

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Program Technician II

POSITION NUMBER:

800-922-9928-910DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Disability Determination Service Division**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Case Adjudication Bureau**

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Disability Evaluation Services Administrator ISPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☒ None
- ☐ Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

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

CONCEPT OF POSITION:

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

A. RESPONSIBILITIES OF POSITION:

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

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

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

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

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

B. SUPERVISION RECEIVED:

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

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

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

E. ACTIONS AND CONSEQUENCES:

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

F. OTHER INFORMATION:

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

Case Adjudication Bureau – Program Technician II (PT II)



 Disability Determination Service Division, Case Adjudication Bureau

 We have offices throughout California including Sacramento, Roseville, Stockton, Fresno, Glendale, Covina, Oakland, Los Angeles, San Diego, La Jolla, and Rancho Bernardo.

Who are we?

The Disability Determination Service Division (DDSD) is an empowered team of caring people who set the standard for the nation in providing quality services. Everything we do will serve to build respect and trust in the California DDSD. Our twelve production branches are responsible for processing disability claims for benefits under the Social Security Disability Insurance, Supplemental Security Income, and/or Medi-Cal Disability programs. We also have the Central Support Services Branch involved in providing systems and administrative support to our adjudication branches.

We recognize our staff are critical to delivery of services to disabled Californians. We believe in investing in our people, learning from one another, and truly caring about the people we work with by supporting flexible work schedules and seeking innovative strategies to improve our program's outcomes.

What will you do?

We are seeking line staff who are passionate about furthering the Department's mission. You will:

- Perform highly technical work related to disability claims to secure medical documentation for applicants and ensuring claims are accurate and complete.
- Perform fiscal services to make sure medical records and examinations are scheduled and paid for.
- Collaborate within a self-directed adjudication team and medical staff on claims processing.
- Consult with management and team members on team efficiency and claimant concerns.

What you bring to the table:



Compassion

Passion for helping others.



Teamwork

Dedication to working in a team environment.



Detail Oriented

Ability and desire for efficiency.

Other desired qualifications:

- Self-motivated
- Attention to detail
- World class customer service to internal and external stakeholders
- Able to interpret policies and apply them to a situation

LIST OF ACCEPTABLE DOCUMENTS

All documents must be **UNEXPIRED**

Employees may present two selections from List A

or a combination of one selection from List A and one selection from List B.

Employees may NOT use one selection to establish both Identity and Employment Authorization

LIST A Primary Source Documents and Potential Secondary Source Documents	And/Or	LIST B Secondary Source Documents
1. U.S. Passport or a U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign Passport 4. Employment Authorization document that contains a photograph (Form I-766) 5. Driver's license or ID card issued by a State or possession of the United States, provided it: a. Contains a photograph b. Does NOT carry the notation "FEDERAL LIMITS APPLY," NOT ACCEPTABLE FOR OFFICIAL FEDERAL PURPOSES," or other similar notation that would make the card a secondary source document c. Is REAL ID compliant 6. U.S. Military ID Card 7. U.S. Military dependent's ID Card 8. PIV Card issued by a U.S. federal government agency The accepted documents listed are in accordance with Federal Information Processing Standards Publication 201-3 (FIPS 201-3) as published by the National Institute of Standards and Technology (NIST) in support of Homeland Security Presidential Direction No. 12 (HSPD-12) and the Real ID Act.		1. U.S. Social Security Card issued by the Social Security Administration (SSA) 2. Original or certified copy of a birth certificate issued by a state, county, municipal authority, possession, or outlying possession of the United States bearing an official seal 3. ID Card issued by a federal, state, or local government agency or entity, provided it contains a photograph 4. Voter's Registration Card 5. U.S. Coast Guard Merchant Mariner Card 6. Certificate of U.S. Citizenship (Form N-560 or N-561) 7. Certificate of Naturalization (Form N-550 or N-570) 8. U.S. Citizen ID Card (Form I-197) 9. ID Card for Use of Resident Citizen in the United States (Form I-179) 10. Certification of Birth Abroad or Certification of Report of Birth issued by the Department of State (Form FS-545 or Form DS-1350) 11. Temporary Resident Card (Form I-688) 12. Reentry Permit (Form I-327) 13. Employment authorization document issued by Department of Homeland Security (DHS) 14. Employment Authorization Document issued by DHS with photograph (Form I-688B) 15. Driver's license issued by a Canadian government entity 16. Native American tribal document