DUTY STATEMENT

Employee Name: Vacant

Position Number: 580-405-5393-754

Classification: Associate Government Program Analyst

Tenure/Time Base: Permanent/Full-Time

Working Title: Client Services Technical Analyst

Work Location: 1616 Capitol Avenue, Suite 616, Sacramento, CA 95814

Collective Bargaining Unit: R01

Position Eligible for Telework (Yes/No): Yes

Center/Office/Division: Center for Infectious Diseases/Office of AIDS

Branch/Section/Unit: AIDS Drug Assistance Program Branch/Client Services, Quality Assurance, and Training Section/Client Services Unit

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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department’s mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

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 advancing health equity and strategic planning goals and objectives and to promote recognition and reduction of the burden of infection among California’s most vulnerable populations through changes in workplace culture and practice.

The Client Services Technical Analyst/Associate Governmental Program Analyst (AGPA) understands and uses programmatic and surveillance data to understand the status of HIV and sexually transmitted infection (STI) epidemics, identify strategies and actions for reducing the number of new cases of HIV
and STIs and eliminating health inequities that result in disproportionate disease burdens among marginalized demographic groups, and aligns and mobilizes resources and stakeholders to achieve targets.

The ADAP Client Services Unit (CSU) is responsible for answering incoming telephone calls and processing various forms of incoming data to facilitate client eligibility with ADAP’s programs. The Client Services Technical Analyst/AGPA performs the work of more complex, analytical assignments and provides exceptional customer service to enrollment workers (EW), clients, pharmacies, and providers, by helping to ensure that their questions and concerns are addressed in a timely manner. The Client Service Technical Analyst/AGPA oversees inbound and outbound mailings for the ADAP Branch, conducts quality assurance (QA)/quality control (QC) reviews for work competed by CSU staff, and compiles and analyzes data analytics and key performance indicators (KPIs) for the CSU. The Client Services Technical Analyst/AGPA works independently, consulting with the CSU Chief/SSM I as needed. This position will provide technical assistance and best practices to advance racial equity, within marginalized communities, to include supporting the work that addresses challenges and racial inequities amongst the communities that experience stigma, and medical mistrust.

The incumbent works under the direction of the Staff Services Manager (SSM) I in the Client Services Unit.

**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: Maintain a high degree of confidentiality.

**Essential Functions (including percentage of time)**

**20% Programmatic Subject Matter Expert.** Acts as a subject matter expert (SME) for both the ADAP and the Pre-Exposure Prophylaxis Assistance Program (PrEP-AP); the incumbent is responsible for communicating State and Federal program policy, both written and orally, to internal and external stakeholders, seeking assistance from management as needed. Provides guidance to CSU staff and EWs on more complex eligibility scenarios regarding application, re-enrollment, supporting documentation, and program requirements. Provides daily updates to the CSU Chief on issues and urgent requests, as well as trends that are impacting call volume or the ADAP Enrollment System (AES) access. Keeps the Unit Chief aware of any recurring programmatic or CSU issues.

**20% System User Administration and Troubleshooting.** Manages internal staff and contractor user permissions to the Active Directory (AD) Manager, the Verizon Call Center (VCC) software, and the AES. Analyzes each request to ensure appropriate access levels are granted based on business need and to ensure confidentiality. Processes user deletion requests immediately upon request for users who no longer have a business need to access the EW SharePoint, VCC,
and/or AES to ensure confidentiality. Assists the CSU staff with password resets and provides technical assistance to EWs via phone or video conference to address multi-factor authentication (MFA) issues. Works with AES developers and the CDPH Information Technology Services Department (ITSD) to address MFA issues. Assists CSU staff with triaging technical issues related to the VCC, hardware, or their virtual desktop interface (VDI)/Citrix. Submits Cherwell tickets when multiple users within the unit are impacted. Works with Verizon, Deloitte, CDPH Telecom, and ITSD to resolve technical or hardware issues. Reports any issues to the Unit Chief. Programs call scripts into the VCC, as needed.

15% **Data Analytics and Reporting.** Oversees CSU analytics and KPIs. Schedules and runs reports routinely, and as needed/by request, from VCC software and Tableau. Reviews and analyzes reports for accuracy and trends and reports any issues to the CSU Chief. Compiles and sends daily summary to the Unit Chief and Client Services Supervisor. Compiles daily and weekly data into a monthly summary report and forwards up the chain for review. Monitors flow of incoming calls and data, as backup to the Client Services Lead, CSU Supervisor, and CSU Chief to ensure that staff responds accurately and timely to both.

15% **Mail Coordination and Control.** Oversees the CSU’s inbound and outbound mailing processes. Serves as the ADAP Branch’s Office of State Publishing (OSP) liaison. Coordinates monthly mailings of ADAP and PrEP-AP Re-Enrollment Letters and ADAP 6-Month Mailers, the annual ADAP Open Enrollment Flyer mailing, the annual ADAP/Immunization (IZ) Branch Flu Flyer mailing, and other ADAP and PrEP-AP specialized mailings, as needed. Runs client mailing lists from Tableau, filtering for specific demographics and languages based on the nature of the mailing at hand. Verifies accuracy of client mailing lists prior to submitting to OSP. Reports any bugs to the CSU Chief to engage our developers. Sends requests for mailing quotes to OSP and fills out Publishing Order Forms (STD 67) prior to sending to the CSU Chief for approval. Reviews mailing proofs for accuracy and signs off on approval. Analyzes incoming mail for potential high-level confidentiality and security and privacy issues regarding client healthcare, and determines whether a breach may have occurred, and if so, reports said issue by providing a detailed summary of the occurrence in writing via email to the Unit Chief. Fills out subsequent privacy breach reports, as required by the Office of Legal Service’s (OLS) Privacy Office. Collects mail invoices and submits to the OA Support Branch monthly. Processes specialized returned mail reports from ADAP’s Pharmacy Benefit’s Manager, Magellan Rx (MRx) into the AES to place mail stops on client profiles. Reports any discrepancies to the Unit Chief. Processes work items from ADAP’s Insurance and Medical Benefits Manager, Pool Administrator’s Inc. (PAI), to place mail stops on client’s profiles in the AES.

15% **System Testing and Training.** Performs User Assistance Testing (UAT) of the AES for each sprint release. Reports any issues to the developers. Attends the AES Sprint Demo and Spring Planning meetings and prepares for any impact to the CSU. Creates job aids, as needed, or as directed by the CSU Chief, for processes specific to the CSU, or works with the QAT Unit to help to develop necessary training material. Reviews the FAQ Database routinely to maintain accuracy. Adds new programmatic and policy updates into the FAQ, as appropriate or as directed by the CSU Chief. Keeps CSU I:Drive “Training and References” folders current with the most recent policy and process documents. Helps monitor the QAT Unit training email inbox, as needed, due to staffing deficiencies.

10% **Quality Assurance.** Independently performs monthly QA/QC reviews based on pre-determined metrics, on calls and work items processed by CSU staff. Ensures outcome of the items are consistent with documented policies and procedures. Identifies discrepancies, summarizes
findings, and reports findings to the Client Services Supervisor to discuss with their staff. Compiles a monthly QA aggregate report and sends up the chain to review.

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<td>5%  Assists in training of new and existing CSU and/or ADAP staff, as directed by the Unit Chief. Provides backup to the Unit Chief and the Client Services Supervisor, as directed by the Unit Chief. Assists staff with phone coverage as needed, during peak call times, staffing deficiencies, and to cover breaks and lunches. Serves as a backup to the ADAP QAT Coordinators to assist EWs with access issues to the AES caused by untimely re-certification. Participates in various meetings and workgroups as directed by the Unit Chief. Performs other AGPA job-related duties, as assigned.</td>
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| 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.) |

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