



Classification: Research Data Analyst II

Position Title: Data Reporting Analyst

Position Number: 801-140-5731-003

Division/Branch: Policy, Eligibility, and Research Division

Location: Sacramento, CA

Job Description Summary

Under general supervision of the Research Data Supervisor II and occasional oversight of Research Scientists or Research Data Specialists, the Research Data Analyst II (RDA II), Data Reporting Analyst, conducts research and analysis to support Covered California's programs to understand and improve the consumer experience and to create new evidence about how to improve health care through public policy and operational enhancements. Designs and implements various in-house research initiatives, designs dashboards and data extracts, creates new datasets for innovative analytic and evaluates projects across the organization. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

35% (E)

Uses data analysis, data management, statistical methods and forecasting techniques to identify trends, track performance, and measure the impact of Covered California's eligibility and enrollment policies, outreach, programs, and operations. Uses qualitative and quantitative research methods to describe Covered California consumers, operations, and outcomes. Works with Research Data Specialists and program unit leads to help design and implement data reporting, program evaluation, and innovative analytic and evaluation projects for operational activities and policy changes. Draws conclusions and makes recommendations by calculating and/or considering sample sizes and statistical significance. Techniques required will include complex data management (data modeling, dataset creation, data blending, etc.), determining the best analytic or statistical approach modeling appropriate to the research task, programming the model, and interpreting the results. Uses and manipulates Covered California's administrative data and data from other sources to support business needs, particularly to assist in the creation of dashboards and routine reporting that help the department make better decisions. Topics may include populations renewing coverage from year to year, demographic shifts amongst the enrolled population, program eligibility shifts and changes, gross and net gains/losses from one time period to another, historical rate of churn between programs, historical rate of termination from Covered California, and more. Executes analyses of complex administrative data using analytical and statistical software such as Stata, Snowflake, ARC/GIS, SQL, Python, R, Excel Power Pivot and Tableau or other analytic tools.

30% (E)

Researches, develops, and implements data products such as ad hoc and routine reports, data sets, and dashboards for internal and public dissemination, including designing components of various dashboards and drafting reports delivered through presentation to the Covered California Board, through press releases, and through reports to federal and state control agencies. Acts as a liaison with internal divisions (Policy, Plan

Management, Marketing, etc.) to meet needs for operational data that improve efficiency in serving consumers. Accesses, analyzes, and produces reports based on extremely sensitive consumer Personally Identifiable Information (PII), Protected Health Information (PHI), and tax information.

20% (E)

Participates on the California Healthcare, Eligibility, Enrollment, and Retention System (CalHEERS) data warehouse project. Identifies and articulates business needs for data warehouse enhancements, including designing use cases and data models for new datasets. Assists the Research Data Supervisor and Data Scientists with project management and coordination of contractor staff on key analytics projects and research agenda. Elevates critical business issues and risks that arise during implementation and recommends solutions to management and users. Coordinates implementation activities with vendor, project management team, and staff within the Evaluation and Research team. Coordinates the development of work plans, gathers data, selects appropriate methodologies and technologies, meets deadlines and time frames, determines final reporting method, compiles the final report, and may present findings orally to program managers and executive staff. Conducts research (e.g., internet, contacts at other organizations, meet with program subject matter experts) to retrieve and compile information and data necessary to evaluate and analyze proposed data requests.

10% (E)

Presents qualitative and quantitative research findings. Works as subject matter expert at Covered California on data reporting and analytics. Helps to train other users at the organization on Covered California administrative data and the internal tools used to report, visualize, and analyze data (e.g., Tableau, Snowflake, CalHEERS portal). Travels locally to attend health industry or technical forums, meetings, training, and work groups.

5% (M)

Conducts research and data validations in the CalHEERS Portal as needed to understand system behavior or validate extracts.

Scope and Impact

- a. Consequences of Error: Position is responsible for making policy recommendations to superiors under general supervision. This is an independent, full journey level analyst position. Consequence of error is high, due to potential for integrity of data to be compromised as well as PII/PHI access. The accuracy of data is critical, as it is often shared publicly and is used by senior leadership to guide strategic decision-making such as rate negotiation with Covered California carriers, marketing efforts, sales efforts, and policy decisions.
- b. Administrative Responsibility: This position does not have administrative responsibilities.
- c. Supervision Exercised: This position does not exercise supervision but acts as a lead.
- d. Internal Personal Contacts: All Covered California staff and Service Centers.
- e. External Personal Contacts: CalHEERS, DHCS, Counties, Key Stakeholders, other Exchanges, federal and state government.

Physical and Environmental Demands

Work Environment

Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.

Essential Physical Characteristics

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis.

Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

- a. *Schedule:* Core business hours are Monday through Friday, 8:00am - 5:00pm
- b. *Travel:* Travels locally to attend meetings, trainings, and seminars up to 10% of the time.
- c. *Other:*