

DUTY STATEMENT

Employee Name:	Position Number: 580-854-5157-909
Classification: Analyst I	Tenure/Time Base: Permanent/Full-Time
Working Title: Licensing Analyst	Work Location: 1741 Technology Drive, Suite 160 San Jose, CA 95110
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Field Operations South Division	Branch/Section/Unit: Bay Area Region/San Jose District Office

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by performing moderately complex technical and analytical tasks related to the support of the district office. The Analyst I is responsible for the coordination, review, and analysis of survey and complaint data required by Federal and State mandates. Gathers, sorts, analyzes, and monitors information related to complaints and enforcement activities, and prepares monthly summary reports based on the results of the above analysis. Acts as liaison to Headquarters and field office personnel.

The incumbent works under the supervision of the Administrative Support Manager (Supervisor I).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 30% Assists in gathering, sorting, and analyzing a variety of moderately complex reports generated from the Online Survey Certification and Report (OSCAR), the Electronic Licensing Management Systems (ELMS), the Automatic Survey Processing Environment (ASPEN), and other internal systems for presentation and interpretation to management. Analyzes reports containing moderately complex technical information regarding facility's compliance history with regulations, profiles of each resident residing in the facility, dates facility was surveyed, man hours required for each survey, number of complaints received each month, etc.
- Develops internal logs to track and facilitate analysis of workload priorities and office systems to streamline workload processing and paperwork related to the above systems. Assists management with the analysis of CMS 670 data (survey time keeping), monthly complaint workload, and yearly workload forecasts.
- Under supervision, assists in preparing monthly office workload performance summary reports showing the length of time between surveys, survey hours expended, number of evaluators required, and complaint workload completed for the month. Correlates findings with established program performance and required Federal and State task requirements. Analyzes data from these summary reports for measurement to evaluate if the district office is meeting workload standards and provides verbal and written reports to management. Drafts and prepares mandated report of district office work performance to the District Office management, Branch Chief, Chief of Field Operations, and Deputy Director, identifying problem performance and production areas along with recommendations for corrective action for management's consideration.
- 30% Analyzes the activities related to the survey enforcement regulations and procedures including notices, letters, plans of corrections, and follow-up surveys. Assists the district office supervisors with the scheduling of surveys and follow up surveys within federally mandated timeframes. Consults with the Life Safety Code Unit (LSC) supervisory staff to provide information on the completion of the LSC surveys in conjunction with office Health Safety Surveys. Using Excel, creates and enters accreditation data for initial and other surveys upon completion. Logs and identifies survey activities for assigned staff. Assists the supervisors with gathering and analyzing information regarding the survey process, reporting, and enforcement activities.

Uses ASPEN Suites to transfer all completed paperwork and enforcement appeals from the local office to the National data base. Assists the district office with review of requests and preparation of responses regarding the informal appeals process, including letters, notices, and Informal Dispute Resolution requests and responses.

30% Evaluates the progress of surveys to ensure completed casework, including requests of Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), as needed. Utilizes various program applications to modify and update changes of ownership (CHOWs), and management agreements.

Interfaces with applicant provider administrative personnel to exchange information regarding initial application packets and processes for Home Health Agency, End Stage Renal Dialysis, and Rural Health Clinic health care facilities. Reviews and analyzes all applicant packages received from the Central Application Branch (CAB) for Skilled Nursing Facilities prior to any initial Survey, and provides information to facilities on the application process from initial application through final approval. Evaluates CHOW packets received from CAB and the progress of the 855 CMS and fiscal intermediary notification and approval document. Provides assistance to ICF/IID facilities to ensure that all activities are completed within time limited agreement (TLA) dates.

Prepares responses to inquiries on State Fire Marshal activities, including enforcement, informal dispute resolution procedures, and complaint appeals for the district office. Ensures that strictly mandated time frames are met when responding to the appellant facility. Updates ASPEN with all data and information regarding the appeal.

Marginal Functions (including percentage of time)

5% Assists the district supervisors with planning the hiring of new personnel. Ensures that all initial applicant paperwork, including justification for hire and confidential full medicals, are forwarded to CHCQ Headquarters Personnel Liaison. Processes all initial offer and rejection letters, and may serve as back up Attendance Coordinator for the District Office staff.

5% Assists supervisory personnel with the coordination of the district office work schedules related to field surveys, hearing and legal activities. Maintains files of District Office Memos, Survey and Certification Transmittals, All Facility Letters, etc. Performs other work-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
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Supervisor's Signature	Date	Employee's Signature	Date
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HRD Use Only:

Approved By: JF

Date: 03/26/2026

DUTY STATEMENT

Employee Name:	Position Number: 580-854-5393-909
Classification: Analyst II	Tenure/Time Base: Permanent/Full-Time
Working Title: Licensing Analyst	Work Location: 1741 Technology Drive, Suite 160 San Jose, CA 95110
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Field Operations South Division	Branch/Section/Unit: Bay Area Region/San Jose District Office

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by independently performing a wide range of the more complex analytical and technical assignments related to the support of the district office. The Analyst II is responsible for the coordination, review, and analysis of survey and complaint data required by Federal and State mandates. Gathers, sorts, analyzes, and monitors information related to complaints and enforcement activities, and prepares monthly summary reports based on the results of the above analysis. Acts as liaison to Headquarters and field office personnel.

The incumbent works under the direction of the Administrative Support Manager (Supervisor I).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 30% Independently gathers, sorts, reviews, and analyzes a variety of the more complex reports generated from the Online Survey Certification and Report (OSCAR), the Electronic Licensing Management Systems (ELMS), the Automatic Survey Processing Environment (ASPEN) and other internal systems. Develops recommendations for management review and prepares presentations for management. Analyzes reports containing the more complex technical information regarding facility's compliance history with regulations, profiles of each resident residing in the facility, dates facility was surveyed, man hours required for each survey, number of complaints received each month, etc.
- Develops internal logs to track and facilitate analysis of workload priorities and office systems to streamline workload processing and paperwork related to the above systems. Assists management with the analysis of CMS 670 data (survey time keeping), monthly complaint workload, and yearly workload forecasts.
- Independently develops monthly office workload performance summary reports and correlate findings with established program performance and required Federal and State task requirements. Interprets data from summary reports to evaluate if the district office is meeting workload standards and provides verbal and written reports, including recommendations and program evaluations to management. Prepares mandated report of district office work performance to the District Office management, Branch Chief, Chief of Field Operations and Deputy Director, identifying problem performance and production areas and recommendations for corrective action for management's consideration.
- 30% Independently coordinates, monitors, and tracks all activities related to the survey enforcement regulations and procedures and ensures that all timeframes for notices, letters, plans of corrections, and follow-up surveys are met. Provides training and consultation and develops office procedures for management review. Coordinates with district office supervisors to ensure all surveys and follow up surveys are scheduled within federally mandated timeframes. Coordinates with the Life Safety Code Unit (LSC) supervisory staff to ensure the LSC survey process is completed in conjunction with the office Health Safety Surveys and that the LSC information is matched to the Health survey and uploaded into the National system. Tracks all phases of the survey process and other enforcement activities in Excel and identifies and communicates the need for follow up surveys to management.

Validates the accuracy of all paperwork and enforcement appeals and completion/finalization of the survey. The data can be transferred from the local office to the National database. Monitors, drafts, and tracks all steps of the informal appeals process, including enforcement letters, plan of correction notices, and Informal Dispute Resolution requests and responses.

30% Monitors and tracks timeliness of all surveys to ensure completed casework, including requests of Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) as needed. Reviews various program applications including, but not limited to, initials, changes of ownership (CHOWs), and management agreements.

Interfaces with applicant provider administrative personnel to ensure initial application packets and processes are completed for Home Health Agency, End Stage Renal Dialysis, and Rural Health Clinic health care facilities. Reviews and analyzes all applicant packages for Skilled Nursing Facilities received from the Central Application Branch (CAB) prior to any initial Survey. Tracks application through final approval. Reviews CHOW packets received from CAB and tracks the 855 CMS and fiscal intermediary notification and approval document. Tracks and monitors all ICF/IID facilities to ensure that all activities are completed within time limited agreement (TLA) dates.

Prepares responses to all inquiries on all State Fire Marshal activities, including enforcement, Informal dispute resolution procedures, and complaint appeals for the District Office. Ensures strictly mandated time frames are met when responding to the appellant facility. Updates ASPEN with all data and information regarding the appeal.

5% Coordinates, tracks, and facilitates the hiring of new personnel. Ensures that all initial applicant paperwork, including justification for hire and confidential full medicals, are forwarded to the CHCQ Headquarters Personnel Liaison. Processes all initial offer and rejection letters and may serve as back up Attendance Coordinator for the District Office staff.

Marginal Functions (including percentage of time)

5% Develops and updates monthly spreadsheet for overtime reporting for the program. Coordinates with supervisory personnel and prepares the district office work schedules related to field surveys, hearing and legal activities. Maintains files of District Office Memos, Survey and Certification Transmittals, All Facility Letters, etc. Performs other work-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: JF

Date: 03/26/2026