

*Come work at CDSS where . . .*

## People come First!

The Adult Programs Division is hiring for one

SSA/AGPA 800-907-5157/5393-910

in our Quality Assurance Monitoring Unit

Are you doing the same work day in and day out? Are you looking for work that is challenging and rewarding? Are you looking for a profession where you can help make a positive change? If so, read on!



### EMPLOYMENT OPPORTUNITY

Looking for a challenge? Interested in working for a Program that is administered by California's 58 counties and provides services to over 500,000 aged, blind and disabled recipients so that they can remain safely in their own homes?

In this position, you will have an opportunity to be part of a team of skilled and motivated analysts who travel throughout California working closely with county staff who administer the In-Home Supportive Services Program. If selected, you will review cases and provide technical assistance to counties to ensure uniformity and correctness in the authorization of services.

This position requires the ability to travel overnight 5-8 days per month and has a work schedule of Monday - Friday.

Please include the position number on your Standard State Application (STD 678) with original signature, along with a document titled Supplemental Questionnaire responding to the six questions listed as part of the Supplemental Questionnaire.

For more information on the duties of this employment opportunity, please view the duty statements that follow this notice. If you have additional questions, please contact Lisa Snyder at (916) 651-0551.

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

#### Contact Information:

Lisa Snyder  
(916) 651-0551

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-907-5157-910

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

Adult Programs/Policy &amp; Quality Assurance (QA) Branch

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

Quality Assurance 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 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

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 own homes.

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**CONCEPT OF POSITION:**

Under direction of the Staff Services Unit Manager (SSMI), Adult Programs Division (APD), Policy and Quality Assurance Branch, Quality Assurance Monitoring and Reimbursements 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 with the policy and regulations of the IHSS program. The AGPA will provide the social services agencies with feedback on review findings, provide technical assistance to inform corrective action, and serve as the primary point of contact between state and county QA.

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

- 40% Leads complex Quality Assurance (QA) monitoring activities at county social services offices located throughout California. These consist of annual monitoring reviews designed to assess uniformity in the IHSS program and compliance with regulations, and providing technical assistance to remediate findings. The AGPA routinely performs pre-review monitoring activities which include: preparing county review notification correspondence; logistics support; analyzing data and trends in the authorization of IHSS; gathering and entering information in Access or Excel software to analyze data for reporting purposes; identifying county-specific issues based on data; analyzing the county's internal Intake and QA/Quality Initiatives policies; and serving as Lead Analyst in designated counties which includes arranging and facilitating team meetings with county staff, Unit members and, Bureau/Branch management. This position requires the ability to travel 5-8 days per month. Most of the travel is overnight.
- 25% Leads on-site reviews at county social services offices which includes arranging and facilitating meetings with county staff; reviewing case files; identifying and communicating errors or discrepancies in documentation; accompanying county staff on home visits with program recipients; serving as the point of contact between county and state QA staff; providing technical assistance to county staff; and reviewing documents prepared by Staff Services Analyst (SSA) and AGPA Unit staff.
- 20% Conducts post-review activities which include: coordinating activities with other Unit staff; reviewing county rebuttals; researching programmatic or policy issues identified during the review and identifying and submitting issues to APD staff for policy clarification; responding to inquiries from counties regarding review findings; preparing review summaries and final review reports; and presenting review findings to Bureau and Branch management.
- 10% Develops review strategies and makes recommendations regarding improvement in the monitoring review process; develops and presents trainings to county QA, and state Unit, Branch or Bureau staff. Reviews and provides feedback on All County Letters and All County Information Notices on IHSS program regulations.

**Marginal Functions:**

- 5% Participates in special projects relating to the monitoring review process as defined by the SSM I, and Bureau/Branch management. Performs other duties as required to meet responsibilities of the Branch such as: serving in a lead capacity for projects, assisting with training of staff, acting for the manager when necessary, participating in Unit, Bureau, Branch and All-Staff Division meetings, and attending/participating in training as appropriate.

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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 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, SharePoint and Access); to work cooperatively and effectively, independently and as part of a team; work under pressure; 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 ability to travel overnight 5-8 days per month is required. The position will be required to serve as lead analyst on county monitoring reviews.

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Staff Services Analyst

POSITION NUMBER:

800-907-5393-910

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

Adult Programs Division/Policy &amp; Quality Assurance Branch

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

Quality Assurance Monitoring &amp; Special Services 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 5-8 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:

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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 own homes.

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**CONCEPT OF POSITION:**

Under direction of the Staff Services Unit Manager (SSMI), Adult Programs Division, Policy and Quality Assurance Branch, Quality Assurance Monitoring and Reimbursements 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 with the policy and regulations of the IHSS program. The SSA will provide the social services agencies with feedback on review findings and develop/monitor corrective action plans.

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

- 40% Performs Quality Assurance (QA) monitoring activities at county social services offices located throughout California. These consist of annual monitoring reviews designed to assess uniformity in the IHSS program and compliance with regulations, and providing technical assistance to remediate findings. The SSA assists lead staff in pre-review monitoring activities which include tasks such as logistics support; gathering and entering information in Access or Excel software to analyze data for reporting purposes; researching regulations; preparing correspondence; completing review tools using information from the Case Management, Information and Payrolling System; and attending and participating in team meetings. This position requires the ability to travel 5-8 days per month. Most of the travel is overnight.
- 25% Conducts on-site reviews of counties which includes participation in meetings with county staff; reviewing case documentation; discussing complex cases with lead staff; and providing technical assistance to counties. As an observer, the SSA will also accompany county staff on home visits with program recipients.
- 20% Conducts post-review activities which include reviewing county rebuttals and consulting with lead staff on more difficult rebuttals; preparation of reports and other correspondence; participating in team meetings and other meetings with Bureau, Branch and Division staff; researching regulations; and identifying 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 training for county social services Quality Assurance Staff on the review process, and assist in 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. Participates in Unit, Bureau, Branch and All-Staff Division meetings, and attends/participates in training as appropriate.

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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.

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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 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, SharePoint and Access); work cooperatively and effectively, independently and as part of a team; work under pressure; be able to travel overnight 5-8 days 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.