

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

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| CDCR INSTITUTION OR HEADQUARTERS PROGRAM<br>Office of Employee Health Management (OEHM)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | POSITION NUMBER (Agency-Unit-Class-Serial)<br>065-545-5157-xxx |             | MCR / HCR<br>1                                                                             |
| DIVISION / UNIT<br><br>Workers' Compensation Claims Section                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | CLASSIFICATION TITLE<br>Analyst I                              |             |                                                                                            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | WORKING TITLE<br>Workers' Compensation Claims Analyst          |             |                                                                                            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | TIME BASE /<br>TENURE<br>Perm/FT                               | CBID<br>R01 | WWG<br>2<br><br>COI<br>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| LOCATION<br>9250 Laguna Springs Dr. Suite 205, Elk Grove, CA 95758                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | INCUMBENT                                                      |             | EFFECTIVE DATE                                                                             |
| <b>CDCR'S MISSION, VISION and Commitment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                |             |                                                                                            |
| <p><b>Mission</b><br/>To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p> <p><b>Vision</b><br/>We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p><b>Commitment</b><br/>CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.</p> <p>CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.</p> |  |                                                                |             |                                                                                            |
| <b>DIVISION OVERVIEW</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                |             |                                                                                            |
| <p>Under the direction of the Supervisor I, the Analyst I performs analytical work of average difficulty for all aspects of the California Department of Corrections and Rehabilitation's (CDCR) Workers' Compensation (WC) claims including CDCR Incarcerated individual Workers' Compensation (WC) claims, as assigned. The incumbent provides support and consultative services to Institutions and/or Headquarters agencies</p> <p><b>Supervision Received:</b><br/>Under the general direction of the assigned Supervisor I, Workers' Compensation Supervisor (WCS)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                |             |                                                                                            |
| <b>GENERAL STATEMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                |             |                                                                                            |

Successful accomplishment of program goals requires the incumbent to maintain regular attendance, communicate professionally, both orally and in writing, produce accurate work product, exercise good judgment and collaborate successfully with other members of the assigned team. This position requires continuing and independent personal interaction with various stakeholders, in person, by phone, teams and email and requires the analyst to maintain confidentiality of sensitive and personal identifiable information, including personal information contained in medical reports.

| % 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 45%                         | Under the guidance and direction of Supervisor I, the incumbent independently manages and coordinates workers' compensation claims for CDCR staff and incarcerated individuals. This includes tracking and documenting all claim activity throughout the life of the claim, ensuring timely filing and payment of benefits, and maintaining regular communication with stakeholders including injured employees, supervisors, the State Compensation Insurance Fund (SCIF), and Hiring Authorities (HA). The incumbent utilizes SAP Business Information System (BIS), State Fund Online (SFO), and other database systems to ensure compliance with reporting and policy requirements. Implement, update and maintain various databases, spreadsheets, and word files found on various computer systems. Prepare the necessary documentation and policy documents for management review. Maintain well-organized filing systems and claims files utilizing a standardized claims layout. Develop subject matter expertise for all individual components of the WC Program and provide consultative services to the field to ensure compliance with procedures. |
| 35%                         | Under the guidance and assistance from the Supervisor I, the incumbent will accurately compile, review, process and evaluate claim forms related to assigned claims, and be able to assist with all routine questions regarding claims management. The Analyst I will analyze, monitor, apply and maintain departmental policies governing activities affecting claimants and provide claims management direction, instruction and guidance, when requested. With the direction and guidance of the Supervisor I, conduct basic data analysis, identify trends, draw conclusions and make recommendations from research, as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 15%                         | The Analyst I will develop a working knowledge of the California Labor Code, the California Code of Regulations: Title 15, various government codes, the American College of Occupational and Environmental Medicine Guidelines for the Evaluation of Permanent Impairment, Fifth Edition, and relevant case law. The incumbent will maintain and ensure confidentiality of departmental information, records, documents, concerns, and issues. Attend RTW coordinator meetings with programs and institutional Hiring Authorities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5%                          | Attend a minimum of 40 hours of in-service training annually. Attend all required CalHr and Learning Management System (LMS) courses. Perform administrative duties including but not limited to: adhering to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit time sheets by the due date. Performs other job-related duties, as required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

#### SPECIAL PERSONAL CHARACTERISTICS

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

#### SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated people, visitors, nonemployees, and employees shall be made aware of this.
- This position requires the incumbent to maintain strict confidentiality and adhere to the CDCR Code of Conduct.

#### CONSEQUENCE OF ERROR

- Consequences of error may cause significant delays in defending a workers' compensation claim and/or delay in delivering a benefit due to the injured worker. Such delays can result in negative financial impacts to the department such as penalties and sanctions incurred at the Worker's Compensation Appeals Board.

**To be reviewed and signed by the supervisor and employee:**

**EMPLOYEE'S STATEMENT:**

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

|                         |                      |      |
|-------------------------|----------------------|------|
| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
|-------------------------|----------------------|------|

**SUPERVISOR'S STATEMENT:**

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.*

|                           |                        |      |
|---------------------------|------------------------|------|
| SUPERVISOR'S NAME (Print) | SUPERVISOR'S SIGNATURE | DATE |
|---------------------------|------------------------|------|

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| CDCR INSTITUTION OR HEADQUARTERS PROGRAM<br>Office of Employee Health Management (OEHM)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | POSITION NUMBER (Agency-Unit-Class-Serial)<br>065-545-5393-xxx |             | MCR / HCR<br>1 |                                                                            |
| DIVISION / UNIT<br><br>Workers' Compensation Claims Section                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | CLASSIFICATION TITLE<br>Analyst II                             |             |                |                                                                            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | WORKING TITLE<br>Workers' Compensation Claims Analyst          |             |                |                                                                            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | TIME BASE / TENURE<br>Perm/FT                                  | CBID<br>R01 | WWG<br>2       | COI<br>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| LOCATION<br>9250 Laguna Springs Dr. Suite 205, Elk Grove, CA 95758                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | INCUMBENT                                                      |             | EFFECTIVE DATE |                                                                            |
| <b>CDCR'S MISSION, VISION and COMMITMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                |             |                |                                                                            |
| <p><b>Mission</b><br/>To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p> <p><b>Vision</b><br/>We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p><b>Commitment</b><br/>CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.</p> <p>CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.</p> |  |                                                                |             |                |                                                                            |
| <b>DIVISION OVERVIEW</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                |             |                |                                                                            |
| Under the direction of a Supervisor I, Office of Employee Health Management (OEHM), California Department of Corrections and Rehabilitation (CDCR), the Analyst II independently performs the more complex technical work requiring a high level of expertise for all aspects of Workers' Compensation (WC) claims, including Incarcerated individual claims. The incumbent may assume a lead role to other analysts on specific assignments or initiate a project and conceptualize the types of data needed to guide decision makers to an informed solution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                |             |                |                                                                            |
| <b>GENERAL STATEMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                |             |                |                                                                            |
| Successful accomplishment of program goals requires the incumbent to maintain regular attendance, communicate professionally, both orally and in writing, produce accurate work product, exercise good judgment and collaborate successfully with other members of the assigned team. This position requires continuing and independent personal interaction with various stakeholders, in person,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                |             |                |                                                                            |

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|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 35%                         | Independently maintain and manage a caseload of assigned WC claims (including incarcerated individual claims), identify and track litigation with multi-forum filings for the CDCR, requiring the tracking of all relevant actions occurring during the life of a claim and working with the claims adjuster, supervisor, and injured employee to ensure claims are timely filed and that all benefits are timely paid. Initiate regular communication with all claim's stakeholders including, but not limited to, the injured employee, the employee's supervisor, State Compensation Insurance Fund (State Fund), and the hiring authority. Be knowledgeable of and use the Systems, Applications and Products (SAP) Business Information System (BIS) WC module and the State Fund On-Line system, to track timely reporting of claims per policy requirements. Develop, implement, update, and maintain various databases, spreadsheets, and Word files found on various computer systems. Maintain well-organized filing systems. Independently follow-up on assignments to help ensure established due dates are met. Act in a lead capacity to other analysts on assigned projects. |
| 30%                         | Develop subject matter expertise for all individual components of the WC Program and provide consultative services to the field to ensure compliance with procedures. Independently and accurately process claim forms related to assigned cases and assist with all routine questions regarding claims management. Administer, monitor, and follow departmental policies governing activities affecting claimants and provide claims management direction, instruction, and guidance, when requested. Conduct analytical research, prepare reports, draw conclusions from research, as assigned and make recommendations for case management strategy to management.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 15%                         | Develop a thorough working knowledge of the California Labor Code; California Code of Regulations, Title 15; various government codes; the American College of Occupational and Environmental Medicine Guidelines for the Evaluation of Permanent Impairment, Fifth Edition; and relevant case law. Maintain and ensure confidentiality of departmental information, records, documents, concerns, and issues.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10%                         | Assist new staff with on-the-job training as requested. Comply with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices. This includes but is not limited to the following: Comply with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices. Assisting with hiring, employee development and peer review.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10%                         | Coordinator shall chair RTW meetings with the program/institutional Hiring Authority and other members of the executive staff. Attend and complete a minimum of 40 hours of in-service training annually. Attend all required CalHr training and Learning Management System (LMS) courses. Perform administrative duties including adherence to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit time sheets by the due date. Performs other job-related duties, as required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| CONSEQUENCE OF ERROR                                                                                                                                                                                                                                                                                                                                                      |                        |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------|
| <ul style="list-style-type: none"><li>Consequences of error may cause significant delays in defending a workers' compensation claim and/or delay in delivering a benefit due to the injured worker. Such delays can result in negative financial impacts to the department such as penalties and sanctions incurred at the Worker's Compensation Appeals Board.</li></ul> |                        |      |
| <b>To be reviewed and signed by the supervisor and employee:</b>                                                                                                                                                                                                                                                                                                          |                        |      |
| <b>EMPLOYEE'S STATEMENT:</b>                                                                                                                                                                                                                                                                                                                                              |                        |      |
| <ul style="list-style-type: none"><li><i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.</i></li></ul>                                                                                                                                                                                    |                        |      |
| EMPLOYEE'S NAME (Print)                                                                                                                                                                                                                                                                                                                                                   | EMPLOYEE'S SIGNATURE   | DATE |
|                                                                                                                                                                                                                                                                                                                                                                           |                        |      |
| <b>SUPERVISOR'S STATEMENT:</b>                                                                                                                                                                                                                                                                                                                                            |                        |      |
| <ul style="list-style-type: none"><li><i>I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</i></li><li><i>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.</i></li></ul>                                  |                        |      |
| SUPERVISOR'S NAME (Print)                                                                                                                                                                                                                                                                                                                                                 | SUPERVISOR'S SIGNATURE | DATE |
|                                                                                                                                                                                                                                                                                                                                                                           |                        |      |