

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.



STATE OF OREGON — OHA POSITION DESCRIPTION

Position Revised Date:

This position is:

- ☒ **Classified**
☐ **Unclassified**
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Oregon Health Authority
Division: Behavioral Health Division

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	<u>Compliance Specialist 3</u>	b. Classification No:	<u>C5248</u>
c. Effective Date:	<u>01/01/2024</u>	d. Position No:	<u>1026368; 000000168010</u>
e. Working Title:	<u>988 & Behavioral Health Crisis System Compliance Specialist</u>	f. Agency No:	<u>44300</u>
g. Section Title:	<u>988 & Behavioral Health Crisis System</u>		
h. Employee Name:	<u>Vacant</u>		
i. Work Location (City – County):	<u>Salem/Marion; Remote/Hybrid</u>		
j. Supervisor Name:	<u>Sarah Adelhart</u>		
k. Position:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share		
l. FLSA:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt		
If Exempt:	<input type="checkbox"/> Executive <input type="checkbox"/> Professional <input checked="" type="checkbox"/> Administrative		
m. Eligible for Overtime:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution or redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices." OHA's 10-year goal is to eliminate health inequities. The Behavioral

Health Division is aligned with the Oregon Health Authority's core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health, Medicaid, Health Policy and Analytics, Fiscal and Operations, and the Oregon State Hospital. The Behavioral Health Division (BHD) is responsible for the design, development, implementation, monitoring, evaluation, and improvement of publicly funded, community-based addiction and mental health service programs. This position is within the 988 & Behavioral Health Crisis System (988 BHCS) unit. The 988 BHCS unit is responsible for the implementation and oversight of the 988 Suicide & Crisis Lifeline in Oregon, as well as the development and oversight of Mobile Crisis Intervention Services (MCIS), Mobile Response and Stabilization Services (MRSS), and Crisis Stabilization Centers (CSCs).

- b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The purpose of this position is to develop, manage, and monitor the 988 & Behavioral Health Crisis System's feedback and compliance program. This position will specifically focus on providing compliance-oriented strategy, development, guidance, and planning for 988, mobile crisis intervention services, mobile response and stabilization services, and crisis stabilization center policies, procedures and program priorities. The individual in this position will develop trainings for team members regarding the regulatory compliance requirements for all services included in the 988 & Behavioral Health Crisis System unit as well as review and advise on the service level trainings and compliance to rules and contracts. The individual in this position will work closely with the other staff within the 988 & Behavioral Health Crisis System unit to provide advice, technical assistance, and collaborative support for the improvement of program efficiency. The individual in this position will also work closely with other Compliance Specialists from the Licensing and Certification Unit to ensure external compliance as well as Community Mental Health Programs, 988 centers, and other service providers. This position will be responsible for monitoring compliance, forming processes, developing corrective action plans, and investigating complaints and feedback and crafting formal responses.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
All Times	NC	E	<p>Align Conduct with OHA's Values and 2030 Strategic Goal</p> <ul style="list-style-type: none"> Demonstrate awareness, understanding and alignment in service delivery with the OHA Core Values of Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency. In addition to the cultivation of equitable practices across all aspects of the position description, learn and apply knowledge and skills to interrupt systemic racism and oppression of groups most impacted by historical and contemporary racism and social injustices. Demonstrate recognition of the value of individual and cultural difference; demonstrate evidence of ongoing development of personal cultural awareness and humility; contribute to an inclusive work environment that is respectful and accepting of diversity and where talents and abilities are valued. Contribute to a positive and productive work environment; maintain regular and punctual attendance; perform all duties

% of Time	N/R/NC	E/NE	DUTIES
			<p>in a safe manner; and comply with all policies and procedures.</p> <ul style="list-style-type: none"> • Model professional behavior. Interrupt and report inappropriate behaviors, especially those in violation of policy. • Promote and actively participate in OHA's 2030 goal of eliminating health inequities. • Hold awareness and be attentive to the direct and indirect accountabilities and opportunities within the Medicaid Division to positively impact and influence the goals, strategies, actions, and measures outlined in OHA's strategic plan (2024-2027). • Use language that promotes equity, engagement, asset-framing, and power-sharing; when crafting written content or correspondence, reference and adhere to equity-centered communication guidelines outlined in the ODHS/OHA Writing Style Guide.
30%	N	E	<p>Program Coordination:</p> <ul style="list-style-type: none"> • Develop 988 & Behavioral Health Crisis System program compliance criteria through policy, rules and contracts. • Collaborate in the development and implementation of 988 & Behavioral Health Crisis System program goals, objectives and action plans • Identify and monitor administrative, legislative, or regulatory changes to ORS 430.624, 430.626, 430.627, 430.628, 430.629 to increase compliance and program success. • Collaborate with team members and recommend adjustments needed to improve the effectiveness of the 988 & Behavioral Health Crisis System program. • Research laws, case precedents, and legislative intent to recommend policy direction and guide others to compliance.
40%	N	E	<p>Technical Consultation.</p> <ul style="list-style-type: none"> • Provides technical consultation to Community Mental Health Programs (CMHP's), Coordinated Care Organizations (CCO's) to ensure compliance and to solve potential conflicts or misinterpretation of rules and policy. • Analyze, interpret and apply applicable statutes and rules, such as OAR 309-072 and 309-073 to assure compliance for program specific requirements.

% of Time	N/R/NC	E/NE	DUTIES
			<ul style="list-style-type: none"> • Collaborate with 988 & Behavioral Health Crisis System staff to make presentations orally and in writing to explain policy, procedure, provide training and technical assistance. • Work with 988 & Behavioral Health Crisis System staff to develop corrective action plans and ensure they are implemented. • Provide technical advice to managers and staff or outside organizations on 988 & Behavioral Health Crisis System program regulations or guidelines. • Collaborate with local officials to solve potential conflicts or misinterpretation of regulations regarding the 988 & Behavioral Health Crisis System program. • Consult with regulated entities to identify problem areas and improve conditions regarding 988 & Behavioral Health Crisis System program compliance. • Evaluate training courses regarding the 988 & Behavioral Health Crisis System program to ensure content conforms to regulations and policies.
20%	N	E	<p>Enforcement</p> <ul style="list-style-type: none"> • Investigate regulatory situations and complaints to determine compliance with program regulations such as complaints regarding crisis system, compliance to contracts and Oregon Administrative Rules Chapter 309 Divisions 72 and 73. • Conduct investigations in response to complaints about services, such as 988, Mobile Crisis Intervention Services, Mobile Response and Stabilization Services, and Crisis Stabilization Centers. • Develop and implement corrective action plans or procedural changes to facilitate compliance, or to improve situational conditions of the behavioral health crisis system. • Prepare presentations and presents facts and makes recommendations that guide policy changes and improvements.
5%	NC	E	<p>Division-wide Initiatives and Leadership Development</p> <ul style="list-style-type: none"> • Support special projects across BHD as it relates to the work of system transformation, prevention, crisis services, racial justice and health equity for those people accessing behavioral health crisis services.

% of Time	N/R/NC	E/NE	DUTIES
5%	NC	E	Other Duties as Assigned

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

The person in this position will work a professional work week, Monday through Friday. Some evening and/or weekend work may be required, especially during legislative session.

The job requires frequent preparation, presentation, and/or response to technical and professional material against assigned deadlines. Work product can be highly visible, and of significant interest to legislative representatives, multiple partner groups and/or state agencies and associations. Workload and priorities fluctuate and can involve highly complicated, sensitive, and/or political issues. May experience stressful situations due to unchangeable project and program timelines.

This professional collaborative position relies upon positive, productive, and respectful engagement with leadership and subject matter experts within the Division, across the Agency / state agencies, representatives of local government / governor's office, and with key invested members, partners, and providers within Oregon communities.

Occasional in-state travel may be required.

This is a hybrid role that will require occasional in-person time, usually at one of OHA's state office buildings.

This work may be performed remotely (unless the agency's business and operational needs require in-person) within the defined workweek.

When working remote, the current structure relies upon Division issued equipment, utilizing the employee's internet network and activation of secure network software to connect to OHA's Virtual Private Network, and utilizing on camera virtual meetings.

Open office environment or virtual environment with frequent interruptions while working on multiple projects simultaneously. Continuous use of computer and communication devices/applications. Multiple communication streams including email, instant message, and cell phone. These are daily conditions.

SECTION 5. GUIDELINES

- a. **List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

Oregon statutes and administrative rules on adult behavioral health including mental health and substance use;

Oregon statutes and administrative rules related to crisis services including mobile crisis and crisis stabilization centers;

SAMHSA National Guidelines for a Behavioral Health Coordinated System of Crisis Care
 State and federal health delivery systems such as Federally Qualified Health Centers, Certified Community Behavioral Health Clinics;
 Federal health, education, and rehabilitation law and regulations;
 Federal and state regulations pertaining to hospitals, outpatient treatment, crisis services, and residential treatment facilities;
 OHA/Coordinated Care Organization Contracts;
 Behavioral health County Financial Assistance Awards contracts;
 Federal Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance 42 CFR Part 2;
 Health Information Portability and Privacy Act;
 Oregon Revised Statutes;
 Oregon Administrative Rules;
 Intergovernmental Agreements;
 Inter- and Intra- Departmental Agreements;
 Published reports of Best Practice Guidelines and Evidence-Based Practices;
 Agreements and MOUs with Counties, Tribes and direct contracts; and
 Harassment-Free Workplace Policy, Non-Discrimination Policy, ADA Requirements, OHA Policies/Procedures

b. How are these guidelines used?

The person in this position will produce work products in the context of these laws, regulations, rules, policies, procedures, and practices. This position must be able to interpret complex laws, regulations, and rules in order to ethically access and analyze data across multiple systems and then appropriately share data with appropriate internal partners. The analysis provided by this person will have high impact on program development decisions, funding allocations, and policy action that has direct consequence to individuals within Oregon accessing behavioral health treatment. This person will also be able to identify missing components of a comprehensive data collection program, make recommendations for data systems improvement, and address barriers to efficient implementation across that program areas.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>			
Consumers and persons with lived experience	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Listen and engage to identify opportunities, co-design solutions, reconcile concerns with commitment to improve services, supports, programs and policies	Weekly, as needed
OHA Staff; Other State Agency Staff	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email,	Collect, provide, and discuss information and data; collaborate and coordinate on policies and programs; provide and receive	Daily, as needed

	letter/memo, report); Phone	direction or consultation; provide technical assistance; answer questions; gather input; enforce policies, regulations and contracts; negotiate agreements	
Department of Justice (DOJ)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide, and discuss information and data; provide and receive direction or consultation as it relates to regulations, rules, contracts and the implications of policy or program actions or activities	As needed
OHA Senior Management; Other State Agency Senior Management (ODHS, OYA, ODE, etc)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide, and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; answer questions; gather input; enforce policies, regulations and contracts; negotiate agreements	Daily, as needed
Federal Regulators/Evaluators – Substance Abuse and Mental Health Services Agency; Other Oversight Agencies	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Clarify regulations, explain policies and procedures; provide and discuss information and data; receive direction or consultation; receive technical assistance and discuss issues; respond to request for information; review policy changes, interpretations, and implications	Monthly, as needed
Coordinated Care Organizations (CCOs); CCO Sub-contractors	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide, and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; provide technical assistance; answer questions; gather input; enforce policies, regulations, and contracts	As needed
Local and County-based Health Clinics and Programs (CMHP, CCBHC, FQHC, RHC, etc)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide, and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; provide technical assistance; answer questions; gather input; enforce policies, regulations, and contracts	Weekly, as needed

Other State Agencies, DAS, SOS	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collaborate and coordinate complementary sources of information	Weekly, as needed
External Quality Review Organizations, Quality Improvement Organizations (QIOs), Other accreditation agencies	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Research best practice standards	Weekly
Community Based Organizations; Culturally specific Organizations	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide, and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; provide technical assistance; answer questions; gather input	Weekly, as needed
Legislators, their offices and legislative staff; Governor's Office and staff	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide, and discuss information and data; provide and receive direction or consultation; provide technical assistance; answer questions; gather input; provide bill analysis/prepare hearing testimony	Weekly, as needed

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

The decisions and recommendations made in this position directly impacts 988 and behavioral health crisis system services throughout the State. The decisions of this position affect the delivery of crisis services across the state and ensure that programs are in compliance and making improvements. The decisions of this position are the result of investigations into feedback, complaints, grievances, data, and metrics and require in-depth evaluation and analysis. The individual in this position will have the discretion to determine recommendations for corrective action plans and whether those plans are being followed.

Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter"				
BH Policy Manager 2	1026366	Reviews assignments, projects, workload, plans, and major proposals that have broad system applications or implications at the higher organizational level.	Monthly, weekly, or more frequent meetings when needed, and through periodic updates and reports.	To assure services are in accordance with OHA and BHD department policy and direction.

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

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- Investigative and fact-finding principles and practices.
- Principles and methods of automated data collection, analysis and evaluation.
- Inspection and measurement techniques.
- Enforcement methods typical to complex regulatory organizations.
- Common business record keeping methods.
- General knowledge of: Methods of organizational, program, and statistical analysis.
- ORS/ OAR laws and rules specific to typical regulatory programs.

- Administrative law and government regulation processes.
- Procedures followed in administrative hearings.
- Communication techniques to persuade individuals to a course of action.
- Explain in writing and verbally, complex technical and legal material in understandable language to people of diverse education, language, and cultural backgrounds.
- Analyze complex issues and competing interests and negotiate resolution or develop a plan of action based on the analysis.
- Establish and maintain effective working relationships with people from varying backgrounds.
- Manage varying deadlines and multiple projects.
- Analyze conflicting allegations or data and reach logical conclusions.
- Research, analyze and review projects individually and in teams.
- Effectively handle difficult or angry people.
- Easily establish rapport with others to interview them and obtain information and facts.
- Use computer software to compile, analyze and report information.
- Evaluate information to determine cause of error.
- Identify the nature of problems.
- Find and identify essential information from written material.
- Make judgments about or assess the value, importance or quality of situations.
- Evaluate information against a set of standards and verify that it is correct.
- Interpret laws, rules and regulations and apply them to varying and complex compliance situations.
- Compile and summarize findings and recommend reasonable actions based on the findings.
- Analyze conflicting allegations or data and reach logical conclusions.
- Gather data, analyze and review information individually and in teams.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount (\$00000.00)	Fund Type

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date



07/17/2025

Appointing Authority Signature

Date