

**PROGRAM SERVICES
COMMUNITY SERVICES DIVISION
COMMUNITY OPERATIONS BRANCH
REGIONAL CENTER LIAISON/REVIEW TEAM**

DUTY STATEMENT

JOB TITLE: Analyst II

POSITION#: 472-555-5393-917

WORKING TITLE: Incident Review Analyst

EMPLOYEE:

POSITION DESCRIPTION: As part of a regional center Liaison/Review Team, this position will provide journey level, independent analytical, monitoring, and data-driven support to assigned regional centers and vendored providers in the assigned regional center area. The position supports the monitoring and oversight of regional centers to ensure compliance with contractual, statutory, and regulatory requirements. Regional centers are private, nonprofit agencies that provide community services to individuals with developmental disabilities under the Lanterman Developmental Disabilities Services Act. This position performs complex, sensitive, and analytical assignments related to regional center oversight and operational issues.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Reports to, and under direction of the Regional Center Liaison/Review Team Community Program Specialist IV.

EXAMPLES OF DUTIES:

Essential Job Functions:

- 40% Analyze special incident reports independently to ensure accuracy, completeness, and compliance with applicable laws and organizational standards. Identify issues, trends, and areas of concern, and develop recommendations for follow-up and remediation of issues. Collaborate with internal staff to address identified concerns and recommended improvements. Identify issues, emerging trends, and areas of concern impacting individual health, safety, service delivery, or provider performance.
- 20% Work closely and routinely with regional centers and departmental staff to identify statewide and/or systemic trends to support quality assurance and risk-management efforts. Provide recommendations for improvements to leadership as necessary to maintain consistency and accuracy. Plan, develop and conduct training and provide technical assistance to regional center staff to address issues, trends and areas of concern.
- 20% Analyze incidents involving Medicaid beneficiaries by reconciling special incident reports with corresponding Medicaid claims to confirm accuracy, alignment, and proper documentation.

15% Prepare reports, correspondence, charts, and other written documents that support risk management and quality assurance efforts.

Marginal Job Functions:

5% This position will function as a backup liaison to Analysts II staff. Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: Work is performed in an open space partitioned office. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office or any designated location at any time. Telework agreements can be modified and/or canceled at any time. Statewide travel will be required.

DESIRABLE QUALIFICATIONS:

Knowledge of: The Lanterman Developmental Disabilities Services Act, developmental disabilities, the regional center service system, and processes and protocols in California state government. Analysis process improvement, risk reduction, and regulatory compliance. Administration and departments goals and policies. Microsoft Office products including Outlook, Word, Excel, PowerPoint, Power BI, and other online software applications.

Ability to: Develop and maintain cooperative and harmonious relationships with department and regional center staff, the public and others; work with professional personnel in the field relating to coordinating and developing services for individuals with developmental disabilities. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex regional center and community service provider issues. Develop data reporting systems, analyze data and present ideas and information effectively both orally and in writing. Gain and maintain the confidence and cooperation of those contacted during the course of work.

CERTIFICATION OR LICENSE: None.

Employee Name (Print)

Employee Signature

Date

Supervisor Name (Print)

Supervisor Signature

Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.