

**DUTY STATEMENT**

DS 3022 (08/2021)

**DEPARTMENT OF DEVELOPMENTAL SERVICES  
DATA ANALYTICS AND STRATEGY  
DIVISION OF COMMUNITY ASSISTANCE AND RESOLUTIONS  
OFFICE OF QUALITY ASSURANCE**

**DUTY STATEMENT**

**JOB TITLE:** Career Executive Assignment (CEA), Level B      **POSITION #:** 472-540-7500-002

**Working Title:** Branch Chief

**POSITION DESCRIPTION:** Under general direction of the Deputy Director, Division of Community Assistance and Resolutions, the Office of Quality Assurance (Office) Branch Chief develops policies and provides leadership in advancing quality assurance initiatives and strategies and to enhance monitoring of regional centers (RCs), community service providers, and state-operated facilities and programs providing services to individuals with intellectual and developmental disabilities (IDD). This position will lead the policy development for new quality assurance efforts over recent investments that will enable the developmental services system to evolve toward a focus on performance outcomes at the individual, service provider, and RC level including managing the development of the new Quality Incentive Program.

**SUPERVISION EXERCISED:** The position manages excluded and rank and file staff.

**SUPERVISION RECEIVED:** Reports directly to, and under administrative direction of, the Deputy Director, Division of Community Assistance and Resolutions (CEA, Level C).

**EXAMPLES OF DUTIES:**

Essential Job Functions:

- 25% 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. Provide 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 and oversee the presentation of data and other information to the Department of Developmental Services (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 (QIP) 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 QIP 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 QIP. Collaborate with other DDS divisions including Waiver and Rates Division in the implementation of the QIP.

- 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 quality assurance policy direction in the design of the new Consumer Electronic Record Management System.
- 15% 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.

Marginal Job Functions: None.

**WORKING CONDITIONS:** Onsite work is performed in an open-spaced, partitioned office environment. The office is in a multi-story building in downtown Sacramento. Work requires the use of a personal computer approximately 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, and other 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 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 manage project priorities.

**CERTIFICATION OR LICENSE:** None.