

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Program Technician II

POSITION NUMBER:

800-922-9928-910

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*Disability Determination Service DivisionBUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*Case Adjudication Bureau

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Disability Evaluation Services Administrator 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)*

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:

The mission of the California Department of Social Services is to serve, protect, and support the people of California experiencing need in ways that empower wellbeing and disrupt systemic inequities.

The mission of Disability Determination Service is to serve, aid, and protect needy vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility and foster independence.

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**CONCEPT OF POSITION:**

Under the direction of the (DESA I), the Program Technician II (PT II) is responsible for taking initial actions on disability claims to secure electronic and paper medical/non medical documentation from applicants' sources and for ensuring, at closure, disability cases are technically accurate and complete. This position performs the less complex gathering and review of case information. The incumbent provides the team with feedback on specific case deficiencies. The PT II is also responsible for independently providing a wide range of support activities. The PT II is a full participant on the team and is involved in decision-making regarding team endeavors related to the team's quality, workflow, and production. Depending on Branch Structure, the PT II can be assigned to an individual team in a branch or can be part of branch/team that pools tasks. Electronic claims allow work to be moved throughout the Division based on allocation of PT II staff in each branch.

**A. RESPONSIBILITIES OF POSITION:**

45% Reviews disability application forms to ensure completeness. Reviews applicants' allegations and sources of evidence to determine the most efficient and effective way to secure relevant, appropriate evidence necessary for case processing. Initiates appropriate contacts with sources (via letter, telephone contact, photocopy service, etc.) to obtain that evidence.

Receipts incoming electronic and paper evidence and approves appropriate payment of evidence received. Initiates appropriate contacts with sources via follow up letters and telephone contact to assist in obtaining required documentation of a claim. Identifies cases that may require a Consultative Exam (CE) based on evidence already in file. Based on records received, identifies claims that appear ready for processing and directs this information to the analyst.

35% Supports the Disability Evaluation Analyst by setting up needed CEs. Responsible for scheduling CEs based on specialty and location, sending out claimant examination reminders, and following up with CE vendors on CE appointments and reports. Reviews CE reports to assure the requested exams and tests were performed.

15% Reviews electronic and paper disability decision forms for accuracy and completeness. Reviews closure for technical accuracy. Ensures proper decision notification letters have been prepared. Reviews cases closed without determinations to ensure they are consistent with program policy. Routes cases to their proper destination, ensuring all required annotations are present. Independently corrects identified errors or returns cases to the analyst for correction. Participates in team meetings.

5% Assists with specialized reports and phone calls, identifies records to be placed with proper electronic claims, technical review and special projects. Attends program related training and provides training to other support staff when needed.

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B. SUPERVISION RECEIVED:

The Program Technician II receives general supervision from the Disability Evaluation Service Administrator I (DESA I). Direct supervision is available for resolving the more difficult problems that arise. Typically, work is reviewed only on an occasional basis. The incumbent is expected to perform a variety of complex duties with initiative and independence.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Program Technician II has daily contact with members of the team and other Branch employees. Has routine contact with applicants, Social Security Administration District Office and/or County Welfare Department personnel, and the public. The incumbent makes routine telephone contacts with medical offices. Incumbent must deal with applicants having disabilities, including mental illness and substance abuse, which may impair the applicant's ability to communicate effectively. Contacts with applicants frequently require considerable tact and poise.

E. ACTIONS AND CONSEQUENCES:

The Program Technician II must accurately follow procedures for opening cases, to include completing initial requests for evidence from the claimants' sources and identifying and correcting technical errors. Inaccurate or incorrect case actions can result in delayed disability claims, loss of effective working relationships with medical and other sources of information and unnecessary confusion and hardships for the disabled public. Error can result in an inappropriate expenditure of public funds.

F. OTHER INFORMATION:

The incumbent's case-related activities require the use of a special computer application utilized by the Disability Determination Service Division for case processing. Most case files are paperless and require processing by computer including reading and keying in of information. Incumbents in this position should have the ability to perform sustained (lengthy and uninterrupted periods) of reading and review of data from a PC monitor. Uses computer to read and send e-mail messages. The incumbent's work may also include the use of computer scanners and related equipment.