

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 06/2024)



- Current
- Proposed

Civil Service Classification: Associate Governmental Program Analyst
Working Title: Health Program Advisor
Division Branch Name: Home and Community Living, Health-At-Home Branch
Incumbent: VACANT
Position Number: 797-714-5393-713
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): N/A

DESCRIPTION:

Under direction of the Community-Based Adult Services (CBAS) Field Operations Team Manager, Staff Services Manager I (SSM I) within the Health-At-Home (HAH) Branch, CBAS Field Operations Section, the Associate Governmental Program Analyst (AGPA), as the Health Program Advisor, performs complex analytical functions to carry out the mission of the California Department of Aging (CDA) and the CBAS Section. The AGPA will work in a team environment and in collaboration/coordination with members from other teams. The AGPA will carry an assigned caseload of centers and serve as the primary point of contact for those centers. The AGPA is responsible for conducting both desk-level and onsite assessment and compliance reviews; providing monitoring and technical assistance; training; managing special projects; and performing general administrative duties. The AGPA shares leadership responsibilities in a team environment, contributing to collaborative decision-making and operational efficiency. The AGPA participates in and supports the vision, mission, and goals of the CBAS Section and Field Operations Team and identifies issues that need to be brought to the attention of the Section and Field Operations Team. The AGPA serves as a full participant in Section and Field Operations Team decision making, strategy formulation, and problem resolution. The AGPA exercises strong analytical, writing, and

communication skills and possesses broad knowledge of CBAS centers. The AGPA is required to regularly travel to perform field work which includes, but is not limited to onsite certification surveys, follow-up visits, and training.

ESSENTIAL JOB FUNCTIONS:

40% Onsite Monitoring and Certification Surveys

Conducts onsite certification renewal surveys in collaboration with Field Operations Section analysts and/or Nursing Operations Section nurses to evaluate CBAS centers' compliance with State and Federal statutes, regulations, and program requirements. Conducts onsite observations of CBAS center operations, including participants and staff, to ensure participant safety, supervision, and engagement in center activities. Conducts onsite interviews with CBAS center participants and staff to inquire about center processes and ensure participants' needs are being met. Critically evaluates and reviews administrative and participant health records to validate compliance with program standards and gather supporting documentation to substantiate areas of non-compliance. Communicates and discusses potential deficiencies to CBAS center staff to promote transparency and provider understanding of program requirements. Conducts onsite follow-up and reconsideration visits as necessary to validate corrective action and ensure ongoing compliance.

35% Pre- and Post-Survey Monitoring Activities

Requests administrative and participant health records from CBAS centers to prepare for onsite certification renewal surveys. Organizes, reviews, and analyzes extensive documentation submitted by CBAS centers to assess compliance with program standards and identify areas requiring onsite follow-up. Critically analyzes and organizes complex participant health record documentation (i.e., multidisciplinary team assessments, care plans, progress notes, flowsheets, attendance records) to evaluate quality of care and service delivery. Schedules, facilitates, and participates in pre- and post-onsite survey meetings with internal managers and the survey team staff to communicate potential areas of concern and non-compliance. Prepares written Statement of Deficiency (SOD) reports to document survey findings. Recommends CBAS centers for Medi-Cal re-certification to the SSMI. Participates in the development of adverse actions and represents the Department in administrative hearings as needed. Collaborates with internal staff to provide input on Plans of Correction (POC) submitted by CBAS centers in response to SOD reports to ensure effective remediation of identified deficiencies.

15% Technical Assistance and Compliance

Conducts research utilizing a variety of sources such as internal reports, prior center compliance history, and Peach journal notes to identify potential areas of concern and/or training needs for CBAS centers. Develops tailored guidance and/or targeted training for CBAS centers and facilitates periodic outreach to address those issues identified. Provides verbal and written technical assistance to CBAS centers on general certification requirements, including but not limited to, staffing, service delivery, reporting, policies and procedures, coordination with other community-based long-term care services/supports and managed care plans. Responds to inquiries regarding the CBAS program from the public, interested organizations, and/or other State Departments to ensure accurate and timely communication of program policies and requirements.

5% Training and Special Projects

Revises and updates CBAS survey tools, forms, and policies related to onsite monitoring processes to ensure continual alignment with process improvements and current protocols. Participates in the development, presentation, and implementation of training for CBAS providers, internal CDA staff, and/or other stakeholders on program requirements to promote transparency and increase provider education and compliance. Contributes in the design and/or implementation of special projects which may include, but are not limited to, the Home and Community-Based (HCB) Settings Final Rule, California's Master Plan for Aging, the CDA Strategic Plan, and quality assurance initiatives to support ongoing compliance with Federal or State policy initiatives.

MARGINAL JOB FUNCTIONS:

5% General Administrative Duties

Performs other job-related duties as needed.

TRAVEL: Statewide travel up to 40% is required. Travel occurs at a minimum frequency of approximately one week per month (4 consecutive days/3 consecutive nights) to both urban and rural/remote areas throughout the state. CBAS centers are primarily located in diverse socioeconomic neighborhoods in Southern California (Los Angeles and surrounding counties) where travel by way of airplane and/or car is frequently required.

For onsite surveys at CBAS center facilities, the duties of the position require intermittent periods of sitting/standing/walking while working in an environment which includes crowds of people, simultaneous ongoing activities, multiple distractions, and potentially loud noise.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location; a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:



SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specification and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: PS Date Approved: 11/14/25

Revision Date (if applicable): _____