

☒ Current
☐ Proposed

Civil Service Classification: Analyst II
Working Title: Program Analyst
Division Branch Name: Division of Home & Community Living – Person Centered Navigation Branch
Incumbent: VACANT
Position Number: 797-732-5393-700 and 797-732-5393-701
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

DESCRIPTION:

Under direction of the Health Insurance Counseling and Advocacy Program (HICAP) Section Chief (Supervisor II), the Analyst II works collaboratively in a team environment and is a full participant in team decision making, strategy formulation, and problem resolution for a variety of program operation responsibilities, including program planning, assessment, and evaluation; general program coordination; formulation of policies, procedures, and program alternatives; and planning, implementing, and conducting training. This position supports Area Agencies on Aging (AAA) administration and local management of HICAP services, and grant management of the State Health Insurance Assistance Program (SHIP) and Medicare Improvements for Patients and Providers Act (MIPPA) federal grants. The position is expected to be a subject matter expert on program administration and retain the equivalent knowledge-level of a certified SHIP counselor. These responsibilities require excellent analytical, writing, and oral communication skills.

ESSENTIAL JOB FUNCTIONS:

45% Program Planning, Assessment, and Evaluation

At the direction of the HICAP Section Chief, analyzes federal grant funding opportunities/instructions to develop grant applications and state-level project work plans. These tasks incorporate project management principles, stakeholder feedback, and are representative of CDA's mission, vision, and values.

Analyzes AAA-level project work plans, budgets, equipment justifications, performance progress reports, publications/work products, and closeout reports. These tasks ensure documentation adheres to program requirements by creating and updating document instructions and templates, working collaboratively to create/update internal review procedures, completing full and timely reviews of incoming program documentation, elevating issues and trends to the HICAP Section Chief, and providing technical assistance to internal and external customers to revise program documents.

Analyzes and reports on content and status discrepancies of data forms submitted by HICAP service providers in order to ensure accuracy, completeness, and timely submission. Service records are independently reviewed in the HICAP data system.

Provides technical assistance regarding data submission to AAAs and HICAP providers as well as elevates any data reporting issues or trends to the HICAP Section Chief.

Monitors the program administration, local management, and overall performance of a portfolio of AAAs in order to report the results of the monitoring and corrective actions needed by a AAA to ensure compliance with State and federal statutes, regulations, the terms and conditions of the HICAP and MIPPA grants, and that the goals and objectives of the HICAP and MIPPA programs are achieved. Works collaboratively to maintain the HICAP Section's monitoring tools and procedures.

Periodically and as needed, writes proposals, reports, and memos using business writing principles. This includes conducting primary and secondary research, creating work plans, creating outlines and graphics/visual aids, documenting and citing sources, using department style guidelines.

20% Program Coordination

Serves as a subject matter expert on the AAA network, the HICAP and MIPPA programs, and CDA administrative policies and procedures to provide guidance and technical assistance to AAAs and HICAP service providers on HICAP and MIPPA related questions.

Supports customers by leading and assisting with a variety of administrative tasks, such as approving access and managing user accounts for a variety of HICAP-related information systems, including but not limited to the State HICAP data system, federal data reporting

systems, the National SHIP Technical Assistance Center, the Centers for Medicare & Medicaid Services (CMS) Complaints Tracking Module (CTM) and the Medicare Advantage and Prescription Drug (MARx) System.

Approves individuals to be registered as HICAP counselors, and related counselor types, following an analysis of documentation supplied by HICAP service providers to ensure adherence to federal grant requirements, State law, and HICAP Section policies and procedures.

Provides HICAP service providers with guidance and recommendations in order to resolve HICAP and MIPPA related questions and issues by using person-centered thinking practices, communication skills, and analytical skills.

10% Formulate Policies, Procedures, and Program Alternatives

Writes informal and formal reports that present recommendations on policies, procedures, and program alternatives by obtaining, organizing, and analyzing information from data, documentation, insights from partners and stakeholders, and research.

Contributes to the development of HICAP Section policies, procedures, and program guidance communicated in a variety of resource documents. These documents include CDA's Older Americans Act and Older Californians Act Program Guide (Program Guide), data reporting procedures, and additional supplemental guidance documents that may be both internal and external facing.

10% Plan, Implement, and Conduct Training

Actively participates in trainings, meetings, and research to build and sustain subject-matter expertise on SHIP and MIPPA related program administration and management, data reporting, and Medicare related health insurance trends by integrating participation into work priorities and timelines, writing summary reports and briefs, and sharing updates and insights at weekly HICAP team meeting. This includes retaining the equivalent knowledge-level of a certified SHIP counselor.

Contributes to the planning, content development, and presentation of training through a variety of methods, including written guidance, visual aids, and meetings.

Assists in planning, coordinating, and facilitating meetings and training events that use in-person, virtual, and on-demand methods. This includes semi-annual conferences, quarterly web-conferences, and other events as needed.

10% Other Administrative Responsibilities

Coordinates with CDA's lead Area Plan team member to complete HICAP-specific program reviews of Area Plans submitted by assigned Area Agencies on Aging on an annual basis, or as needed.

Analyzes program and fiscal data in a variety of formats, and related information, to assist with program administration, such as the completion of annual fee assessments on Medicare health care service plans, phone call statistics and trends from the HICAP misdirected line, monthly data reporting using the HICAP data system, etc.

Troubleshoots issues related to the HICAP toll-free phone line, including processing changes to local terminating phone lines and reviewing and processing phone line invoices for approval.

Maintains contact information for HICAP service provider offices, HICAP Program Managers, and other AAA and HICAP service provider points of contact in order to ensure internal contact lists and public-facing contact information are continuously updated.

Creates, updates and organizes documents using Microsoft Word, PowerPoint, Excel, and Adobe Acrobat that adhere to Americans with Disabilities Act (ADA) accessibility requirements and CDA's style guidelines.

MARGINAL JOB FUNCTIONS:

5% Performs other job-related duties as assigned, such as preparing and printing materials, composing formal correspondence, referring individuals contacting CDA for HICAP services to local HICAP service providers and AAAs, and reporting monthly activity time.

TRAVEL: Up to 15% statewide travel required.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers

have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- ☐ Duties meet class specification and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: _____ Date Approved: _____

Revision Date (if applicable): _____