DUTY STATEMENT

Classification: Health Program Specialist I	
Working Title: Housing Supports & Field Medicine Program Specialist	
Program: Health Care Delivery Systems	
Division: Managed Care Quality and Monitoring Division	
Branch: Managed Care Program Oversight Branch	
Section: Program Administration Section	
Unit:	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☑ No	Telework Eligible: ☑ Yes ☐ No
CBID: R01	Position Number: 805-149-8338-XXX
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:

Under direction of the Health Program Manager II (HPM II) of the Program Administration Section, the Health Program Specialist I (HPS I) serves as a highly skilled technical program consultant, responsible for supporting the department's mission through policy development, program oversight, and compliance activities. The incumbent conducts complex analysis, supports informed decision-making, and providers delivering housing supports and services that assist members experiencing or at risk of homelessness, including field-based care models. As the subject matter expert (SME) for utilization management and related protocols, the HPS I drafts standard operating procedures (SOPs), monitors MCP compliance, and provides technical assistance. The position also tracks and reviews grievance and appeal data to identify systemic issues affecting access to care, develops enforcement processes, and leads communications with internal and external stakeholders.

The HPS I operates independently, applying advanced knowledge of public health, health care services, and program administration to ensure the effective implementation and monitoring of department policies and contractual requirements.

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**
35%	Develop and issue policy guidance, All Plan Letters, and contract amendments for MCPs and providers delivering housing supports and field-based medicine services to members experiencing or at risk of homelessness. The incumbent serves as a highly skilled technical program consultant, coordinating the development of policy that carries significant operational, fiscal, and long-range implications for the Medi-Cal program. Analyze complex program needs, federal and state requirements, and emerging service delivery models to ensure that all policy documents are clear, actionable, and aligned with departmental goals. Serve as the program subject matter expert (SME) on utilization management and related protocols, applying advanced expertise to interpret regulations, resolve sensitive policy questions, and provide authoritative guidance on utilization management requirements.
30%	Design, implement, and maintain SOPs for compliance and monitoring activities, including prior authorization protocols and data submission requirements. Monitor MCP compliance, track corrective action plans and sanctions, and recommend enforcement actions to address noncompliance. Exercise expert-level program oversight in identifying systemic risks, interpreting sensitive compliance concerns, and advising leadership on appropriate enforcement strategies. By providing guidance on compliance trends and program vulnerabilities, the HPS I supports the development of broad policy approaches reinforcing accountability, equitable access to care, and the department's mission.
20%	Provide technical assistance and guidance to MCPs, providers delivering housing supports and field-based medicine services to members experiencing or at risk of homelessness, and other stakeholders. Lead communications internally (including other DHCS divisions) and externally to resolve disputes, implement new activities, and promote compliance and program improvements. Draft and submit memos, publications, emails, educational materials, and other communications as needed.
10%	Track and review grievance and appeal data submitted by MCPs to identify systemic issues affecting access to care. Develop tools and processes for analyzing compliance and monitoring data, and provide actionable insights to inform program improvements and enforcement strategies.

Description of Duties:	
% of Time	**Essential Functions**

Description of Duties	
% Of Time	**Essential Functions**
% Of Time	**Marginal Functions**
5%	Other duties as required.

Supervision Received: Under Direction by the (enter supervisor classification): Health Program Manager II.

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:

- Demonstrated ability to conduct complex analysis and support informed decision-making in health policy development, program oversight, and compliance activities.
- Proficiency in developing enforcement processes and communicating findings to stakeholders
- Knowledge of public health, health care services, and program administration, especially in managed care or field-based care models.
- Ability to apply advanced knowledge to ensure effective implementation and monitoring of departmental policies and contractual requirements.
- Strong written and verbal communication skills, including the ability to communicate effectively and professionally with internal and external stakeholders.
- Experience promoting collaboration and connection across teams and with external partners.
- Strong organizational and time-management skills, with the ability to manage multiple priorities and perform effectively in a detail-oriented environment.

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:	Analyst Signature:	Date:
Claire Edde	Claire Edde Digitally signed by Claire Edde Date: 2026.07.21 11:07:30 -07'00'	07/21/2026

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: