DEPARTMENT OF DEVELOPMENTAL SERVICES
COMMUNITY ASSISTANCE AND EMPOWERMENT
COMMUNITY ASSISTANCE AND RESOLUTIONS DIVISION

DUTY STATEMENT

EMPLOYEE:

JOB TITLE: Career Executive Assignment (CEA), Level C **POSITION #:** 472-538-7500-001
Working Title: Deputy Director

POSITION DESCRIPTION: Under the general direction of Community Assistance and Empowerment Chief, the Deputy Director for Community Assistance and Resolutions Division (CARD), provides leadership, sets and updates policy for Community Appeals and Resolutions Branch (CARB), Conservatorship and Foster Grandparent Senior Companion Section (CFGSC), and provides administrative supervision and support for the Office of Developmental Servies Ombudsperson (ODSO). The Deputy Director serves as the Department of Developmental Services (Department) representative to community organizations, regional centers (RCs), other state departments, the public, the media, the Legislature, and other interested parties. The incumbent will lead engagements with RCs and other community partners regarding CARB, ODSO, and CFGSC Section. In addition, the CEA will support ODSO in similar public engagements, and in internal engagements regarding recommendations for policy and practice changes. Functions as part of the Department's executive management team on matters affecting the Department and its workforce.

SUPERVISION EXERCISED: The position manages Excluded and Rank and File staff.

SUPERVISION RECEIVED: Reports directly to, and under general direction of, Community Assistance and Empowerment Chief (Exempt).

EXAMPLES OF DUTIES:

Essential Job Functions:

25% Establish and provide overall leadership, strategic planning and execution, integration, and direction for CARD. Set and update broad policy for CARB, ODSO, and CFGSC. Additionally, oversee the ODSO and support by providing departmental context to them in the development of their recommendations, and assisting with how their recommendations are advanced to the programs and Directorate for consideration. In the division's program areas of responsibility, provide policy oversight to implement initiatives to ensure recent budget investments are successful in meeting the goals of service access and equity, accountability, transparency and improved experiences and outcomes for individuals with intellectual and developmental disabilities (IDD) served by the Department. Plan, direct, and oversee the activities of CARD and provide directions

to staff. Develop and maintain long term goals and objectives for CARD and allocate resources to address these priorities. Oversee the development of all necessary policy, regulations, standards, legislation, and procedures required to accomplish the goals of the Division. Integrate Department priorities and initiatives into the work of the Division.

20% Develop and implement policies for informal and formal dispute resolution processes for individuals served in both the RC community services system and in state-operated facilities. Develop policies and implementation strategies to address federal Centers for Medicare and Medicaid Services (CMS) regulatory requirements in the Home and Community-Based Settings (HCBS) Final Access Rule requiring the establishment of a new grievance process to address situations surrounding Medicaid (Medi-Cal) recipients' dissatisfaction with any component of their Individual Program Plan implementation, or that their residential setting is not compliant with the HCBS Settings Rule. Develop and implement policies to streamline and modernize the various Department complaint processes to address immediate health and safety issues on a timely basis, triage and investigate complaints in coordination with individuals and families, RCs, and authorized representatives to resolve complaints within statutory requirements. Oversee and monitor the timely implementation of agreements and hearing decisions. Identify trends and make recommendations to the Director and executive management on policy and practice changes to improve dispute resolution processes and the experiences of individuals and families.

20% Develop and implement policies for the effective management and coordination of CFGSC with the Directorate, Office of Legal Affairs, Office of Statewide Clinical Services, RCs, the courts, Adult Protective Services, law enforcement, public guardian's offices, and community providers in accordance with all mandated conservatorship activities in the Health & Safety Code Section 416 et seq., and Welfare & Institutions Code Section 21000 et seq., and court-ordered conservatorship duties. Manage the oversight of RC's delegated conservatorship activities including the review of conservatorship nominations, monitoring the status of conservatees. Develop and implement policies for the coordination and oversight of activities to carry out conservatorship duties where the Department's Director has been appointed conservator for individuals who receive RC services and live in the community or in state-operated facilities. Oversee the monitoring and oversight of the RCs to ensure they meet the delegated conservatorship authority granted by the Director.

15% Develop policies for implementation, coordination, and oversight of mandated conservatorship activities per Chapter 894, Statutes of 2022 (AB 1663), including the establishment of a supported decision-making process as an alternative option to conservatorship for adults with IDD, development of guidelines to mitigate conflicts when a RC is acting as designee, annual written information to conservatees regarding their rights, and expansion of annual required visits and reporting requirements. Identify and inform the Directorate and other executive management staff on issues, trends, and opportunities for systemic change learned from the implementation of AB 1663. Develop policies and implementation strategies to comply with Chapter 705, Statutes of 2023, requiring conservators to develop, and file with the court, a care plan for each

conservatee with specified filing timeframes. Make policy recommendations on solutions to barriers impeding change and strategies to improve the CFGSC.

10% Develop and maintain cooperative relationships and represent the Department and CARD before community partners, RCs, other state departments, the public, and the Legislature. Lead engagements with RCs, State Council on Developmental Disabilities, Office of Clients' Rights Advocacy in Disability Rights California and other advocates and community partners to discuss and vet policy considerations and implementation strategies for new HCBS Access Rule for grievances, in streamlining the complaint and resolution processes, state law changes impacting the Conservatorship Program, and to address issues and policy recommendations resulting from systemic trends and issues identified by ODSO.

10% Participate as a member of the Department's executive management team. Identify and inform the Directorate and executive management on issues, trends, and opportunities for systemic change identified from the division's programs and functions. Make policy recommendations to the Directorate and executive management team on changes to relevant laws, regulations, policies, practices, and other actions to improve Department and RC programs and services. Oversee the development of policies for the data and reporting systems to be used to track activities in CARD and make presentations on activities. Functions as part of the Department's executive management team on matters affecting the Department and its workforce.

Marginal Job Functions: None.

WORKING CONDITIONS: Onsite work is performed in an open-spaced, partitioned office environment. The northern office is in a multi-story building in downtown Sacramento, and the southern office is from home. Daytime and overnight statewide travel may be required. Effective July 1, 2026, at least four days per week must be in-office, with offsite work-related meetings counting toward in-office days. Work requires the use of a state-issued personal computer, review of documents, making telephone calls, and other job-related tasks. May require working under stressful conditions and irregular hours during peak workload periods.

DESIRABLE QUALIFICATIONS:

Knowledge of: The Lanterman Act, federal Individuals with Disabilities Education Act (IDEA), and programs, policies, and activities of the developmental disabilities services system; the organization and functions of California State government including the organization and practices of the Legislature and the Executive Branch, principles and practices of policy formulation and development; principles of informal and formal dispute resolution, including informal and formal practices principles, practices, and trends of policy formulation; the Department's goals and objectives; advanced skills in data analysis, infographics, and Microsoft Office, with emphasis on Excel, Word and PowerPoint.

Ability to: Plan, organize, and oversee; gain the confidence and support of top-level administrators and advise on a wide range of program matters; develop cooperative working relationships with representatives of all levels of government, the public, stakeholders, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action. Synthesize data from a variety of sources and disciplines. Analyze data and present information and ideas effectively. Develop, review, and edit sensitive and complex written reports and establish and maintain project priorities.

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.