

State of California  
**DUTY STATEMENT**



California Department of  
**State Hospitals**

SH3002 (Rev. 02/2020)

RPA Control No.#		C&P Analyst Approval DRA		Date 1.14.2026
Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial 487-480-5157-801		Unit Enhancement Services – Education Department		
Class Title Staff Services Analyst		Location Enhancement Services		
SUBJECT TO CONFLICT OF INTEREST <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID R01	WORK WEEK GROUP 2	PAY DIFFERENTIAL	OTHER Monday-Friday 0700 - 1530

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

**The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, by leading innovation and excellence across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with others as a member of a team, contribute to team efforts, maximize the strengths of team members, promote effective group interactions, and take personal responsibility for accomplishing job specific and department goals. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.**

Under the general direction of the Program Director and direct supervision of the Education Services Program Assistant, the Staff Services Analyst (SSA) performs a wide variety of consultative and analytical staff services assignments such as program evaluation and planning; systems development, and training; prepares reports, gathers, tabulates and analyzes data, and makes recommendations on procedures, policies, and program alternatives; has direct patient contact when working in the field; has the ability to speak and write grammatically; with good interpersonal skills, time management skills, organizational skills, and computer skills.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
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**ESSENTIAL FUNCTIONS**

50%

- Studies and applies principles, practices, and trends of public and business administration, management, and supportive staff services expertise to perform various consultative and analytical task within the clinical patient treatment program.
- **Has frequent direct patient contact.**
- **Performs varied as well as structured, standard, routine and/or recurring analytical tasks** within Enhancement Services including but not limited to the areas of structured treatment programs, treatment and therapy scheduling, staffing coverage for group sessions, etc.
- **Conducts research and analysis and uses independent judgment and discretion to interpret, adapt, and apply statutes, regulations, and policies and procedures to specific situations related to patient treatment programs and outcome.**
- Makes recommendations on procedures, policies, and program alternatives related to the treatment program.
- Reviews and analyzes treatment program alternatives and advises management on the potential impact on the operation of Enhancement Services.
- Makes recommendations on data-gathering methodologies as part of the Enhancement Services department performance improvement effort.

	<ul style="list-style-type: none"> <li>• <b>Coordinates Comprehensive Adult Student Assessment System (CASAS) testing including assisting with testing patients; inputs data into the CASAS TOPSpro Enterprise system, a computerized database system to track student progress; generates reports and profiles; manages data for state and federal accountability; updates Entry and Update Records.</b></li> <li>• <b>Attends CASAS trainings as assigned.</b></li> <li>• <b>Organizes, files, and maintains the security of CASAS student records; maintains safety and integrity of all CASAS testing booklets and supplies according to CASAS specifications.</b></li> <li>• <b>Prepares monthly CASAS data reports per the Education Services Calendar.</b></li> <li>• <b>Analyzes trends in overall patient performance for WIOA II grant adherence and reporting.</b></li> <li>• <b>Generates and submits monthly, quarterly, and annual educational deliverables and data reports to DSH-S as required.</b></li> <li>• <b>Maintain, organize, sort, and provide data for semi-annual Governing Body Report.</b></li> </ul>
20%	<ul style="list-style-type: none"> <li>• <b>Assists with the coordination for documentation involving Patient Workers' Compensation.</b></li> <li>• <b>Serves as alternate for coordinating for data retrieval and inputting for the Industrial Therapy payroll.</b></li> <li>• <b>Conducts education records search through DSH-S, state, and national school districts to determine special education eligibility according to State and Federal guidelines and hospital policy.</b></li> <li>• <b>Assists with the coordination of the high school equivalency credentialing program for the School.</b></li> </ul>
20%	<ul style="list-style-type: none"> <li>• <b>Maintains the Search and Serve Excel spreadsheets with the assistance of Educational Staff to collect information for the California Longitudinal Pupil Achievement Data System (CALPADS).</b></li> <li>• <b>Assists with Adult Basic Education tracking requirements, preparing final data collection for DSH reporting.</b></li> <li>• <b>Prepares the annual DSH-M Golden Vista School Calendar.</b></li> <li>• <b>Assists the Education Services Program Assistant with other state and federal Educational Reporting as assigned.</b></li> <li>• <b>Tracks the budget and assists with Special Education Part B, Lottery, and WIOA II expenditures.</b></li> <li>• <b>Corresponds with other departments and personnel via both verbal and written communication.</b></li> </ul>
	<p><b><u>MARGINAL FUNCTIONS</u></b></p>
5%	<ul style="list-style-type: none"> <li>• <b>Attends required department, educational, vocational and hospital mandatory trainings to continue educational development.</b></li> <li>• <b>Provides coverage as needed to meet the operational needs of the department.</b></li> </ul>
5%	<ul style="list-style-type: none"> <li>• <b>All other duties and special projects as assigned consistent with this classification</b></li> </ul>

Other  
Information

**SUPERVISION RECEIVED**

Under the general direction of the Program Director and direct supervision of the Education Services Program Assistant.

**SUPERVISION EXERCISED**

N/A

**KNOWLEDGE AND ABILITIES**

**Knowledge Of:** Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective leadership. Principles, procedures, and techniques of coordinating a vocational training program; Federal and State laws pertaining to patients in both facility and community settings; California laws and rules pertaining to facility administration; characteristics and social aspects of mental and developmental disabilities; current trends in Federal and State programs for the mentally and developmentally disabled; hands-on knowledge and/or specific expertise related to program content and operations. AD2115 Professional Conduct.

**Ability To:** Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; work independently; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work, including those in professional, governmental, and private organizations; and utilize tact and patience when dealing with staff, patients, and the public.

**SPECIAL REQUIREMENT**

**Ability to:** Must be able to have patient contact; must be able to organize, prioritize and manage all aspects of the Vocational Education Office which includes collaborating with the vocational education staff and ES management; conducts a variety of clerical and analytical tasks including answering phones, typing and computer skills, filing documents, and developing accountability reports for state and federal regulatory agencies. Additional requirements include knowledge of WaRMSS and other statewide data entry systems; and preparing and submitting a variety of reports. Data is collected and analyzed to enhance service delivery by identifying, prioritizing, and monitoring trends, patterns, and performance levels to inform positive changes and improvements for the department. At times, administrative support will be required in the vocational setting which requires special attention to maintaining confidentiality using HIPAA guidelines and modeling and demonstrating the work-readiness behavior needed for a specific trade, craft or career.

**REQUIRED COMPETENCIES****PHYSICAL**

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion, and have direct patient contact.

**SAFETY**

Actively supports a safe and hazard free workplace through practice of personal safety and

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vigilance in the identification of safety or security hazards, including infection control. Employees are responsible for reporting to work with a properly charged PDAS tag and wearing the tag on an approved triple breakaway neck lanyard or on an approved belt grimloc.

### **CULTURAL AWARENESS**

Demonstrates awareness of a variety of multicultural issues in the workplace, including trauma informed care, LGBTQI, social inequalities and sensitivities which enables the employee to work effectively.

### **CPR**

Maintains current certification

### **SITE SPECIFIC COMPETENCIES**

- Ability to perform analytical work; practical application of administrative principles; maintain daily documentation; provide reports to direct supervisor, and others as needed; work independently; and demonstrate knowledge of hospital policies and procedures including Trauma Informed Care, allowable vs contraband items, the IIPP and workman's compensation for vocational patient workers, and other relevant competencies.

### **TECHNICAL PROFICIENCY (SITE SPECIFIC)**

- Applies and demonstrates knowledge beyond basic use of Microsoft Word, Excel, Outlook, PowerPoint, DSH-M Intranet, WaRMSS, SharePoint, and other data bases.
- Understanding and mastery of data collection requirements.
- Familiarity with data entry, recording, and interpreting results from multiple databases, including FUSION.
- Familiarity with the process and requirements of completing DSH-M treatment rosters and Adult Basic Education (ABE) rosters.
- Achieves mastery of TOPSpro Enterprise software and demonstrates understanding of proctoring and data collection requirements for the Comprehensive Adult Student Assessment System (CASAS).

### **LICENSE OR CERTIFICATION - not applicable**

### **TRAINING - Training Category = Type II General**

The employee is required to keep current with the completion of all required training.

### **THERAPEUTIC STRATEGIC INTERVENTION (TSI)**

All employees share in the responsibility to provide a safe and therapeutic milieu for patients served. Employees who participate in the development and delivery of a patient's treatment services either on residential or off-unit treatment sites shall apply and demonstrate correct therapeutic strategies and interventions including non-physical verbal interventions, physical demonstration of self-protection techniques, physical stabilization and restraints. TSI training is required during new employee orientation and hospital annual update.

### **PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

### **INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

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## **WORKING CONDITIONS**

### **EMPLOYEE IS REQUIRED TO:**

- Report to work on time and follow procedures for reporting absences.
- Maintain a professional appearance.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients, and the public.
- Comply with hospital policies and procedures.
- The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

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State of California  
**DUTY STATEMENT**



California Department of  
**State Hospitals**

SH3002 (Rev. 02/2020)

RPA Control No.#		C&P Analyst Approval DRA		Date 01.15.2026
Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial 487-480-5393-801		Unit Enhancement Services – Education Department		
Class Title Associate Governmental Program Analyst		Location Enhancement Services		
SUBJECT TO CONFLICT OF INTEREST <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID R01	WORK WEEK GROUP 2	PAY DIFFERENTIAL	OTHER Monday-Friday 0700 - 1530

**BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

**The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, by leading innovation and excellence across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with others as a member of a team, contribute to team efforts, maximize the strengths of team members, promote effective group interactions, and take personal responsibility for accomplishing job specific and department goals. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.**

Under the general direction of the Program Director and direct supervision of the Education Services Program Assistant, the Associate Governmental Program Analyst (AGPA) organizes and coordinates educational reporting, and works closely with the Education Services Program Assistant on a wide variety of consultative and analytical assignments such as program evaluation and planning; systems development, and training; prepares reports, gathers, tabulates and analyzes data, and makes recommendations on procedures, policies, and program alternatives; has regular direct patient contact when working in the field; has the ability to speak and write grammatically; with good interpersonal skills, time management skills, organizational skills, and computer skills.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
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**ESSENTIAL FUNCTIONS**

45%

- Studies and applies principles, practices, and trends of public and business administration, and management expertise to perform various consultative and analytical task within the clinical patient treatment program.
- **Has regular direct patient contact.**
- **Performs varied and structured, standard, routine and/or recurring analytical tasks** within Enhancement Services including but not limited to the areas of structured treatment programs, treatment and therapy scheduling, staffing coverage for group sessions, etc.
- **Conducts research and analysis and uses independent judgment and discretion to interpret, adapt, and apply statutes, regulations, and policies and procedures to specific situations related to patient treatment programs and outcome.**
- Makes recommendations on procedures, policies, and program alternatives related to the treatment program.
- Reviews and analyzes treatment program alternatives and advises management on the potential impact on the operation of Enhancement Services.
- Makes recommendations on data-gathering methodologies as part of the

Enhancement Services department performance improvement effort.

- **Coordinates Comprehensive Adult Student Assessment System (CASAS) testing including assisting with testing patients; inputs data into the CASAS TOPSpro Enterprise system, a computerized database system to track student progress; generates reports and profiles; manages data for state and federal accountability; updates Entry and Update Records.**
- **Attends CASAS trainings as assigned and provides CASAS in-service trainings to other staff when required.**
- **Organizes, files, and maintains the security of CASAS student records; maintains safety and integrity of all CASAS testing booklets and supplies according to CASAS specifications.**
- **Prepares monthly and quarterly CASAS data submission and year-end reports to DSH-S per the Education Services Calendar.**
- **Analyzes trends in overall patient performance for WIOA II grant adherence and reporting.**

40%

- **Provides a main role in data collection and analysis when requested by state and federal regulatory agencies.**
- **Prepares the quarterly Federal and Non-Federal Expenditure Reports for DSH-S, tracking the budget for Special Education Part B, Lottery, and WIOA II expenditures.**
- **Maintains the Search and Serve Excel spreadsheets with the assistance of Educational Staff to collect information for the California Longitudinal Pupil Achievement Data System (CALPADS) to assist with data collection for the monthly CALPADS updates to DSH-S per the Educational Services Calendar. Submits monthly, quarterly, and annual data reports to DSH-S as required.**
- **Assists with Adult Basic Education tracking requirements, preparing final data collection for DSH reporting.**
- **Prepares the annual DSH-M Golden Vista School Calendar.**
- **Corresponds with Accounting and other departments and personnel via both verbal and written communication.**
- **Provides coverage as needed to meet the operational needs of the department.**

10%

- **Assists with the coordination for documentation involving Patient Workers' Compensation.**
- **Assists with timely and accurate collection and reporting of patient wages in the FUSION software.**
- **Assists with communication to Industrial Therapy Site Supervisors and Program Management regarding missing Timesheets and other late pay concerns related to Patient Wages if needed.**

#### **MARGINAL FUNCTIONS**

5%

- **Attends required department, educational, vocational and hospital mandatory training to continue educational development.**
- **All other duties and special projects as assigned consistent with this classification**

Other  
Information

**SUPERVISION RECEIVED**

Under the general direction of the Program Director and direct supervision of the Education Services Program Assistant.

**SUPERVISION EXERCISED**

N/A

**KNOWLEDGE AND ABILITIES**

**Knowledge Of:** Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective leadership. Principles, procedures, and techniques of coordinating a vocational training program; Federal and State laws pertaining to patients in both facility and community settings; California laws and rules pertaining to facility administration; characteristics and social aspects of mental and developmental disabilities; current trends in Federal and State programs for the mentally and developmentally disabled; hands-on knowledge and/or specific expertise related to program content and operations. AD2115 Professional Conduct.

**Ability To:** Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; work independently; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work, including those in professional, governmental, and private organizations; and utilize tact and patience when dealing with staff, patients, and the public.

**SPECIAL REQUIREMENT**

**Ability to:** Must be able to have patient contact; must be able to organize, prioritize and manage all aspects of the Vocational Education Office which includes collaborating with the vocational education staff and ES management; conducts a variety of clerical and analytical tasks including answering phones, typing and computer skills, filing documents, and developing accountability reports for state and federal regulatory agencies. Additional requirements include knowledge of WaRMSS and other statewide data entry systems; and preparing and submitting a variety of reports. Data is collected and analyzed to enhance service delivery by identifying, prioritizing, and monitoring trends, patterns, and performance levels to inform positive changes and improvements for the department. At times, administrative support will be required in the vocational setting which requires special attention to maintaining confidentiality using HIPAA guidelines and modeling and demonstrating the work-readiness behavior needed for a specific trade, craft or career.

**REQUIRED COMPETENCIES****PHYSICAL**

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**SAFETY**



Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control. Employees are responsible for reporting to work with a properly charged PDAS tag and wearing the tag on an approved triple breakaway neck lanyard or on an approved belt grimloc.

#### **CULTURAL AWARENESS**

Demonstrates awareness of a variety of multicultural issues in the workplace, including trauma informed care, LGBTQI, social inequalities and sensitivities which enables the employee to work effectively.

#### **CPR**

Maintains current certification

#### **SITE SPECIFIC COMPETENCIES**

- Ability to perform analytical work; practical application of administrative principles; maintain daily documentation; provide reports to direct supervisor, and others as needed; work independently; and demonstrate knowledge of hospital policies and procedures including Trauma Informed Care, allowable vs contraband items, the IIPP and workman's compensation for vocational patient workers, and other relevant competencies.

#### **TECHNICAL PROFICIENCY (SITE SPECIFIC)**

- Applies and demonstrates knowledge beyond basic use of Microsoft Word, Excel, Outlook, PowerPoint, DSH-M Intranet, WaRMSS, SharePoint, and other data bases.
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- Familiarity with data entry, recording, and interpreting results from multiple databases, including FUSION.
- Familiarity with the process and requirements of completing DSH-M treatment rosters and Adult Basic Education (ABE) rosters.
- Achieves mastery of TOPSpro Enterprise software and demonstrates understanding of proctoring and data collection requirements for the Comprehensive Adult Student Assessment System (CASAS).

#### **LICENSE OR CERTIFICATION - not applicable**

#### **TRAINING - Training Category = Type II General**

The employee is required to keep current with the completion of all required training.

#### **THERAPEUTIC STRATEGIC INTERVENTION (TSI)**

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#### **PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

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#### **INFECTION CONTROL**

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## **WORKING CONDITIONS**

### **EMPLOYEE IS REQUIRED TO:**

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- Maintain a professional appearance.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients, and the public.
- Comply with hospital policies and procedures.
- The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

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