

**DUTY STATEMENT**

DS 3022 (08/2021)

**DEPARTMENT OF DEVELOPMENTAL SERVICES  
DATA ANALYTICS AND STRATEGY  
DIVISION OF COMMUNITY ASSISTANCE AND RESOLUTIONS****DUTY STATEMENT****JOB TITLE:** CEA, Level C  
**Working Title:** Deputy Director**POSITION #:** 472-538-7500-001

**POSITION DESCRIPTION:** Under general direction of Chief, Data Analytics and Strategy, the Deputy Director, Division of Community Assistance and Resolutions provides leadership, sets and updates policy for community appeals and resolutions, risk management and quality assurance programs. The Deputy Director represents the Department of Developmental Services (DDS) before stakeholder groups, regional centers (RC), other state departments, California Health and Human Services Agency, the public, the media, and the Legislature. The incumbent will lead engagements with RCs and other stakeholders regarding community appeals and resolutions, risk management and quality assurance activities. In addition, the CEA will support the Ombudsperson in similar public engagements, and in internal engagements regarding recommendations for policy and practice changes. Functions as part of DDS' executive management team on matters affecting DDS and its workforce.

**SUPERVISION EXERCISED:** The position manages other Excluded and Rank and File staff.

**SUPERVISION RECEIVED:** Reports directly to, and under general direction of, Chief, Data Analytics and Strategy (Exempt).

**EXAMPLES OF DUTIES:**Essential Job Functions:

- 30% Develop policies for and provide leadership in advancing quality assurance initiatives and strategies and to enhance monitoring of RCs, community service providers, and state-operated facilities and programs providing services to individuals with IDD. Provides policy guidance in development and oversight of quality assurance programs, policies and procedures affecting multiple and varied programs with the intent to improve outcomes. Provide leadership over the Quality Management Executive Committee (QMEC) and oversee the presentation of data and other information to the DDS directorate and other members of the executive management team. Identify and inform the DDS executive management team on issues, trends, and opportunities for systemic change focused on performance and outcomes at the individual, service provider, and RC levels. Provide technical assistance and direction to RCs regarding the most sensitive and critical quality assurance issues. In collaboration with Office of Community Operations, review RC implementation of corrective action plans and other issues.
- 25% Provide policy leadership and management of the new Quality Incentive Program for incentive payments based on quality measures that are adequately reliable and valid to provide fiscal incentives tied to individual-level person-centered outcomes. Lead the Quality Incentive Program stakeholder workgroup established to provide input to DDS regarding quality measures or benchmarks, or both, for consumer outcomes and service provider performance. Develop cooperative relationships with the State Council on Developmental Disabilities, consumer advocates, RCs, vendor-provider organizations, and other stakeholders in soliciting input and discussing policy options and implementation strategies for the Quality Incentive Program. Collaborate with other DDS divisions including Waiver and Rates Division in the implementation of the Quality Incentive Program.

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- 20% Policy development to integrate DDS priorities and initiatives into the work of the Office including recent new investments that will enable the developmental services system to evolve toward a focus on quality outcomes at the individual, service provider, and RC levels. Develop policy and oversee new tracking systems through new data sources collected and curated by this Office for new initiatives including quality measures for providers, and the establishment of benchmarks and improvement targets, and investments in service access and equity. Oversee policy for data collection and curation, frequency, format, and how DDS uses the information to drive policy and practice changes to ensure that investments in developmental services are delivering on the promise of quality services, person-centered outcomes, and superior experiences for individuals and families.
- 15% Develop policy and oversee the administration of the National Core Indicator (NCI) surveys on their two-year cycles and support the integration and use of the data from tens of thousands of responses in collaboration with RCs and stakeholders in development of quality improvement strategies for consumers and their families. Oversee the management of all NCI efforts, to include analyzing and using NCI data to inform program activities and policies. Provide policy direction in the design of the new Consumer Electronic Record Management System for real-time survey capabilities.
- 10% Plan, direct and oversee the activities of the Office and provide guidance and direction to staff. Support the development of employee skills and knowledge. Develop and maintain long term goals and objectives for the Office and allocate resources to address these priorities. Assist in resolving the most complex issues as they are elevated. Oversee the development of all necessary policy, regulations, standards, legislation, and procedures required to accomplish the goals of the Office.

**WORKING CONDITIONS:** Onsite work is performed in an open-spaced, partitioned office environment. The office is located in a multi-story building in downtown Sacramento. Work requires the use of a personal computer 65-85% of time. Daytime and overnight statewide travel may be required. This position is eligible to participate in DDS' hybrid telework schedule. Participation in telework is subject to DDS' guidelines.

**DESIRABLE QUALIFICATIONS:**

Knowledge of: The Lanterman Act, federal Individuals with Disabilities Education Act (IDEA), and programs, policies, and activities of the developmental disabilities services system; principles, practices, and trends of policy formulation; governmental functions and organization at the state level; DDS' goals and objectives; broad variety of current quality assurance methods and processes; advanced skills in data analysis, infographics, and Microsoft Office, with emphasis on Excel, Word and PowerPoint, and other quality assurance program applications.

Ability to: Plan, organize, and oversee; gain the confidence and support of top-level administrators and advise on a wide range of quality assurance and other program matters; develop cooperative working relationships with representatives of all levels of government, the public, stakeholders, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action. Synthesize data from a variety of sources and disciplines. Analyze data and present information and ideas effectively. Develop, review, and edit sensitive and complex written reports and establish and maintain project priorities.

**CERTIFICATION OR LICENSE:** None.