DEPARTMENT OF DEVELOPMENTAL SERVICES
PROGRAM SERVICES
SERVICE INNOVATION & OVERSIGHT DIVISION

DUTY STATEMENT

JOB TITLE: ANALYST III **POSITION #:** 472-569-5402-001

WORKING TITLE: DEAF SERVICES ANALYST **EMPLOYEE**:

POSITION DESCRIPTION: Under the general direction of the Deaf Services Chief, Service Innovation & Oversight Division, the Analyst III in the Department of Developmental Services (Department), serves as a subject matter expert responsible for coordinating highly complex assignments that support the provision of culturally and linguistically responsive services for individuals who are deaf, hard-of-hearing or deafblind and have intellectual and/or developmental disabilities (referred to as Deaf+)

This position independently oversees a variety of statewide development activities. The scope of work frequently requires advanced judgment and analytical approaches.

The Analyst III provides consultation on innovative service delivery methods and recommends solutions to improve services and support for individuals, including those with the most challenging service needs; 21 regional centers; and individuals receiving services and their families, on Department initiatives and issues. This position will contribute to the development of policies, resources, training, and support strategies that align with communication and accessibility requirements under Title II of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, Civil Rights of Institutionalized Persons Act, California disability rights law, and other federal and state statutes and regulations. This position serves as the cultural specialist, requiring the incumbent to have advanced knowledge of the deaf community and the community of individuals who are Deaf+. This position is designated bilingual and requires the ability to perform the duties in America Sign Language (ASL) at least 10 percent daily while performing essential job functions.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Under the general direction of the Deaf Services Chief, Services Innovation & Oversight Division (CEA, Level A).

EXAMPLES OF DUTIES:

Essential Job Functions:

35% Coordinate and participate in the development of system functionalities supporting the Department's accessibility requirements and ensuring consistent implementation

of procedures. Exercise advanced judgment in areas requiring specialized guidance and apply subject matter expertise related to accessibility requirements under Title II of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, Civil Rights of Institutionalized Persons Act, California disability rights law, and other applicable federal and state statutes and regulations. Utilize advanced American Sign Language (ASL) proficiency and knowledge of Deaf culture to assess communication accessibility, identify service barriers, and recommend improvements to policies, procedures, and service delivery systems. Provide oversight, consultation, and technical assistance, including communication in ASL with individuals who are Deaf+, regional center staff, and community partners, to support compliance with statewide policies and promote equitable access to services.

20% Provide subject matter expertise and independently complete the most complex and sensitive program coordination and development assignments related to expanding and integrating access to services and supports for the Deaf+ community within the Department's service delivery system. Utilize ASL proficiency to communicate directly with individuals who are Deaf+, regional center staff, service providers, and community partners to identify service needs, evaluate communication barriers, and inform statewide program improvements. Provide expert input on the development and implementation of Assessor Training, including monitoring and reporting activities, to ensure accurate statewide tracking of individual outcomes following the release of the Communication Assessment tool to regional centers. Apply ASL proficiency and cultural expertise when evaluating training materials, providing technical assistance, and supporting the implementation of culturally and linguistically responsive assessment practices.

15% Research, analyze, and independently provide programmatic direction and recommendations on complex subjects, identifying challenges and opportunities for system and operational improvement. Support Department efforts to ensure culturally and linguistically responsive services for individuals who are Deaf+ by identifying and engaging program partners to deliver presentations and training to regional center service coordinators, community partners, and direct support professionals. Utilize ASL to facilitate direct communication, gather feedback, participate in discussions, and present complex programmatic information to ASL-using individuals and community partners. Apply knowledge of ASL and Deaf culture when evaluating program effectiveness, identifying communication accessibility needs, and developing recommendations to improve statewide service delivery.

10% Utilize advanced ASL proficiency to communicate effectively with individuals in the Deaf+ community, their families, regional center staff, service providers, and other individuals who use ASL as their preferred means of communication. Independently facilitate meetings, consultations, presentations, and discussions in ASL to exchange complex programmatic, policy, and technical information. Explain and clarify Department policies, procedures, initiatives, and available services in ASL to promote understanding, meaningful participation, and equitable access to information. Provide culturally and linguistically appropriate consultation and support

to address communication barriers, facilitate collaboration, and ensure the perspectives and needs of ASL-using individuals are considered in Department initiatives.

10% Oversee the development and maintenance of the Deaf+ webpage on the Department's public website. Determine content direction, resource selection, accessibility features, and ensure ongoing maintenance and accuracy of posted information. Apply ASL proficiency and knowledge of Deaf culture to evaluate the accessibility and cultural appropriateness of webpage content, identify opportunities to incorporate ASL-accessible resources and video materials, and recommend improvements that promote equitable access to Department information. Coordinate with Department staff and community partners to ensure web-based resources effectively address the communication needs of individuals who are Deaf+.

5% Participate in the review of newly developed initiatives and conduct assessments and analyses of policies utilizing independent decision-making that carries departmental impact. Prepare and review internal and external reports and correspondence, ensuring compliance with state requirements and alignment with individual data outcomes. Utilize ASL proficiency, as appropriate, to communicate with Department staff, regional center Deaf Specialists, and community partners to gather information, clarify programmatic concerns, and obtain feedback regarding policy implementation and service accessibility. Incorporate information obtained through ASL communication and consultation into analytical findings and recommendations to support culturally and linguistically responsive services.

Marginal Job Functions:

5% Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: This position requires daytime and overnight travel, use of a state-issued computer, review of documents, telephone/conference calls, and other job-related tasks. May require working under stressful conditions and irregular hours during peak workload periods.

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 cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: The deaf community of individuals who are Deaf, Hard of Hearing, DeafBlind, and have intellectual and/or developmental disabilities with intensive understanding of different communication pathways; programs, policies, and activities of the Department, including the regional center system; knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public

administration, organization and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development. Computer programs (Outlook, MS Word, MS Excel, MS PowerPoint); processes of community and group interaction in developmental disabilities planning procedures, in addition to current trends in the developmental disabilities system, public health, assistive devices and adaptive equipment, and public welfare. Bilingual American Sign Language fluency to communicate with members of the community whose preferred language is not English.

Ability to: Analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of administrators and advise them on a wide ranges of administrative matters; present and document effectively; analyze data and present ideas and information effectively; review and edit reports; reason logically and creatively and utilize a variety of analytical techniques to resolve complex issues; establish and maintain project priorities; analyze situations accurately and take effective action; work professionally in multidisciplinary teams that include regional center staff, other state agencies, peers, the public, service providers, and others; provide technical assistance to regional center staff; develop and maintain harmonious relationships with representatives of all levels of government, the public, and professional personnel in the field related to the coordination and development of services for Deaf+ individuals.

CERTIFICATION OR LICENSE: BILINGUAL FLUENCY:

Possess a minimum rating of Advanced Plus language proficiency from an accredited or nationally recognized institution, such as but not limited to the American Sign Language Proficiency Interview (ASLPI), Sign Language Proficiency Interview (SLPI), or other recognized language proficiency body.

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.