity of the In-Home Supportive Services Program so that it remains viable in servicing the needs of California's eligible aged, blind, and disabled individuals.

CONCEPT OF POSITION:

Under general supervision of the Staff Services Manager I (SSM I), the SSA is responsible for assisting with technical writing and data analysis for the In-Home Support Services (IHSS) Program. The incumbent in this position is responsible for collecting, sorting, reviewing, and analyzing data regarding IHSS Quality Assurance and Program Integrity efforts. The incumbent will routinely use MS Excel to complete data analyses and must be able to clearly express conclusions in writing by developing reports, letters and program regulations. Additionally, this position is also responsible for assisting counties to remain compliant with IHSS regulations by initiating and monitoring county Quality Improvement Action Plans (QIAPs).

A. RESPONSIBILITIES OF POSITION:**Essential Functions:**

40% Performs routine research and analyses regarding policies, procedures and processes related to IHSS Quality Assurance and Program Integrity, by analyzing data matches, error rate studies, and county-reported data to identify anomalies/trends that may indicate possible program integrity issues. Reviews and summarizes county data related to case/targeted reviews, program over-payments, fraud reporting/tracking, and county performance monitoring. Responsible for validating data received to ensure data gathering methods align with established protocols and report findings verbally and/or in writing. Assists with developing summary reports.

25% Provide Quality Assurance/Program Integrity technical assistance to State and County staff. Technical assistance includes, but is not limited to, guidance on how to correctly complete and submit mandatory county Quality Assurance and Fraud Data quarterly reporting forms and guidance related to Error Rate Study participation. The analyst will also participate in stakeholder work groups as appropriate and assist in the development of written all county correspondence. Assist with the requesting and monitoring of county QIAPs for regulation non-compliance.

25% Under the guidance of the lead, perform research regarding the development and review of all unit reports to include the annual IHSS Quality Assurance/Quality Improvement Report, IHSS Program Integrity Anti-Fraud Report, and Error Rate Study Reports. In addition to Providing problem-solving analyses and necessary follow-up.

5% Performs research regarding the development and review of All-County Letters and All-County Information Notices relating to IHSS Quality Assurance/Quality Improvement and Program Integrity issues.

Marginal Functions:

5% Perform other duties as required to meet responsibilities of the Branch such as act for manager when necessary, participate in Unit, Bureau, Branch and All-Staff Division meetings and attend/participate in training as appropriate.

B. SUPERVISION RECEIVED:

The SSA receives general supervision from an SSM I, but is expected to act with a degree of independence in the daily execution of duties.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The SSA interacts with management and staff within the Adult Programs Division, Department of Social Services, County, the Department of Health Care Services, and other stakeholders. Professionalism, competence, and courtesy are essential.

E. ACTIONS AND CONSEQUENCES:

The SSA is responsible for the preparation of program data and supporting analyses. If the data is compiled, validated, or analyzed inaccurately, both the department and other stakeholders will reach invalid conclusions and may make poor/uninformed decisions, which will guide the future of the program. Failure to use good judgment in handling sensitive and confidential material, and in imparting information may result in misspent program dollars, litigation against the Department, or information being released to unauthorized persons in violation of State and federal law.

F. OTHER INFORMATION:

The SSA is expected to have an experience base that allows them to develop both quantitative and qualitative analyses capabilities and work in a team setting. The incumbent is expected to be familiar with basic research techniques and the utilization of computer resources, including Microsoft Excel, and is expected to possess an ability to write in a clear, concise manner to express conclusions resulting from their analyses.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Associate Governmental Program Analyst (AGPA)

POSITION NUMBER:

800-908-5393-XXX

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

APD/FABPB

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

BPPI/PIU

SUPERVISOR'S NAME:

Kitt Johnson

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)

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

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 Program Integrity Unit is to ensure the integrity of the In-Home Supportive Services Program so that it remains viable in servicing the needs of California's eligible aged, blind, and disabled individuals.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I), the AGPA is responsible for assisting with technical data analysis for the IHSS Program. The incumbent in this position is responsible for collecting, sorting, analyzing, reviewing and validating data regarding IHSS Quality Assurance and Program Integrity efforts. The incumbent will routinely use MS Excel to complete data analyses and must be able to clearly present interpretations in writing by developing reports, letters and program regulations. Additionally, this position is also responsible for assisting counties to remain compliant with IHSS regulations by initiating and monitoring county Quality Improvement Action Plans (QIAPs).

A. RESPONSIBILITIES OF POSITION:**Essential Functions:**

45% Perform complex level analyses regarding policies, procedures and processes related to IHSS Quality Assurance and Program Integrity, by analyzing data matches, error rate studies, and county-reported data to identify anomalies/trends that may indicate possible program integrity issues. Provide data interpretations to be included in various reports; review and summarize county data related to case/targeted reviews, program over-payments, fraud reporting/tracking, recipient surveys and county performance monitoring. Validate data received to ensure data gathering methods align with established protocols and report findings verbally and/or in writing. Develop reports, letters, written communication, and program regulations to ensure quality assurance and program integrity.

20% Provide Quality Assurance and Program Integrity technical assistance to State and County staff, via written and oral communication, and participate in Stakeholder work groups as appropriate. Develop proposed responses to unit inquires from outside entities such as counties and other agencies. Develop educational materials such as fact sheets and webcasts. Request and monitor county QIAPs for IHSS regulation non-compliance.

20% Development and review of all unit reports to include the annual IHSS Quality Assurance/Quality Improvement Report, IHSS Program Integrity Anti-Fraud Report, Error Rate Study Reports. In addition to providing problem-solving analyses and necessary follow-up.

10% Development and review of All-County Letters and All-County Information Notices relating to IHSS Quality Assurance/Quality Improvement and Program Integrity issues.

Marginal Functions:

5% Perform other duties as required to meet responsibilities of the Branch such as act in a lead capacity for projects, assist with training of staff, act for manager when necessary, participate in Unit, Bureau, Branch and All-Staff Division meetings, and attend/participate in training as appropriate.

B. SUPERVISION RECEIVED:

The AGPA receives direction supervision from an SSM I, but is expected to act with a high degree of independence in the daily execution of duties.

C. ADMINISTRATIVE RESPONSIBILITY:

The AGPA acts as Unit manager in the absence of the SSM I.

D. PERSONAL CONTACTS:

The AGPA interacts with management and staff within the Adult Programs Division, Department of Social Services, County, the Department of Health Care Services, and other stakeholders. Professionalism, competence, and courtesy are essential.

E. ACTIONS AND CONSEQUENCES:

The AGPA is responsible for the preparation of program data and supporting analyses. If the data is compiled, validated, or analyzed inaccurately, both the department and other stakeholders will reach invalid conclusions and may make poor/uninformed decisions which will guide the future of the program. Failure to use good judgment in handling sensitive and confidential material and in imparting information may result in misspent program dollars, litigation against the department or information being released to unauthorized persons in violation of State and federal law.

F. OTHER INFORMATION:

The AGPA is expected to have both quantitative and qualitative analyses capabilities and work in a team setting and/or lead capacity. The incumbent is expected to be familiar with research techniques, and the utilization of computer resources, including advanced Microsoft Excel, and to possess proficient writing skills to express conclusions reached in the analyses in various formats, such as reports, letters and program regulations.