

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

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| CLASSIFICATION: Licensing Program Analyst | POSITION NUMBER: |
| DIVISION/BRANCH/REGION: <i>(UNDERLINE ALL THAT APPLY)</i> CCLD/Adult and Senior Care Program | BUREAU/SECTION/UNIT: <i>(UNDERLINE ALL THAT APPLY)</i> |
| SUPERVISOR'S NAME: | SUPERVISOR'S CLASS: Licensing Program Manager, 1 |

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 the Department of Justice and Federal Bureau of Investigation. This position requires lifting and carrying up to 25 pounds, climbing stairs, sitting for extended periods and using a computer and keyboard.

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|--|--|----------------------|------|
| 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:

The Licensing Program Analyst series (LPA, Range A, B, C, and D) includes entry, training, and full journey level positions. Under supervision of a Licensing Program Manager I (LPM I) LPAs perform analytical and technical work related to the licensing and evaluation of facilities. LPAs are assigned progressively more difficult tasks as their competence increases and may independently carry out all phases of licensing duties. LPAs may act in a lead capacity for training of staff, participate on divisional or departmental policy development work groups, and represent the regional office in outreach programs.

A. RESPONSIBILITIES OF POSITION:

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

50% Full field days, including on-site inspections and collateral visits to facilities within the jurisdiction of the assigned regional office. These visits include pre-licensing evaluation inspections to assess facilities and determine whether applicants can provide a safe, healthful environment for clients; annual inspections of licensed facilities to ensure continued compliance with licensing standards; and complaint investigation visits, conducted within 10 days of receiving a complaint, to analyze allegations and take appropriate corrective actions for any regulatory violations. LPAs also conduct unlicensed complaint investigations to identify and address care being provided without a license when one is required by law. Collateral visits to placement agencies, other agencies, police departments, doctors' offices, hospitals, and similar entities may be necessary as part of the complaint investigation. Additional visits include plan of correction inspections to verify compliance with previously cited violations and to assess civil penalties for uncorrected deficiencies, as well as caseload management inspections to gather and analyze information on unusual incidents, provide technical assistance to licensees experiencing operational challenges, or enhance oversight of facilities experiencing compliance issues, are on probation, or have agreed to additional monitoring under a compliance agreement. For pre-licensing, annual complaint, plan of correction, or caseload management inspections, the LPA inspects the facility, reviews records, and interviews staff and clients in care to determine if the facility is in compliance with regulations. The LPA may review correction of past deficiencies, document any new deficiencies, collaborate with the licensee/facility representative to develop appropriate plans of correction, and provide technical assistance to help licensees and facility staff maintain compliance with regulations. The LPA will document these items in a report prepared utilizing a laptop computer. For all types of visits, the LPA progressively learns to analyze more difficult complaints and situations and may act as a team leader on inspections.

30% Applications, Administrative, and Caseload Management Responsibilities: The LPA reviews, evaluates, and verifies the qualifications of administrators and staff. They request and assess facility fire clearances and provide consultation on construction or building modifications to ensure compliance with licensing standards. The LPA also inspects facilities to confirm they meet licensing requirements and prepares a documented recommendation for the approval or denial of each application. The LPA analyzes policies and regulations and provides information related to workload, program characteristics, and statistical data concerning caseloads and production to support implementation of new legislation and regulatory requirements. The LPA provides licensing information to licensees, other community partners, clients' authorized representatives and the general public. The LPA plans and organizes itineraries and reports related to travel expenses. The LPA enters field reports and other pertinent information into relevant electronic applications, following established procedures. The LPA analyzes requests for exceptions to, or waivers of, regulatory requirements and prepares a documented recommendation for approval or denial. The LPA provides consultation and technical assistance to licensees and facility staff. They assess the need for meetings with licensees experiencing compliance concerns and recommends the type of conference. The LPA participates in these meetings, documents the discussions, and prepares responses or draft responses to correspondence. As part of their professional development, the LPA progressively learns to participate in workgroups for program development, policy and procedure changes and regulatory updates. They also begin representing the regional office in outreach programs.

10% Administrative Actions: The LPA analyzes information gathered during inspections and from external agencies to make recommendations regarding administrative actions such as compliance plans, enhanced civil penalties, revocations, and exclusions of individuals. The LPA prepares a Legal Consult Memorandum and Statements of Facts packages. The LPA collaborates with the Department's legal staff, local district attorneys, city attorneys, and the Attorney General's Office on pending actions against substandard or unlicensed facilities. Additionally, the LPA may serve subpoenas, Temporary Restraining Orders, and Temporary Suspension Orders, testify at hearings and in court, and recommend settlement agreement terms to management.

10% Training Responsibilities, Special Projects and Other Duties as Assigned: The LPA is responsible for full participation in all training sessions and/or one-on-one training for a minimum of 76 hours annually. Journey level LPAs may assist in training other staff and providing consultation to other staff. LPAs organize, host, and present on relevant topics, address questions, and facilitate knowledge-sharing among licensees, administrators, and regional office leadership at informational forums.

Frequent travel is required including travel outside of the geographical location.

B. SUPERVISION RECEIVED:

LPAs are supervised by a Licensing Program Manager I (LPM I). LPAs receive training and general instruction on licensing policy and division goals. LPMs closely supervise LPAs at Range A and B level and perform quality assurance evaluations frequently. As the level of expertise increases, the quality assurance evaluations are less frequent.

C. ADMINISTRATIVE RESPONSIBILITY:

LPA may act in a lead capacity over a small group of Licensing Program Analysts.

D. PERSONAL CONTACTS:

LPAs have regular contact with licensees, facility staff, adults and seniors in care, their responsible parties, and the public; may also meet with or conduct joint visits with fire marshals, long term care ombudsmen, other client advocates, local law enforcement, and personnel from other agencies.

E. ACTIONS AND CONSEQUENCES:

LPAs determine facility compliance or noncompliance with statutory and administrative law, assess civil penalties, and may be the first to detect and recommend the need for administrative or misdemeanor prosecution. Failure to observe and cite deficiencies 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:

LPAs must maintain a valid driver's license and are expected to drive as an ongoing requirement of the position. LPAs must be able to travel frequently, including overnight, and outside their assigned geographical area. Occasionally, and based on operational needs, LPAs may be expected to work outside of normal business hours, including evenings and/or weekends. If an LPA is expected to work outside of normal business hours, including evening and/or weekends, all applicable BU 19 MOU sections and departmental policies/procedures (such as Overtime, Compensating Time Off, or Flex-time (Flexible Work Arrangements) shall be adhered to. LPAs must also possess strong verbal and written communication skills and be able to remain composed in stressful situations. LPAs are required to undergo fingerprinting and a criminal record check by Department of Justice and Federal Bureau of Investigation. This position requires lifting & carrying up to 25 pounds, climbing stairs, sitting for extended periods and using a computer & keyboard. The position may also be called upon to assist in disaster relief efforts statewide.