

DUTY STATEMENT

Classification: Analyst II	
Working Title: Office of Civil Rights Analyst	
Program: Office of Civil Rights	
Division: Office of Civil Rights	
Section: Language Access Program and Civil Rights Compliance Program Section	
Branch:	
Unit: Civil Rights Compliance Unit I	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: R01	Position Number: 803-060-5393-XXX
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Title VII of the Federal Civil Rights Act of 1964 (Title VII) and the California Fair Employment and Housing Act (FEHA), prohibit unlawful discrimination against any employee or applicant for employment because of their race, color, national origin, sex, age, religion, disability, reprisal, sexual orientation, or marital status in regard to hiring, termination, promotion, compensation, job training, or any other term, condition, or privilege of employment. The Federal Equal Employment Opportunity (EEO) Commission, established by Title VII, enforces this law. The Department of Health Services (DHCS) Office of Civil Rights (OCR) is responsible for overseeing enforcement of various federal and state civil rights laws, implementing regulations, and executive orders pertaining to employment and services by the Department and its contractors/service providers. Under direction of the Supervisor I, the OCR Analyst is required to investigate discrimination complaints within DHCS and those agencies that contract with the Department. Additionally, the analyst is responsible for the intake and investigation of discrimination complaints under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), Section 1557 of the Affordable Care Act, and other applicable state and federal laws and regulations.	

Job Summary (cont):

OCR's Language Access and Civil Rights Compliance (CRC) programs oversee the enforcement of federal and state civil rights laws and implementing regulations. The incumbent will investigate discrimination complaints related to a Medi-Cal applicant's or beneficiary's eligibility, benefits, or services, involving both the Department and its contracted agencies and providers.

Travel statewide, including overnight, of up to 10% of the time, by airplane, train, automobile, and other transportation methods may be required to perform job related tasks. Travel related duties are dependent upon workload and operational need.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
25%	Conducts comprehensive and timely EEO investigations related to discrimination, harassment, and retaliation. Understands and interprets federal, state, and local laws, rules and regulations regarding discrimination, harassment, and retaliation. Logs complaints and creates case files. Independently adhere to OCR's complaint process and timelines. Analyzes relevant information and statements to perform a jurisdictional analysis to determine if a complaint meets prima facie and warrants a formal investigation. Conducts in-depth EEO investigations by developing investigative work plans and strategies. Gathers facts, prepare interview questions, and conduct investigative interviews with the complainant, witnesses, and respondent. Reviews and analyzes all statements, documents, and other information obtained during the course of the investigation. Writes confidential investigative reports detailing complaint background, presenting evidence, and analyzing whether a DHCS EEO policy violation occurred. Presents case findings to management. Writes closure letters of determination for review by the Supervisor I and approved by the Supervisor II.
25%	Serves as the department's Reasonable Accommodation (RA) and Religious Accommodation (RE) Coordinator providing prompt, timely, and effective guidance and technical assistance to DHCS staff and the public related to RA/RE and issues involving persons with disabilities. Analyzes complex, confidential, and sensitive RA/RE requests. Conducts intakes, requesting medical substantiation, researching accommodations, engaging in interactive meetings with staff and management, and building consensus toward RA/RE agreements. Maintains documentation and follows up to ensure accommodations are implemented in a timely manner. Provides guidance to supervisors and managers on issues and inquiries related to RA's/RE's. Understands and interprets federal, state, and local laws, rules and regulations regarding RA's/RE's. Updates and maintains the RA/RE tracking log and related electronic files. Creates and maintains confidential employee and DHCS customers' RA/RE files. Updates and maintains an RA/RE chronology on each RA/RE file. Coordinates workstation adjustments and the delivery and installation of furniture and IT equipment purchased through the accommodation process. Analyzes the appropriate accommodation and prepares requisition requests to obtain necessary equipment, goods, or services. Takes appropriate remedial action by working closely with Prison Industry Authority, state approved vendors, Business Services, Accounting, and others to purchase equipment and/or secure contract services. Edits, updates, and follows the department's RA/RE policies and procedures.

Description of Duties:	
% of Time	Essential Functions
25%	Conducts intake and jurisdictional analysis of Title VI discrimination complaints, analyzing information and statements to determine if complaints fall within OCR's jurisdiction and meet the criteria for discrimination. Logs complaints and establishes electronic/paper case files. Independently manages cases according to OCR's complaint process and timelines. Performs in-depth Title VI investigations, including interviewing complainants, respondents, and witnesses, gathering evidence, and researching applicable laws and policies. Reviews and analyzes all investigative materials to prepare comprehensive reports detailing complaint background, presenting evidence, and analyzing regulatory violations. Presents case findings to management. Maintains a thorough understanding and interpretation of all relevant federal and state nondiscrimination laws and DHCS policies. Reviews discrimination grievance reports submitted by Managed Care Plans (MCPs), County Health Plans, and providers to determine if they were handled appropriately. This role involves requesting supplementary information from the plans and providing OCR management with analysis and recommendations when further investigation or compliance measures are warranted. Additionally, the incumbent conducts periodic reviews of grievances to identify emerging patterns.
15%	Assists in the Language Access Program and language access related projects, and supports the department's ADA coordination efforts. Works closely with the Procurement and Contracting Division during the solicitation, contract draft review, approval, and awarding process. Independently researches and selects a vendor to purchase non-IT related services and equipment; drafts contracts and amendments on scopes of work; determines appropriate funding amount; and prepares all required forms with a high degree of accuracy. Manages all executed agreements, which includes the review and analysis of invoices; independently resolves any issues by working with the vendor in a timely manner; prepares invoices for payment processing and submits to the Supervisor I for review and signature. Tracks expenditures to ensure no overage of encumbered funds occurs. Coordinates the processing of contract close-outs and disencumber the remaining funds as necessary. Serves as the Bilingual Services Consultant. Assists the ADA Coordinator.
5%	Assists in the annual Workforce Analysis (WFA). Assists in managing the Upward Mobility Program (UMP). Serves as backup liaison to the Disability Advisory Committee. Attends CalHR RA/RE, WFA, and UMP workshops and round tables as needed. Responds to Public Records Act requests.

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Additional duties as needed.

Supervision Received: Under Direction _____ by the (enter supervisor classification):

Supervisor I _____.

Supervision Exercised: (check all that apply)☒ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): _____**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☒ Occasional ☒ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Claire EddeAnalyst Signature:
Claire EddeDigitally signed by Claire Edde
Date: 2026.02.05 14:35:43 -08'00'Date:
01/22/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

DUTY STATEMENT

Classification: Analyst I	
Working Title: Office of Civil Rights Analyst	
Program: Office of Civil Rights	
Division: Office of Civil Rights	
Section: Language Access Program and Civil Rights Compliance Program Section	
Branch:	
Unit: Civil Rights Compliance Unit I	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: R01	Position Number: 805-060-5157-XXX
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Title VII of the Federal Civil Rights Act of 1964 (Title VII) and the California Fair Employment and Housing Act (FEHA), prohibit unlawful discrimination against any employee or applicant for employment because of their race, color, national origin, sex, age, religion, disability, reprisal, sexual orientation, or marital status in regard to hiring, termination, promotion, compensation, job training, or any other term, condition, or privilege of employment. The Federal Equal Employment Opportunity (EEO) Commission, established by Title VII, enforces this law. The Department of Health Services (DHCS) Office of Civil Rights (OCR) is responsible for overseeing enforcement of various federal and state civil rights laws, implementing regulations, and executive orders pertaining to employment and services by the Department and its contractors/service providers. Under supervision of the Supervisor I, the OCR Analyst assists in the investigation of discrimination complaints within DHCS and those agencies that contract with the Department. Additionally, the analyst assists in the intake and investigation of discrimination complaints under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), Section 1557 of the Affordable Care Act, and other applicable state and federal laws and regulations.	

Job Summary (cont):

OCR's Language Access and Civil Rights Compliance (CRC) programs oversee the enforcement of federal and state civil rights laws and implementing regulations. The incumbent assists in the investigation of discrimination complaints related to a Medi-Cal applicant's or beneficiary's eligibility, benefits, or services, involving both the Department and its contracted agencies and providers.

Travel statewide, including overnight, of up to 10% of the time, by airplane, train, automobile, and other transportation methods may be required to perform job related tasks. Travel related duties are dependent upon workload and operational need.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
25%	Assists with the processing and review of Equal Employment Opportunity (EEO) complaints involving discrimination, harassment, and retaliation. Researches and applies federal, state, and local laws, rules, and regulations related to EEO. Logs complaints, creates case files, and ensures documentation is accurate and complete. Supports the complaint process by gathering relevant information, reviewing statements, and performing preliminary analysis to determine jurisdiction and whether allegations meet basic criteria for investigation. Assists in developing investigative plans, preparing interview questions, and scheduling interviews. Reviews and organizes statements and documents to support case analysis. Drafts portions of investigative reports and determination letters for review and approval by higher-level staff.
25%	Assists with the department's Reasonable Accommodation (RA) and Religious Accommodation (RE) program by providing guidance and technical support to staff and the public. Reviews RA/RE requests for completeness and gathers necessary documentation, including medical substantiation. Schedules and participates in interactive process meetings with staff and management. Maintains RA/RE tracking logs, electronic files, and confidential case documentation. Coordinates workstation adjustments and delivery of equipment under supervision. Prepares requisition requests for accommodations and works with vendors and internal units to facilitate purchases. Assists in updating RA/RE policies and procedures and ensures compliance with established guidelines.
25%	Assists with the intake and review of Title VI discrimination complaints by gathering information and performing preliminary jurisdictional analysis to determine if complaints meet basic criteria. Logs complaints, establishes electronic and paper case files, and ensures documentation accuracy. Supports investigations by scheduling interviews, organizing evidence, and researching applicable laws and policies under guidance. Assists in drafting portions of investigative reports and preparing summaries for review by higher-level staff. Maintains tracking logs and updates case files. Reviews discrimination grievance reports submitted by Managed Care Plans (MCPs), County Health Plans, and providers for completeness and assists in requesting supplemental information. Compiles data for periodic reviews to identify trends and patterns.

Description of Duties:	
% of Time	Essential Functions
15%	Assists with the Language Access Program and supports ADA coordination efforts by performing administrative and analytical tasks under supervision. Coordinates with the Procurement and Contracting Division during solicitation and contract review processes. Prepares requisition requests and assists in drafting scopes of work and related documentation. Maintains contract and expenditure tracking logs to ensure accuracy and compliance. Reviews invoices for completeness and assists in resolving minor discrepancies by contacting vendors. Prepares invoices for payment processing and submits for supervisory review. Assists with contract close-out activities and disencumbrance of funds. Provides support to the Bilingual Services Consultant and ADA Coordinator by compiling data, maintaining records, and assisting with program-related inquiries.
5%	Assists in the annual Workforce Analysis (WFA). Assists in managing the Upward Mobility Program (UMP). Serves as backup liaison to the Disability Advisory Committee. Attends CalHR RA/RE, WFA, and UMP workshops and round tables as needed. Responds to Public Records Act requests.

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Additional duties as needed.

Supervision Received: Under Supervision by the (enter supervisor classification):

Supervisor I _____.

Supervision Exercised: (check all that apply)☒ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): _____**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☒ Occasional ☒ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Claire EddeAnalyst Signature:
Claire EddeDigitally signed by Claire Edde
Date: 2026.02.05 14:32:16 -08'00'Date:
02/05/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

DUTY STATEMENT

Classification: Analyst II	
Working Title: Office of Civil Rights Analyst	
Program: Office of Civil Rights	
Division: Office of Civil Rights	
Section: Equal Employment Opportunity and Reasonable Accommodation Section	
Branch:	
Unit: Reasonable Accommodation Unit	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: R01	Position Number: 803-060-5393-XXX
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Title VII of the Federal Civil Rights Act of 1964 (Title VII) and the California Fair Employment and Housing Act (FEHA), prohibit unlawful discrimination against any employee or applicant for employment because of their race, color, national origin, sex, age, religion, disability, reprisal, sexual orientation, or marital status in regard to hiring, termination, promotion, compensation, job training, or any other term, condition, or privilege of employment. The Federal Equal Employment Opportunity (EEO) Commission, established by Title VII, enforces this law. The Department of Health Services (DHCS) Office of Civil Rights (OCR) is responsible for overseeing enforcement of various federal and state civil rights laws, implementing regulations, and executive orders pertaining to employment and services by the Department and its contractors/service providers. Under direction of the Supervisor I, the OCR Analyst is required to investigate discrimination complaints within DHCS and those agencies that contract with the Department. Additionally, the analyst is responsible for the intake and investigation of discrimination complaints under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), Section 1557 of the Affordable Care Act, and other applicable state and federal laws and regulations.	

Job Summary (cont):

OCR's Language Access and Civil Rights Compliance (CRC) programs oversee the enforcement of federal and state civil rights laws and implementing regulations. The incumbent will investigate discrimination complaints related to a Medi-Cal applicant's or beneficiary's eligibility, benefits, or services, involving both the Department and its contracted agencies and providers.

Travel statewide, including overnight, of up to 10% of the time, by airplane, train, automobile, and other transportation methods may be required to perform job related tasks. Travel related duties are dependent upon workload and operational need.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
25%	Conducts comprehensive and timely EEO investigations related to discrimination, harassment, and retaliation. Understands and interprets federal, state, and local laws, rules and regulations regarding discrimination, harassment, and retaliation. Logs complaints and creates case files. Independently adhere to OCR's complaint process and timelines. Analyzes relevant information and statements to perform a jurisdictional analysis to determine if a complaint meets prima facie and warrants a formal investigation. Conducts in-depth EEO investigations by developing investigative work plans and strategies. Gathers facts, prepare interview questions, and conduct investigative interviews with the complainant, witnesses, and respondent. Reviews and analyzes all statements, documents, and other information obtained during the course of the investigation. Writes confidential investigative reports detailing complaint background, presenting evidence, and analyzing whether a DHCS EEO policy violation occurred. Presents case findings to management. Writes closure letters of determination for review by the Supervisor I and approved by the Supervisor II.
25%	Serves as the department's Reasonable Accommodation (RA) and Religious Accommodation (RE) Coordinator providing prompt, timely, and effective guidance and technical assistance to DHCS staff and the public related to RA/RE and issues involving persons with disabilities. Analyzes complex, confidential, and sensitive RA/RE requests. Conducts intakes, requesting medical substantiation, researching accommodations, engaging in interactive meetings with staff and management, and building consensus toward RA/RE agreements. Maintains documentation and follows up to ensure accommodations are implemented in a timely manner. Provides guidance to supervisors and managers on issues and inquiries related to RA's/RE's. Understands and interprets federal, state, and local laws, rules and regulations regarding RA's/RE's. Updates and maintains the RA/RE tracking log and related electronic files. Creates and maintains confidential employee and DHCS customers' RA/RE files. Updates and maintains an RA/RE chronology on each RA/RE file. Coordinates workstation adjustments and the delivery and installation of furniture and IT equipment purchased through the accommodation process. Analyzes the appropriate accommodation and prepares requisition requests to obtain necessary equipment, goods, or services. Takes appropriate remedial action by working closely with Prison Industry Authority, state approved vendors, Business Services, Accounting, and others to purchase equipment and/or secure contract services. Edits, updates, and follows the department's RA/RE policies and procedures.

Description of Duties:	
% of Time	Essential Functions
25%	Conducts intake and jurisdictional analysis of Title VI discrimination complaints, analyzing information and statements to determine if complaints fall within OCR's jurisdiction and meet the criteria for discrimination. Logs complaints and establishes electronic/paper case files. Independently manages cases according to OCR's complaint process and timelines. Performs in-depth Title VI investigations, including interviewing complainants, respondents, and witnesses, gathering evidence, and researching applicable laws and policies. Reviews and analyzes all investigative materials to prepare comprehensive reports detailing complaint background, presenting evidence, and analyzing regulatory violations. Presents case findings to management. Maintains a thorough understanding and interpretation of all relevant federal and state nondiscrimination laws and DHCS policies. Reviews discrimination grievance reports submitted by Managed Care Plans (MCPs), County Health Plans, and providers to determine if they were handled appropriately. This role involves requesting supplementary information from the plans and providing OCR management with analysis and recommendations when further investigation or compliance measures are warranted. Additionally, the incumbent conducts periodic reviews of grievances to identify emerging patterns.
15%	Assists in the Language Access Program and language access related projects, and supports the department's ADA coordination efforts. Works closely with the Procurement and Contracting Division during the solicitation, contract draft review, approval, and awarding process. Independently researches and selects a vendor to purchase non-IT related services and equipment; drafts contracts and amendments on scopes of work; determines appropriate funding amount; and prepares all required forms with a high degree of accuracy. Manages all executed agreements, which includes the review and analysis of invoices; independently resolves any issues by working with the vendor in a timely manner; prepares invoices for payment processing and submits to the Supervisor I for review and signature. Tracks expenditures to ensure no overage of encumbered funds occurs. Coordinates the processing of contract close-outs and disencumber the remaining funds as necessary. Serves as the Bilingual Services Consultant. Assists the ADA Coordinator.
5%	Assists in the annual Workforce Analysis (WFA). Assists in managing the Upward Mobility Program (UMP). Serves as backup liaison to the Disability Advisory Committee. Attends CalHR RA/RE, WFA, and UMP workshops and round tables as needed. Responds to Public Records Act requests.

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Additional duties as needed.

Supervision Received: Under Direction _____ by the (enter supervisor classification):

Supervisor I _____.

Supervision Exercised: (check all that apply) ☒ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): _____**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☒ Occasional ☒ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Claire EddeAnalyst Signature:
Claire EddeDigitally signed by Claire Edde
Date: 2026.02.05 14:38:38 -08'00'Date:
01/22/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

DUTY STATEMENT

Classification: Analyst I	
Working Title: Office of Civil Rights Analyst	
Program: Office of Civil Rights	
Division: Office of Civil Rights	
Section: Equal Employment Opportunity and Reasonable Accommodation Section	
Branch:	
Unit: Reasonable Accommodation Unit	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: R01	Position Number: 805-060-5157-XXX
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Title VII of the Federal Civil Rights Act of 1964 (Title VII) and the California Fair Employment and Housing Act (FEHA), prohibit unlawful discrimination against any employee or applicant for employment because of their race, color, national origin, sex, age, religion, disability, reprisal, sexual orientation, or marital status in regard to hiring, termination, promotion, compensation, job training, or any other term, condition, or privilege of employment. The Federal Equal Employment Opportunity (EEO) Commission, established by Title VII, enforces this law. The Department of Health Services (DHCS) Office of Civil Rights (OCR) is responsible for overseeing enforcement of various federal and state civil rights laws, implementing regulations, and executive orders pertaining to employment and services by the Department and its contractors/service providers. Under supervision of the Supervisor I, the OCR Analyst assists in the investigation of discrimination complaints within DHCS and those agencies that contract with the Department. Additionally, the analyst assists in the intake and investigation of discrimination complaints under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), Section 1557 of the Affordable Care Act, and other applicable state and federal laws and regulations.	

Job Summary (cont):

OCR's Language Access and Civil Rights Compliance (CRC) programs oversee the enforcement of federal and state civil rights laws and implementing regulations. The incumbent assists in the investigation of discrimination complaints related to a Medi-Cal applicant's or beneficiary's eligibility, benefits, or services, involving both the Department and its contracted agencies and providers.

Travel statewide, including overnight, of up to 10% of the time, by airplane, train, automobile, and other transportation methods may be required to perform job related tasks. Travel related duties are dependent upon workload and operational need.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
25%	Assists with the processing and review of Equal Employment Opportunity (EEO) complaints involving discrimination, harassment, and retaliation. Researches and applies federal, state, and local laws, rules, and regulations related to EEO. Logs complaints, creates case files, and ensures documentation is accurate and complete. Supports the complaint process by gathering relevant information, reviewing statements, and performing preliminary analysis to determine jurisdiction and whether allegations meet basic criteria for investigation. Assists in developing investigative plans, preparing interview questions, and scheduling interviews. Reviews and organizes statements and documents to support case analysis. Drafts portions of investigative reports and determination letters for review and approval by higher-level staff.
25%	Assists with the department's Reasonable Accommodation (RA) and Religious Accommodation (RE) program by providing guidance and technical support to staff and the public. Reviews RA/RE requests for completeness and gathers necessary documentation, including medical substantiation. Schedules and participates in interactive process meetings with staff and management. Maintains RA/RE tracking logs, electronic files, and confidential case documentation. Coordinates workstation adjustments and delivery of equipment under supervision. Prepares requisition requests for accommodations and works with vendors and internal units to facilitate purchases. Assists in updating RA/RE policies and procedures and ensures compliance with established guidelines.
25%	Assists with the intake and review of Title VI discrimination complaints by gathering information and performing preliminary jurisdictional analysis to determine if complaints meet basic criteria. Logs complaints, establishes electronic and paper case files, and ensures documentation accuracy. Supports investigations by scheduling interviews, organizing evidence, and researching applicable laws and policies under guidance. Assists in drafting portions of investigative reports and preparing summaries for review by higher-level staff. Maintains tracking logs and updates case files. Reviews discrimination grievance reports submitted by Managed Care Plans (MCPs), County Health Plans, and providers for completeness and assists in requesting supplemental information. Compiles data for periodic reviews to identify trends and patterns.

Description of Duties:

% of Time	Essential Functions
15%	Assists with the Language Access Program and supports ADA coordination efforts by performing administrative and analytical tasks under supervision. Coordinates with the Procurement and Contracting Division during solicitation and contract review processes. Prepares requisition requests and assists in drafting scopes of work and related documentation. Maintains contract and expenditure tracking logs to ensure accuracy and compliance. Reviews invoices for completeness and assists in resolving minor discrepancies by contacting vendors. Prepares invoices for payment processing and submits for supervisory review. Assists with contract close-out activities and disencumbrance of funds. Provides support to the Bilingual Services Consultant and ADA Coordinator by compiling data, maintaining records, and assisting with program-related inquiries.
5%	Assists in the annual Workforce Analysis (WFA). Assists in managing the Upward Mobility Program (UMP). Serves as backup liaison to the Disability Advisory Committee. Attends CalHR RA/RE, WFA, and UMP workshops and round tables as needed. Responds to Public Records Act requests.

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Additional duties as needed.

Supervision Received: Under Supervision by the (enter supervisor classification):

Supervisor I _____.

Supervision Exercised: (check all that apply)☒ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): _____**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☒ Occasional ☒ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Claire EddeAnalyst Signature:
Claire EddeDigitally signed by Claire Edde
Date: 2026.02.05 14:34:55 -08'00'Date:
02/05/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

DUTY STATEMENT

Classification: Analyst II	
Working Title: Office of Civil Rights Analyst	
Program: Office of Civil Rights	
Division: Office of Civil Rights	
Section: Equal Employment Opportunity and Reasonable Accommodation Section	
Branch:	
Unit: Equal Employment Opportunity Unit	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: R01	Position Number: 803-060-5393-XXX
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Title VII of the Federal Civil Rights Act of 1964 (Title VII) and the California Fair Employment and Housing Act (FEHA), prohibit unlawful discrimination against any employee or applicant for employment because of their race, color, national origin, sex, age, religion, disability, reprisal, sexual orientation, or marital status in regard to hiring, termination, promotion, compensation, job training, or any other term, condition, or privilege of employment. The Federal Equal Employment Opportunity (EEO) Commission, established by Title VII, enforces this law. The Department of Health Services (DHCS) Office of Civil Rights (OCR) is responsible for overseeing enforcement of various federal and state civil rights laws, implementing regulations, and executive orders pertaining to employment and services by the Department and its contractors/service providers. Under direction of the Supervisor II, the OCR Analyst is required to investigate discrimination complaints within DHCS and those agencies that contract with the Department. Additionally, the analyst is responsible for the intake and investigation of discrimination complaints under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), Section 1557 of the Affordable Care Act, and other applicable state and federal laws and regulations.	

Job Summary (cont):

OCR's Language Access and Civil Rights Compliance (CRC) programs oversee the enforcement of federal and state civil rights laws and implementing regulations. The incumbent will investigate discrimination complaints related to a Medi-Cal applicant's or beneficiary's eligibility, benefits, or services, involving both the Department and its contracted agencies and providers.

Travel statewide, including overnight, of up to 10% of the time, by airplane, train, automobile, and other transportation methods may be required to perform job related tasks. Travel related duties are dependent upon workload and operational need.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
25%	Conducts comprehensive and timely EEO investigations related to discrimination, harassment, and retaliation. Understands and interprets federal, state, and local laws, rules and regulations regarding discrimination, harassment, and retaliation. Logs complaints and creates case files. Independently adhere to OCR's complaint process and timelines. Analyzes relevant information and statements to perform a jurisdictional analysis to determine if a complaint meets prima facie and warrants a formal investigation. Conducts in-depth EEO investigations by developing investigative work plans and strategies. Gathers facts, prepare interview questions, and conduct investigative interviews with the complainant, witnesses, and respondent. Reviews and analyzes all statements, documents, and other information obtained during the course of the investigation. Writes confidential investigative reports detailing complaint background, presenting evidence, and analyzing whether a DHCS EEO policy violation occurred. Presents case findings to management. Writes closure letters of determination for review and approved by the Supervisor II.
25%	Serves as the department's Reasonable Accommodation (RA) and Religious Accommodation (RE) Coordinator providing prompt, timely, and effective guidance and technical assistance to DHCS staff and the public related to RA/RE and issues involving persons with disabilities. Analyzes complex, confidential, and sensitive RA/RE requests. Conducts intakes, requesting medical substantiation, researching accommodations, engaging in interactive meetings with staff and management, and building consensus toward RA/RE agreements. Maintains documentation and follows up to ensure accommodations are implemented in a timely manner. Provides guidance to supervisors and managers on issues and inquiries related to RA's/RE's. Understands and interprets federal, state, and local laws, rules and regulations regarding RA's/RE's. Updates and maintains the RA/RE tracking log and related electronic files. Creates and maintains confidential employee and DHCS customers' RA/RE files. Updates and maintains an RA/RE chronology on each RA/RE file. Coordinates workstation adjustments and the delivery and installation of furniture and IT equipment purchased through the accommodation process. Analyzes the appropriate accommodation and prepares requisition requests to obtain necessary equipment, goods, or services. Takes appropriate remedial action by working closely with Prison Industry Authority, state approved vendors, Business Services, Accounting, and others to purchase equipment and/or secure contract services. Edits, updates, and follows the department's RA/RE policies and procedures.

Description of Duties:	
% of Time	Essential Functions
25%	Conducts intake and jurisdictional analysis of Title VI discrimination complaints, analyzing information and statements to determine if complaints fall within OCR's jurisdiction and meet the criteria for discrimination. Logs complaints and establishes electronic/paper case files. Independently manages cases according to OCR's complaint process and timelines. Performs in-depth Title VI investigations, including interviewing complainants, respondents, and witnesses, gathering evidence, and researching applicable laws and policies. Reviews and analyzes all investigative materials to prepare comprehensive reports detailing complaint background, presenting evidence, and analyzing regulatory violations. Presents case findings to management. Maintains a thorough understanding and interpretation of all relevant federal and state nondiscrimination laws and DHCS policies. Reviews discrimination grievance reports submitted by Managed Care Plans (MCPs), County Health Plans, and providers to determine if they were handled appropriately. This role involves requesting supplementary information from the plans and providing OCR management with analysis and recommendations when further investigation or compliance measures are warranted. Additionally, the incumbent conducts periodic reviews of grievances to identify emerging patterns.
15%	Assists in the Language Access Program and language access related projects, and supports the department's ADA coordination efforts. Works closely with the Procurement and Contracting Division during the solicitation, contract draft review, approval, and awarding process. Independently researches and selects a vendor to purchase non-IT related services and equipment; drafts contracts and amendments on scopes of work; determines appropriate funding amount; and prepares all required forms with a high degree of accuracy. Manages all executed agreements, which includes the review and analysis of invoices; independently resolves any issues by working with the vendor in a timely manner; prepares invoices for payment processing and submits to the Supervisor II for review and signature. Tracks expenditures to ensure no overage of encumbered funds occurs. Coordinates the processing of contract close-outs and disencumber the remaining funds as necessary. Serves as the Bilingual Services Consultant. Assists the ADA Coordinator.
5%	Assists in the annual Workforce Analysis (WFA). Assists in managing the Upward Mobility Program (UMP). Serves as backup liaison to the Disability Advisory Committee. Attends CalHR RA/RE, WFA, and UMP workshops and round tables as needed. Responds to Public Records Act requests.

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Additional duties as needed.

Supervision Received: Under Direction _____ by the (enter supervisor classification):

Supervisor II _____.

Supervision Exercised: (check all that apply)☒ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): _____**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☒ Occasional ☒ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Claire EddeAnalyst Signature:
Claire EddeDigitally signed by Claire Edde
Date: 2026.02.05 14:37:40 -08'00'Date:
01/22/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

DUTY STATEMENT

Classification: Analyst I	
Working Title: Office of Civil Rights Analyst	
Program: Office of Civil Rights	
Division: Office of Civil Rights	
Section: Equal Opportunity and Reasonable Accommodation Section	
Branch:	
Unit: Equal Employment Opportunity Unit	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: R01	Position Number: 805-060-5157-XXX
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Title VII of the Federal Civil Rights Act of 1964 (Title VII) and the California Fair Employment and Housing Act (FEHA), prohibit unlawful discrimination against any employee or applicant for employment because of their race, color, national origin, sex, age, religion, disability, reprisal, sexual orientation, or marital status in regard to hiring, termination, promotion, compensation, job training, or any other term, condition, or privilege of employment. The Federal Equal Employment Opportunity (EEO) Commission, established by Title VII, enforces this law. The Department of Health Services (DHCS) Office of Civil Rights (OCR) is responsible for overseeing enforcement of various federal and state civil rights laws, implementing regulations, and executive orders pertaining to employment and services by the Department and its contractors/service providers. Under supervision of the Supervisor II, the OCR Analyst assists in the investigation of discrimination complaints within DHCS and those agencies that contract with the Department. Additionally, the analyst assists in the intake and investigation of discrimination complaints under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), Section 1557 of the Affordable Care Act, and other applicable state and federal laws and regulations.	

Job Summary (cont):

OCR's Language Access and Civil Rights Compliance (CRC) programs oversee the enforcement of federal and state civil rights laws and implementing regulations. The incumbent assists in the investigation of discrimination complaints related to a Medi-Cal applicant's or beneficiary's eligibility, benefits, or services, involving both the Department and its contracted agencies and providers.

Travel statewide, including overnight, of up to 10% of the time, by airplane, train, automobile, and other transportation methods may be required to perform job related tasks. Travel related duties are dependent upon workload and operational need.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
25%	Assists with the processing and review of Equal Employment Opportunity (EEO) complaints involving discrimination, harassment, and retaliation. Researches and applies federal, state, and local laws, rules, and regulations related to EEO. Logs complaints, creates case files, and ensures documentation is accurate and complete. Supports the complaint process by gathering relevant information, reviewing statements, and performing preliminary analysis to determine jurisdiction and whether allegations meet basic criteria for investigation. Assists in developing investigative plans, preparing interview questions, and scheduling interviews. Reviews and organizes statements and documents to support case analysis. Drafts portions of investigative reports and determination letters for review and approval by higher-level staff.
25%	Assists with the department's Reasonable Accommodation (RA) and Religious Accommodation (RE) program by providing guidance and technical support to staff and the public. Reviews RA/RE requests for completeness and gathers necessary documentation, including medical substantiation. Schedules and participates in interactive process meetings with staff and management. Maintains RA/RE tracking logs, electronic files, and confidential case documentation. Coordinates workstation adjustments and delivery of equipment under supervision. Prepares requisition requests for accommodations and works with vendors and internal units to facilitate purchases. Assists in updating RA/RE policies and procedures and ensures compliance with established guidelines.
25%	Assists with the intake and review of Title VI discrimination complaints by gathering information and performing preliminary jurisdictional analysis to determine if complaints meet basic criteria. Logs complaints, establishes electronic and paper case files, and ensures documentation accuracy. Supports investigations by scheduling interviews, organizing evidence, and researching applicable laws and policies under guidance. Assists in drafting portions of investigative reports and preparing summaries for review by higher-level staff. Maintains tracking logs and updates case files. Reviews discrimination grievance reports submitted by Managed Care Plans (MCPs), County Health Plans, and providers for completeness and assists in requesting supplemental information. Compiles data for periodic reviews to identify trends and patterns.

Description of Duties:	
% of Time	Essential Functions
15%	Assists with the Language Access Program and supports ADA coordination efforts by performing administrative and analytical tasks under supervision. Coordinates with the Procurement and Contracting Division during solicitation and contract review processes. Prepares requisition requests and assists in drafting scopes of work and related documentation. Maintains contract and expenditure tracking logs to ensure accuracy and compliance. Reviews invoices for completeness and assists in resolving minor discrepancies by contacting vendors. Prepares invoices for payment processing and submits for supervisory review. Assists with contract close-out activities and disencumbrance of funds. Provides support to the Bilingual Services Consultant and ADA Coordinator by compiling data, maintaining records, and assisting with program-related inquiries.
5%	Assists in the annual Workforce Analysis (WFA). Assists in managing the Upward Mobility Program (UMP). Serves as backup liaison to the Disability Advisory Committee. Attends CalHR RA/RE, WFA, and UMP workshops and round tables as needed. Responds to Public Records Act requests.

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Additional duties as needed.

Supervision Received: Under Supervision by the (enter supervisor classification):

Supervisor II _____.

Supervision Exercised: (check all that apply)☒ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): _____**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☒ Occasional ☒ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Claire EddeAnalyst Signature:
Claire EddeDigitally signed by Claire Edde
Date: 2026.02.05 14:34:03 -08'00'Date:
02/05/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date: