

DUTY STATEMENT

Classification: Analyst II	
Working Title: In-Home Supportive Services/Waiver Personal Care Services Analyst	
Program: Health Care Delivery Systems	
Division: Integrated Systems of Care	
Branch: Home & Community Based Services Operations	
Section: Waiver Personal Care Services	
Unit: In-Home Supportive Services/Waiver Personal Care Services B	
Office Location: 1700 K Street, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: R01	Position Number: 805-076-5393-927
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: The Analyst II is responsible for answering the Waiver Personal Care Services (WPCS) hotline and is engaged in a wide variety of sensitive, administrative, and complex analytical tasks in relation to calls received via the WPCS hotline. The Analyst II is engaged in the planning, implementation, evaluation, and monitoring of the In-Home Supportive Services (IHSS) and WPCS programs. The incumbent performs the more responsible, varied, and complex technical analytical tasks associated with this position. The incumbent carries out a wide variety of consultative and analytical assignments such as program evaluation, planning, and monitoring, contract management and processing, monitoring program expenditures, advising management of the impact or potential impact of proposed policies or legislation, and making recommendations on a broad spectrum of administrative, operational, and program related problems. The position requires coordination with external government and contracted agencies, families and providers; and requires coordination with inter-departmental staff to ensure continuity of care and program access of members. The Analyst II may also act as team leader and subject matter expert. The Analyst II is also expected to inform the Chief of the IHSS/WPCS Unit of current activities, assignments, projects, deliverables, achievements, operating problems, vulnerabilities, issues, and concerns.	

Job Summary (cont):

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
45%	The Analyst II receives and responds to calls from stakeholders, beneficiaries, and providers, via the WPCS hotline, regarding IHSS and WPCS programs. In addition to calls received from the WPCS hotline, the Analyst II retrieves and returns voicemails, emails, and other written communication to answer questions and provide information and assistance to stakeholders, beneficiaries, and providers; ensures prompt resolution of the most difficult problems, questions, and complaints. In relation to the WPCS hotline the Analyst II independently performs tasks activities including, but are not limited to: analyzing, reviewing, and processing IHSS/WPCS provider enrollment requests; reviewing and processing provider overtime exemption requests and overtime violations; independently troubleshoot provider issues related to timesheets and payment processing; working with Home & Community-Based Alternatives (HCBA) Waiver Agencies to ensure that all applicant paperwork is properly completed for the processing of enrollments and service authorizations; answering program questions from stakeholders, media, and the public; and assisting with fiscal audits. Follows process and procedures to track and log call inquiries, report call data, and escalate calls appropriately. Advises the Unit Chief of any operating problems, vulnerabilities, concerns, and recommendations for process improvement.
40%	Independently performs the more responsible, varied, and complex technical analytical assignments in the research, development, and recommendations of IHSS and WPCS programs' operational policies and procedures, State Plan Amendments, policy changes, letters, and forms management. Develop and adhere to policies and procedures/guidelines to ensure program compliance with state and federal rules and regulations as applicable. Handle the more complex and sensitive assignments and stakeholder inquiries. Coordinate with the CA Department of Social Services to ensure proper implementation and adherence to IHSS and WPCS program regulations, policies, and procedures. Provide technical assistance to program recipients and providers that contact Department of Health Care Services (DHCS) through the WPCS hotline, other public phone lines, and various public inboxes. Technical assistance may include identifying and troubleshooting issues related to the Case Management Information and Payrolling System and assisting as required, with training, education, and technical assistance of WPCS providers. Performs the more responsible, varied, and complex analytical assignments in the development and coordination of HCBS programs' budget, including but not limited to: policy changes, budget change concepts, and budget change. Assist with ensuring that Fiscal Forecasting is informed of estimated program needs, budget assumptions, new legislation, policies or changes in practices that may impact the budget; participates in budget planning and fiscal management of IHSS and WPCS programs.

Description of Duties:	
% of Time	Essential Functions
10%	Perform analytical assignments related to the coordination of all payments per contractual obligations. Performs the routine analytical assignments in the development and coordination of IHSS and WPCS programs interagency agreements; audit and compliance tools associated with the IHSS and WPCS programs.

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Perform other duties as required.

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:**

Ability and commitment to quality customer service.

Ability to remain flexible with changing priorities.

Ability to follow directions, policies, procedures, and regulations.

Strong verbal and written communication skills.

Strong research and analytical skills.

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:
Harold SnyderAnalyst Signature:
Harold SnyderDigitally signed by Harold Snyder
Date: 2026.09.18 16:20:41 -07'00'Date:
09/18/2026**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:

The following are DHCS offices that may be used as a reporting location. Office location assignments are subject to availability and operational business needs.

Northern California (CA)	
Sacramento, CA	1501 Capitol Avenue (East End Complex), Sacramento, CA 95814
San Francisco, CA	455 Golden Gate Avenue, San Francisco, CA, 94102
Richmond, CA	850 Marina Bay Parkway, Richmond, CA, 94804

Central CA	
Fresno, CA	7112 N. Fresno Street, Fresno, CA, 93720

Southern CA	
Los Angeles, CA	311 S. Spring Street, Los Angeles, CA
Santa Ana, CA	2 MacArthur Place, Santa Ana, CA, 92707
Rancho Cucamonga, CA	11175 Azusa Court, Rancho Cucamonga, CA, 91730
Burbank, CA	1405 N. San Fernando Blvd, Burbank, CA, 91504
San Diego, CA	7575 Metropolitan Drive, San Diego, CA, 92108