

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

AGPA

POSITION NUMBER:

820-5393-730

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Community Care Licensing Division /Adult and Sr. Care Program

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Field Support Program/Centralized Applications Bureau

SUPERVISOR'S NAME:

Biridiana Cisneros

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☒ Designated under Conflict of Interest Code.
- ☒ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☒ Other *(Explain below)*

Subject to fingerprinting and criminal record clearance by Dept. of Justice /Federal Bureau of Investigation

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I), in the Centralized Applications Bureau, the Associate Governmental Program Analyst (AGPA) performs complex analytical work related to application processing and licensing of facilities that provide care and supervision to adults and seniors who reside or spend a portion of their time in out-of-home care. The AGPA is expected to independently carryout all phases of application processing duties. The AGPA may act in a lead capacity for training of staff, participates on divisional or departmental policy development work groups, and represents the Adult and Senior Care Program in outreach programs. The AGPA ensures corporate accountability of licensees operating multiple facilities throughout the state under a broad corporate structure by monitoring and tracking licensees with multiple locations to identify patterns and trends of systemic noncompliance problems. The AGPA will address systematic problems by creating management reports that identify patterns and corrective action plans to ensure there is no recurrence of issues. Screens applicants for licensure against prior compliance history to avoid inappropriate license expansion.

A. RESPONSIBILITIES OF POSITION:

45% Collects statewide statistics and performs other tasks designed to provide management with operational information. Analyzes information submitted by the Adult and Senior Care Regional Offices via the Field Automation System and Licensing Information System and develops management information reports. Independently develops reporting and data collection systems as necessary. Works on a personal computer with Excel spreadsheets and the FAS and LIS databases, to maintain and develop management information tools.

40% Compiles enforcement records for statewide licensees by extracting information from licensing systems and displaying in ways that provide trends and changes. Prepares management reports to identify systemic noncompliance including patterns and trends. Summarizes data and makes corrective action recommendations. Tracks plans of correction and identifies corrective action taken by licensees and determines whether it was effective in ensuring sustained compliance. Logs and follows up to verify plans of correction were completed timely and there is no recurrence of the previously identified issues. Monitors licensee to note any recurrence of noncompliance issues. Maintains records of licensees with multiple locations to ensure that licenses are not issued to licensees with substantive noncompliance elsewhere in the state and to have complete information for accurate data analysis. Reviews all applicant names and compiles and analyzes applicant information. Creates records by conducting Internet searches and extracting data from CCLD systems. Updates records whenever there is a change. Independently produces and analyzes complex statistical reports on a monthly and ad hoc basis.

The AGPA is assigned responsibility for processing applications and licensing community care facilities which include day care programs for adults and residential programs for adults and seniors who require care and supervision because of age, physical, mental and/or developmental disabilities.

10% Processes all applications for Adult and Senior Care Program facilities. Reviews, evaluates and verifies applicant and staff qualifications; requests and evaluates facility fire clearances; consults on plans for construction or adaptation of buildings to ensure the facility will meet licensing standards; and prepares a documented recommendation for approval or denial of each application. Independently analyzes requests for exceptions to, or waivers of, regulatory requirements and prepares a documented recommendation for approval or denial. Consults with and provides technical assistance to each applicant and the general public throughout the application process including telephonic meetings; analyzes all facets of an application, including each applicant's administrative, fiscal, staffing, building and activity plans. Analyzes policies and regulations; provides information related to workload, and statistical data related to production; ensures that updates are entered into the Licensing Information System following established procedures. Also, the AGPA acts as a lead in work groups for program development, changes in

policy, procedure, and regulation; and represents the Adult and Senior Care Program in outreach programs. Analyzes information received from other agencies including criminal records reports from the Department of Justice and makes recommendations about appropriate administrative action regarding denials of applications; independently prepares complex Statement of Fact packages which include a summary of problem issues related to the applicant and states the reason for the action requested, a comprehensive list of witnesses and their relationship to the action and all documents from the application which support the action; works with legal staff of the Department when action is pending against a substandard or unlicensed facility; may testify at hearings and in court; and recommends to management terms of settlement agreements.

5% Special projects as assigned.

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B. SUPERVISION RECEIVED:

The AGPA is supervised by the Staff Services Manager I (SSM I). The AGPA receives training and general instruction on applications and licensing policy and division goals.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The AGPA will have regular contact with applicants, licensees, facility administrators and the public; may also confer with fire marshals, long term care ombudsmen and personnel from other agencies. The AGPA will also have regular contact with Department counsel, Policy Branch and Regional Offices.

E. ACTIONS AND CONSEQUENCES:

The AGPA determines applicant compliance or noncompliance with licensing statutes and regulation and is responsible for preventing the licensure or the expansion of duties of unqualified or unsuitable applicants and administrators. Failure to prevent licensure or expansion of duties when appropriate may result in health and safety hazards to clients resulting in neglect, abuse, injury or death, and potential liability to the Department.

F. OTHER INFORMATION:

The AGPA must have good verbal and written communication skills and be able to maintain composure in stressful situations. The AGPA is subject to fingerprinting and a criminal record check by Department of Justice and Federal Bureau of Investigation.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

SSA

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820-5157-730

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BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Field Support Program/Centralized Applications Bureau

SUPERVISOR'S NAME:

Biridiana Cisneros

SUPERVISOR'S CLASS:

Staff Services Manager I

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MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the supervision of the Staff Services Manager I (SSM I), in the Centralized Applications Bureau, the Staff Services Analyst (SSA) performs analytical work of average difficulty related to application processing and licensing of facilities that provide care and supervision to adults and seniors who reside or spend a portion of their time in out-of-home care. SSAs are assigned progressively more difficult tasks as their competence increases, and may independently carry out all phases of application processing duties. The SSA may provide assistance with training of staff, participates on divisional or departmental policy development work groups, and represents the Adult and Senior Care Program in outreach programs. The SSA ensures corporate accountability of licensees operating multiple facilities throughout the state under a broad corporate structure by monitoring and tracking licensees with multiple locations to identify patterns and trends of systemic noncompliance problems. The SSA will address systematic problems by creating management reports that identify patterns and corrective action plans to ensure there is no recurrence of issues. Screens applicants for licensure against prior compliance history to avoid inappropriate license expansion.

A. RESPONSIBILITIES OF POSITION:

45% Collects statewide statistics and performs other tasks designed to provide management with operational information. Analyzes information submitted by the Adult and Senior Care Regional Offices via the Field Automation System and Licensing Information System and assists with the development of management information reports. Assists with the development of reporting and data collection systems as necessary. Works on a personal computer with Excel spreadsheets and the FAS and LIS databases, to assist with maintenance and development of management information tools.

40% Compiles enforcement records for statewide licensees by extracting information from licensing systems and displaying in ways that provide trends and changes. Drafts management reports to identify systemic noncompliance including patterns and trends. Summarizes data and develops corrective action recommendations. Tracks plans of correction and identifies corrective action taken by licensees and determines whether it was effective in ensuring sustained compliance. Logs and follows up to verify plans of correction were completed timely and there is no recurrence of the previously identified issues. Monitors licensee to note any recurrence of noncompliance issues. Maintains records of licensees with multiple locations to ensure that licenses are not issued to licensees with substantive noncompliance elsewhere in the state and to have complete information for accurate data analysis. Reviews all applicant names and compiles and analyzes applicant information. Creates records by conducting Internet searches and extracting data from CCLD systems. Updates records whenever there is a change. Assists with analysis of statistical reports on a monthly and ad hoc basis.

The SSA is assigned responsibility for processing applications and licensing community care facilities which include day care programs for adults and residential programs for adults and seniors who require care and supervision because of age, physical, mental and/or developmental disabilities.

10% Processes the less complex applications for Adult and Senior Care Program facilities. Reviews, evaluates and verifies applicant and staff qualifications; requests and evaluates facility fire clearances; consults on plans for construction or adaptation of buildings to ensure the facility will meet licensing standards; and prepares a documented recommendation for approval or denial of each application. Analyzes requests for exceptions to, or waivers of, regulatory requirements and drafts a documented recommendation for approval or denial. Consults with and provides technical assistance to each applicant and the general public throughout the application process including telephonic meetings; analyzes all facets of an application, including each applicant's administrative, fiscal, staffing, building and activity plans. Analyzes policies and regulations; provides information related to workload, and statistical data related to production; ensures that updates are entered into the Licensing Information System following established procedures.

Also, the SSA will assist with work groups for program development, changes in policy, procedure, and regulation; and represents the Adult and Senior Care Program in outreach programs. Analyzes information received from other agencies including criminal records reports from the Department of Justice and makes recommendations about appropriate administrative action regarding denials of applications; assists with and drafts Statement of Fact packages which include a summary of problem issues related to the applicant and states the reason for the action requested, a comprehensive list of witnesses and their relationship to the action and all documents from the application which support the action; works with legal staff of the Department when action is pending against a substandard or unlicensed facility; may assist with testimony at hearings and in court; and recommends to management terms of settlement agreements.

5% Special projects as assigned.

B. SUPERVISION RECEIVED:

The SSA is supervised by the Staff Services Manager I (SSM I). The SSA receives training and general instruction on applications and licensing policy and division goals.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The SSA will have regular contact with applicants, licensees, facility administrators and the public; may also confer with fire marshals, long term care ombudsmen and personnel from other agencies. The SSA will also have regular contact with Department counsel, Policy Branch and Regional Offices.

E. ACTIONS AND CONSEQUENCES:

The SSA determines applicant compliance or noncompliance with licensing statutes and regulation and is responsible for preventing the licensure or the expansion of duties of unqualified or unsuitable applicants and administrators. Failure to prevent licensure or expansion of duties when appropriate may result in health and safety hazards to clients resulting in neglect, abuse, injury or death, and potential liability to the Department.

F. OTHER INFORMATION:

The SSA must have good verbal and written communication skills and be able to maintain composure in stressful situations. The SSA is subject to fingerprinting and a criminal record check by Department of Justice and Federal Bureau of Investigation.