**Request for Reclassification for PCN 06-2386**

**From Office Assistant II, 10 to Senior Services Technician, 12**

**Purpose:** The Division of Senior and Disabilities Services (SDS) is requesting a reclassification of PCN #06-2386, Office Assistant II to Senior Services Technician. This reclassification is to support the increasing complexity of duties in the Provider Certification & Compliance Unit functions related to Certification of PCA and Home and Community Based Waiver providers along with the quality oversight functions for recipients of home and community based long-term services. This position must now perform technical and paraprofessional assistance to Medical Assistance Administrators and Health Program Managers in working with the public regarding the regulations for applying for certification as Medicaid providers, developing systems for capturing important data, and creating reports for managers’ review, federal oversight agency reviewers and other DHSS leadership, legislature and public entities.

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| **PCN** | **Current**  **Position Title** | **Current Range** | **Requested**  **Position Title** | **Requested Range** | **Current Status** |
| 06-2386 | Office Assistant II | Range 10 | Senior Services Technician | Range 12 | Filled |

The Provider Certification and Compliance unit needs a position that functions at a higher level than an OAII. The incumbent is currently performing at this technical and paraprofessional level in response to the needs of the division and the unit. This performance has pointed toward the need for a higher-level classification.

Quality oversight responsibilities have been increasing in complexity since 2006 when the federal Oversight agency Centers for Medicare and Medicaid Services approved the SOA/DHSS Waiver and the Quality Management Strategy. In 2009, when federal reviewers demanded enhanced quality assurance efforts and program integrity functions from the DHSS waiver program, this position has had to help develop many of the tools, tracking systems, and reports that were required to respond to the federal reviewers and will continue to do so.

The number of professional staff conducting certification and compliance evaluation efforts has increased and the higher-level functions of the position have increased as a result. Having this paraprofessional position communicate with applicantproviders and other functions will help the efficiency of the professional evaluation processes.

The incumbent currently has a wide knowledge base of the history of the unit and a thorough understanding of the complex processes used on a regular basis including an overview of many of the professional processes the incumbent does not necessarily perform. This includes the history of the application process, a detailed knowledge of the files and history of the providers and the processes used for archives and offsite storage.

The Senior Services Technician (SST) position by definition “provides paraprofessional assistance to professionals performing, managing, and/or administering senior service programs.” The SST position performs the following technical and paraprofessional duties; many are currently performed by the Office Assistant II incumbent:

Current & Past Duties:

* (SST Duty) Provides technical assistance to program managers and is responsible for program specific work of a senior service oriented agency.
  + (OA II Accomplishment) The incumbent has a history of 5 years of service within the unit and a thorough understanding of many of the technical and professional processes including regulations, certification requirements, database system requirements, and archive/offsite storage requirements.
  + (OA II Accomplishment) Reviews Certification application packets (contract applications) for completeness and communicates deficiencies to professional staff for evaluation processes.
* (SST Duty) Provides specific detailed information on program regulations; advises officials and the public on program applicability and requirements; interprets and explains related laws, rules, regulations, policies, and procedures to current and potential program participants; advises and assists potential participants in requesting program services and/or setting up or implementing programs.
  + (OA II Accomplishment) The incumbent has a detailed knowledge of old vs recently implemented regulations and is engaged in the process of rewrites that are deemed necessary offering insight based on the extensive interactions with providers and discussions with professional staff
  + (OA II Accomplishment) Detailed emails were used during application screenings to communicate necessary materials for the certification process
  + (OA II Accomplishment) Explains regulations and requirements to interested entities about how to become certified provider agencies of PCA or Waiver services.
  + (OA II Accomplishment) Provides technical assistance about the process answering complex questions regarding the applications, processes, regulations, COPs or researching answers as needed.
* (SST Duty) Review system generated error reports and determine required corrective action.
  + (OA II Accomplishment) Using various reporting tools to compare data available internally and externally to correct deficiencies in data sets such as providers not showing up on the interactive public Search Tool but are active in the internal DS3 database
* (SST Duty) Respond to inquiries from clients, service providers, fiscal agent, TPL contractor and other agencies regarding such issues as Medicaid eligibility, coverage, or billing problems.
  + (OA II Accomplishment) Consistently look up and send providers or fiscal intermediary requested certification forms or other data
  + (OA II Accomplishment) Resolve database errors internally by activating or inactivating or updating records as necessary
  + (OA II Accomplishment) Activates providers who have recently been assigned provider numbers ensuring all dates match and all connections are correctly made in the database system
* (SST Duty) Compiles and analyzes demographic data for trends; monitors data and produces reports for management use; assists professional staff in analyzing data and creating reports. Evaluates data for validity; enters and edits data; and creates spreadsheets.
  + (OA II Accomplishment) The incumbent took the initiative to begin the tracking of Critical Incidents in 2009 working from an Excel spreadsheet of basic data to providing statistical data for the Commissioner’s Dashboard and CMS by 2010.
  + (OA II Accomplishment) Make suggestions for display and formatting for presentation of data to external audiences
  + (OA II Accomplishment) The incumbent currently pulls and merges data for weekly and monthly reports to professional staff for tracking the status of certification applications to ensure that all providers are certified in a timely manner.
  + (OA II Accomplishment) Compile Provider lists for internal and public use on a regular basis
  + (OA II Accomplishment) Develops data systems for tracking various certification, compliance and quality data and maintains systems for multi-user access.
  + Extensive use of advance Excel skills for development of reports for internal use and external reports.
  + (OA II Accomplishment) Pulls data from various data systems and presents to managers and other staff in reports. (DS3; Background Check Database; Report Manager, etc.). Develops reports for manager analysis.
* (SST Duty) Instructs individuals on proper methods and procedures for compliance with program regulations. Reviews applications for program services; ensures requester has supplied complete and accurate information; evaluates request for service against program requirements; approves or denies requests; explains decision to requester with suggestions on meeting program requirements; discusses problems with professional staff; and follows up on unique or unusual problems.
  + (OA II Accomplishment) Approved and denied requests for CPR & First Aid Waivers for PCA Agencies.
  + (OA II Accomplishment) Redesigned the request form to be more efficient and enabled SDS to track compliance with regulations
  + (OA II Accomplishment) Researched new CPR or First Aid training providers under professional’s supervision
  + (OA II Accomplishment) Built rapport with PCA Agency contacts often explaining rules, regulations and reasons for decisions made
* (OA II Accomplishment) Develops Certification forms for internal use and edits Certification Application forms ensuring accessibility for the public.
* (OA II Accomplishment) Builds & maintains UMLs of unit processes, writes or updates written processes as assigned

**Special Projects**

The OAII incumbent is working to implement a centralized repository of required forms and letters into a SharePoint site to use as a resource to make the Certification process smoother. This requires using the incumbent’s skill in web design, HTML & CSS.

The OAII incumbent is also working to finish a 3-year project of connecting the Habilitation Home Contract homes to their parent agencies thus enabling Site Reviewers the ability to perform site reviews on previously invisible homes.

SDS is utilizing a MASST/DVR position and an OAII position to help with the more basic clerical functions after the reclassification. The SST will provide lead instruction and guidance to these workers. Over the last several years, the incumbent has trained several volunteer positions in the use of the Archiving system as well as many of the complex file and database systems used by SDS. Each of the previous participants in MASST/DVR program have gone on to get a better job.

**Impact:**If the reclassification request is not approved, the incumbent will likely vacate the OAII position. Critical knowledge to maintain systems that have been developed will have to be maintained by professional staff which will take them away from their higher level functions. Certification reports may not be processed in timely fashion, applications may become backlogged, reports for managers’ review and provision to the department and federal oversight agency may not occur and the contracted residential habilitation homes will remain invisible to SDS, thus increasing risk to recipients. The current OAII has stepped up to conduct these tasks, filling a critical gap during a critical time because she has the education, certification, will and talent. The functions need to be continued as the federal reporting requirements continue and the certification/compliance efforts about providers are only increasing.

***Items of note:***

The unit had an SST PCN but in the process of reassigning the Critical Incident process, the SST was moved to APS leaving PCC without a technical/paraprofessional position. This also left a hole in the unit’s ability to promote from within thus retaining qualified individuals who have a long history with the unit.