DUTY STATEMENT

Employee Name:

<table>
<thead>
<tr>
<th>Classification: Associate Governmental Program Analyst</th>
<th>Position Number: 580-844-5393-709</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working Title: Licensing Analyst</td>
<td>Work Location: 4540 California Ave, Ste 200 Bakersfield, CA 93309</td>
</tr>
<tr>
<td>Collective Bargaining Unit: R01</td>
<td>Tenure/Time Base: Permanent/Full-time</td>
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<tr>
<td>Center/Office/Division: Center for Health Care Quality/Licensing and Certification Division</td>
<td>Branch/Section/Unit: Bakersfield Regional Office</td>
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All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource’s Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health’s (CDPH) mission and strategic plan by independently performing a wide range of the more complex analytical and technical assignments related to the support of the regional office. The Associate Governmental Program Analyst (AGPA) is responsible for the coordination, review, and analysis of survey and complaint data required by Federal and State mandates. Gather, sort, analyze and monitor information related to complaints and enforcement activities and prepare monthly summary reports based on the results of the above analysis. Act as liaison to Headquarters and field office personnel.

The incumbent works under the direction of the Health Facilities Evaluator Manager II.

Special Requirements

☐ Conflict of Interest (COI)
☐ Background Check and/or Fingerprinting Clearance
☐ Medical Clearance
Travel:

- Bilingual: Pass a State written and/or verbal proficiency exam in

License/Certification:

- Other:

### Essential Functions (including percentage of time)

#### 30%
Independently gather, sort, review, and analyze a variety of the more complex reports generated from the Online Survey Certification and Report (OSCAR), the Electronic Licensing Management Systems (ELMS), the Automatic Survey Processing Environment (ASPEN) and other internal systems. Develop recommendations for management review and prepare presentations for management. Analyze reports containing the more complex technical information regarding facility's compliance history with regulations, profiles of each resident residing in the facility, dates facility was surveyed, man hours required for each survey, number of complaints received each month, etc.

Develop internal logs to track and facilitate analysis of workload priorities and office systems to streamline workload processing and paperwork related to the above systems. Assist management with the analysis of CMS 670 data (survey time keeping), monthly complaint workload, and yearly workload forecasts.

Independently develop monthly office workload performance summary reports and correlate findings with established program performance and required Federal and State task requirements. Interpret data from summary reports to evaluate if the regional office is meeting workload standards and provide verbal and written reports, including recommendations and program evaluations to management. Prepare mandated report of regional office work performance to the Regional Office management, Branch Chief, Chief of Field Operations and Deputy Director, identifying problem performance and production areas and recommendations for corrective action for management’s consideration.

#### 30%
Independently coordinate, monitor, and track all activities related to the survey enforcement regulations and procedures and ensure that all timeframes for notices, letters, plans of corrections, and follow-up surveys are met. Provide training and consultation and develop office procedures for management review. Coordinate with regional office supervisors to ensure all surveys and follow up surveys are scheduled within federally mandated timeframes. Coordinate with the Life Safety Code Unit (LSC) supervisory staff to ensure the LSC survey process is completed in conjunction with the office Health Safety Surveys and that the LSC information is matched to the Health survey and uploaded into the National system. Track all phases of the survey process and other enforcement activities in Excel and identify and communicate the need for follow up surveys to management.

Validate the accuracy of all paperwork and enforcement appeals and completion/finalization of the survey. The data can be transferred from the local office to the National database. Monitor, draft, and track all steps of the informal appeals process, including enforcement letters, plan of correction notices, and Informal Dispute Resolution requests and responses.

#### 25%
Monitor and track timeliness of all surveys to ensure completed casework, including requests of Intermediate Care Facilities for Mentally Retarded (ICFMR) as needed. Review various program applications including, but not limited to, initials, changes of ownership (CHOWs), and management agreements.
Interface with applicant provider administrative personnel to ensure initial application packets and processes are completed for Home Health Agency, End Stage Renal Dialysis, and Rural Health Clinic health care facilities. Review and analyze all applicant packages for Skilled Nursing Facilities received from the Central Application Branch (CAB) prior to any initial Survey. Track application through final approval. Review CHOW packets received from CAB and track the 855 CMS and fiscal intermediary notification and approval document. Track and monitor all ICFMR facilities to ensure that all activities are completed within time limited agreement (TLA) dates.

5% Coordinate, track, and facilitate the hiring of new personnel. Ensure that all initial applicant paperwork, including justification for hire and confidential full medicals, are forwarded to the CHCQ Headquarters Personnel Liaison. Process all initial offer and rejection letters, and may serve as back up Attendance Coordinator for the Regional Office staff.

5% Prepare responses to all inquiries on all State Fire Marshal activities, including enforcement, Informal dispute resolution procedures, and complaint appeals for the Regional Office. Ensure strictly mandated time frames are met when responding to the appellant facility. Update ASPEN with all data and information regarding the appeal.

Marginal Functions (including percentage of time)

5% Develop and update monthly spreadsheet for overtime reporting for the program. Coordinate with supervisory personnel and prepare the regional office work schedules related to field surveys, hearing and legal activities. Maintain files of Regional Office Memos, Survey and Certification Transmittals, All Facility Letters, etc. Perform other work-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name: Date Employee’s Name: Date

Supervisor’s Signature Employee’s Signature

HRD Use Only: Approved By: HH/SA Date 9/13/21
DUTY STATEMENT

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This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource’s Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health’s (CDPH) mission and strategic plan by performing moderately complex technical and analytical tasks related to the support of the regional office. The Staff Services Analyst (SSA) is responsible for the coordination, review, and analysis of survey and complaint data required by Federal and State mandates. Gather, sort, analyze, and monitor information related to complaints and enforcement activities, and prepare monthly summary reports based on the results of the above analysis. Acts as liaison to Headquarters and field office personnel.

The incumbent works under the supervision of the XXX.

Special Requirements

☐ Conflict of Interest (COI)
☐ Background Check and/or Fingerprinting Clearance
☐ Medical Clearance
Travel:
Bilingual: Pass a State written and/or verbal proficiency exam in
License/Certification:
Other:

### Essential Functions (including percentage of time)

30% Assist in gathering, sorting, and analyzing a variety of moderately complex reports generated from the Online Survey Certification and Report (OSCAR), the Electronic Licensing Management Systems (ELMS), the Automatic Survey Processing Environment (ASPEN), and other internal systems for presentation and interpretation to management. Analyze reports containing moderately complex technical information regarding facility's compliance history with regulations, profiles of each resident residing in the facility, dates facility was surveyed, man hours required for each survey, number of complaints received each month, etc.

Develop internal logs to track and facilitate analysis of workload priorities and office systems to streamline workload processing and paperwork related to the above systems. Assist management with the analysis of CMS 670 data (survey time keeping), monthly complaint workload, and yearly workload forecasts.

Under supervision, assist in preparing monthly office workload performance summary reports showing the length of time between surveys, survey hours expended, number of evaluators required, and complaint workload completed for the month. Correlate findings with established program performance and required Federal and State task requirements. Analyze data from these summary reports for measurement to evaluate if the regional office is meeting workload standards and provide verbal and written reports to management. Draft and prepare mandated report of regional office work performance to the Regional Office management, Branch Chief, Chief of Field Operations, and Deputy Director, identifying problem performance and production areas along with recommendations for corrective action for management’s consideration.

30% Analyze the activities related to the survey enforcement regulations and procedures including notices, letters, plans of corrections, and follow-up surveys. Assist the regional office supervisors with the scheduling of surveys and follow up surveys within federally mandated timeframes. Consult with the Life Safety Code Unit (LSC) supervisory staff to provide information on the completion of the LSC surveys in conjunction with office Health Safety Surveys. Using Excel create and enter accreditation data for initial and other surveys upon completion. Log and identify survey activities for assigned staff. Assist the supervisors with gathering and analyzing information regarding the survey process, reporting, and enforcement activities.

Use ASPEN Suites to transfer all completed paperwork and enforcement appeals from the local office to the National data base. Assist the regional office with review of requests and preparation of responses regarding the informal appeals process, including letters, notices, and Informal Dispute Resolution requests and responses.

30% Evaluate the progress of surveys to ensure completed casework, including requests of Intermediate Care Facilities for Mentally Retarded (ICFMR), as needed. Utilize various program applications to modify and update changes of ownership (CHOWs), and management agreements.
Interface with applicant provider administrative personnel to exchange information regarding initial application packets and processes for Home Health Agency, End Stage Renal Dialysis, and Rural Health Clinic health care facilities. Review and analyze all applicant packages received from the Central Application Branch (CAB) for Skilled Nursing Facilities prior to any initial Survey, and provide information to facilities on the application process from initial application through final approval. Evaluate CHOW packets received from CAB and the progress of the 855 CMS and fiscal intermediary notification and approval document. Provide assistance to ICFMR facilities to ensure that all activities are completed within time limited agreement (TLA) dates.

Prepare responses to inquiries on State Fire Marshal activities, including enforcement, informal dispute resolution procedures, and complaint appeals for the regional office. Ensure that strictly mandated time frames are met when responding to the appellant facility. Update ASPEN with all data and information regarding the appeal.

Marginal Functions (including percentage of time)

5% Assist the regional supervisors with planning the hiring of new personnel. Ensure that all initial applicant paperwork, including justification for hire and confidential full medicals, are forwarded to CHCQ Headquarters Personnel Liaison. Process all initial offer and rejection letters, and may serve as back up Attendance Coordinator for the Regional Office staff.

5% Assist supervisory personnel with the coordination of the regional office work schedules related to field surveys, hearing and legal activities. Maintain files of Regional Office Memos, Survey and Certification Transmittals, All Facility Letters, etc. Perform other work-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name: Date Employee’s Name: Date

Supervisor’s Signature Employee’s Signature

HRD Use Only: Date
Approved By: HH/SA 9/13/21