

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Program Technician II

POSITION NUMBER:

800-977-9928-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Disability Determination Service Division/Central Support Services Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Systems Operation and Policy Bureau/Technical Services Section

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Disability Evaluation Services Administrator I

## SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

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

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

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

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

## SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

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

Total number of positions for which this position is responsible:

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

## MISSION OF ORGANIZATIONAL UNIT:

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

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## CONCEPT OF POSITION:

Under general direction, the Vendor File Technician, (Program Technician II), performs a database maintenance and quality control function at the Division level to ensure consistent and accurate entries in the central Disability Determination Service Division (DDSD) vendor file (VF). The VF is tied directly into the MIDAS case processing system, utilized by 13 DDSD disability branches, controlling how automated letters, payment documents, and legal case documentation are produced. A copy of the VF is also used by Social Security Administration (SSA) Field Office staff for propagating treating sources into their electronic applications.

The Vendor File Technician (VFT) has primary responsibility for the case processing portion of the MIDAS VF, containing over 300,000 medical service and related vendors (the file increases by approximately 22,000 vendors per year). The VF is also tied directly into the MIDAS financial system, directing and controlling how payments are made to vendors by the Division. The VF is used for producing internal and inter-agency reports, e.g., the end-of-year 1099 IRS tax reporting tape sent to the Franchise Tax Board and Internal Revenue Service.

Knowledge and skills required include the ability to work with detailed and technical data, achieve a high level of accuracy in data entry, and good interpersonal skills.

## A. RESPONSIBILITIES OF POSITION:

30% Primarily using a shared email Task List mailbox, responds to daily “real time” vendor entry and maintenance requests submitted by staff from the 13 DDSD Federal and State Programs Disability branches. Follows established Division policy and guidelines for vendor file database entry and maintenance based on rules for case documentation, letter addressing and fiscal processing documentation requirements. Goal for making vendor entries is within 24 hours of receipt of branch request.

30% Verifies accuracy/clarifies details of daily vendor entry requests by contacting vendors, utilizing on-line research and reference tools, and contacting branch staff. Reviews the vendor file for existing entries and reports back to requesting staff. Continuously reviews the vendor file for duplicate record entries, to allow deletion of duplicates, to provide more efficient and accurate case processing by DDSD and SSA staff.

25% Performs detailed quality review of existing entries in the DDSD vendor file. Uses special project reports to verify accuracy and appropriateness of vendor entries through comparative review of the existing records in the system or through direct contact with vendors, branch contact, and by using on-line research and reference tools. Makes corrections and deletions to the file as appropriate. Provides feedback to the Data Policy and Support Analyst (AISA), who functions as the Division Vendor File Coordinator, on error trends and offers suggestions for methods to improve the workability of the Vendor File.

10% Reports identified errors and problems with Remit Vendor and may assist in the maintenance of “RV” remit connections in the case processing section of the vendor file.

5% Works on special assignments identified by management.

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B. SUPERVISION RECEIVED:

The Division Data Policy and Support Analyst (AISA), in conjunction with the Section Chief, works with the Vendor File Technician on a daily basis, establishing priorities and assigning tasks. The Data Policy and Support Analyst and the Procedural Development Analyst (DEA III), may both perform various levels of Quality Assurance review of the Vendor File Technician's work, providing corrective instruction and guidance as needed.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Vendor File Technician has frequent contact with Branch Professional Relations Specialists and most case processing branch staff, both through email as well as phone contact. In addition, daily communication with the medical community is required for clarification of name and address details and appropriate processes for obtaining records.

E. ACTIONS AND CONSEQUENCES:

Failure to contribute to the maintenance of an accurate Vendor File results in decreased integrity of the Vendor File and increased confusion for the users when accessing the Vendor File. Erroneous and duplicate vendor entries, inaccurate requests for medical evidence and consultative examinations, erroneous audits and payments, and overall delays in evidence request, audit, and payment processes may also result.

F. OTHER INFORMATION:

The incumbent's activities require extensive use of a special computer application utilized by DDSD for its vendor file. Uses a computer to read and send email messages.

## 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

| <b>LIST A</b><br>Primary Source Documents and<br>Potential Secondary Source Documents                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | And/Or | <b>LIST B</b><br>Secondary Source Documents                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <ol style="list-style-type: none"> <li>1. U.S. Passport or a U.S. Passport Card</li> <li>2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</li> <li>3. Foreign Passport</li> <li>4. Employment Authorization document that contains a photograph (Form I-766)</li> <li>5. Driver's license or ID card issued by a State or possession of the United States, provided it:                             <ol style="list-style-type: none"> <li>a. Contains a photograph</li> <li>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</li> <li>c. Is REAL ID compliant</li> </ol> </li> <li>6. U.S. Military ID Card</li> <li>7. U.S. Military dependent's ID Card</li> <li>8. PIV Card issued by a U.S. federal government agency</li> </ol> <p><b>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.</b></p> |        | <ol style="list-style-type: none"> <li>1. U.S. Social Security Card issued by the Social Security Administration (SSA)</li> <li>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</li> <li>3. ID Card issued by a federal, state, or local government agency or entity, provided it contains a photograph</li> <li>4. Voter's Registration Card</li> <li>5. U.S. Coast Guard Merchant Mariner Card</li> <li>6. Certificate of U.S. Citizenship (Form N-560 or N-561)</li> <li>7. Certificate of Naturalization (Form N-550 or N-570)</li> <li>8. U.S. Citizen ID Card (Form I-197)</li> <li>9. ID Card for Use of Resident Citizen in the United States (Form I-179)</li> <li>10. Certification of Birth Abroad or Certification of Report of Birth issued by the Department of State (Form FS-545 or Form DS-1350)</li> <li>11. Temporary Resident Card (Form I-688)</li> <li>12. Reentry Permit (Form I-327)</li> <li>13. Employment authorization document issued by Department of Homeland Security (DHS)</li> <li>14. Employment Authorization Document issued by DHS with photograph (Form I-688B)</li> <li>15. Driver's license issued by a Canadian government entity</li> <li>16. Native American tribal document</li> </ol> |