

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.

This position is the Health Systems Division (HSD) of OHA. OHA 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.

HSD administers the Oregon Health Plan (OHP), comprised of Medicaid, Children’s Health Insurance Program, and state-based medical assistance programs, which provides health care coverage to low-income Oregonians. Those affected by the policies, decisions, and actions of this office include clients served in a variety of Human Services agencies.

The Health Systems budget includes the Medicaid Demonstration portion of the Oregon Health Plan, a national demonstration program in coordinated care seeking innovation and transformation to health care delivery. Additionally, HSD budget includes the Title XXI Children’s Health Insurance Program, a federal health insurance program for children up to the age of 19, and the populations that are not part of the OHP demonstration. The budget also includes State-only funded medical programs.

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:

This position develops program plans, policies, procedures and policy-related materials that will meet federal and state requirements, including requirements to operationalize Medicaid 1115 waiver authorities, as well as meet legislative intent, agency principles, and budget limits; monitor performance, evaluate findings and prepare comprehensive reports and recommendations for Executive Leadership; serve as a resource for coaching and training of HSD Member Services and ODHS field staff to ensure the agency's mission, goals and values are met; complete legislative analysis and perform project management functions. This position involves significant collaboration with other agencies and provides technical assistance and recommendations to partner agencies.

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.

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

| % of Time | N/R/NC | E/NE | DUTIES |
|-----------|--------|------|---|
| 30% | NC | E | <p>Policy Development and Analysis</p> <ol style="list-style-type: none"> 1. Maintains regular contact with senior managers, representatives from other state agencies, legislative offices, community partners, advocates, and other external partners to collect information on policy and program needs, provide consultative advice, share research findings, recommend policy and legislative changes, identify issues, lead strategic planning initiatives and respond to state/federal legislative changes. 2. Formulates statewide policy and program directions within the parameters set by the OHA/ODHS administration while meeting state/federal requirements and legislative intent; Collaborates with OHA/ODHS divisions and units to analyze and clarify program objectives, policies and practices. 3. Manages research and evaluation processes for agency policy and operations, including revisions to policy that address risk and responds to audit findings by analyzing information from all levels of OHA/ODHS; Research and evaluation may include but is not limited to: analysis of state/federal laws, regulations and statutes, court suits, hearing orders, audit findings, quality control findings, state/federal data reports and other information to identify policy requirements, options, conflicts, and impact to agency operations; make recommendations on agency action to senior and executive leadership. |

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| | | | <ol style="list-style-type: none"> 4. Develops and implements program and policy including goals, and objectives for short and long-range implementation of OHA initiatives. Initiatives include those associated with the 1115 Medicaid Waiver, such as Youth with Special Health Care Needs, Continuous Eligibility, and Health Related Social Needs. Roles include administrative rulemaking, contract management, integration of feedback from community and other external partners, systems design and changes, monitoring and evaluation of programs, services and systems, and the outcome, effectiveness and impact of program or policy change/implementation on agency operations; additional work may include the development of interagency agreements, operations manuals, reference guides, forms, notices, pamphlets and other internal and external communications and computer information systems. 5. Leads the development and dissemination of policy and program guidance that outlines or interprets agency policy development or changes through the issuance of client notices, staff memos and transmittals, manuals, reference guides, web-based resources, online trainings, presentations and hearings, and position papers for legislators, public, staff and senior leadership. 6. Resolves policy issues/conflicts to gain agreement between interested parties by collaborating with OHA/ODHS staff, community partners, and advocates to ensure technical and professional compliance and to support agency initiatives. 7. Develops, submit and monitors federal waivers, including the 1115 Medicaid Waiver, and other state plan amendments for program implementation and improvements. |
| 20% | NC | E | <p>Strategic Planning, Monitoring and Evaluation</p> <ol style="list-style-type: none"> 1. Leads or coordinates strategic planning efforts, providing consultative advice and recommendations to senior leadership on the implementation of policy initiatives and programmatic changes, systems and organizational improvements; Develops long-range goals and milestones, formulates performance measures and evaluation metrics in collaboration with other OHA/ODHS programs, other state agencies and local governments, community partners and advocates; Balances the impacts of initiatives and changes on those groups or their constituents with the impact to community and other external partners. 2. Through comprehensive operational research, including computer system queries and reports, field case reviews, audits, review of hearing orders and other legal actions, and interviews with field staff, management, contractors and partners, monitors and evaluates statewide program and policy performance, effectiveness and expenditures to ensure that agency mission is met efficiently while maintaining compliance with federal and state laws and regulations and ensuring |

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| | | | <p>expenditures are effectively, efficiently allocated and within approved budget limits.</p> <p>3. Negotiates contracts on behalf of the OHA/ODHS, ensuring that services are provided effectively and to the highest quality. Provides recommendations for contract requirements and content that partner individuals and organizations have with OHA/ODHS. Monitor performance of contracted individuals and organizations to ensure that services are provided effectively and to the highest quality including recommending and enforcing sanctions for non-performance.</p> |
| 20% | NC | E | <p>Technical Consultation and Advice</p> <ol style="list-style-type: none"> 1. Prepares position papers and presents them to Executive Staff providing consultation and recommendations on all aspects of program implementation and service delivery including, but not limited to, program standards, monitoring procedures, program assessment, performance measures, budget and administrative controls, contract performance and corrective actions. 2. Reviews reports, data, and budgets of partner organizations to provide technical assistance and advice about those functions that fall under the umbrella of the OHA/ODHS program responsibility. 3. Advises OHA/ODHS staff, federal agencies, legislative staff, partner agencies, other states' programs staff on program policies and standards while recommending administrative controls, operational adjustments including the identification of training needs to ensure program compliance. 4. Advises the OHA/ODHS on program impacts from state/federal legislative actions or proposed actions with detailed analysis and recommendations with the consideration of potential effects on program budget, program operations, contracts, OHA/ODHS staff, service delivery, OHA/ODHS clients and other agencies and organizations. 5. Independently researches and responds to legislative inquiries, advocate correspondence, federal agency correspondence, community complaints and surveys from local and national organizations. Responses may include writing for the Director's signature. 1. Researches and responds orally and in writing to all other general requests for program information, including legal questions and issues and formulates responses orally and in writing in collaboration with OHA/ODHS staff, the Attorney General's Office and other attorneys 6. Assists Secretary of State, federal agencies and other entities in audits by providing technical support for data research and interpretation. 7. Researches and responds to policy and program operation questions by providing clarification and direction, orally and in writing, to OHA/ODHS staff, partners, contractors and legislative staff. 8. Coaches and mentors OHA/ODHS and partner agency staff. |

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| | | | <p>9. Participates in classroom and distance learning as a technical advisor for OHA/ODHS staff, community partners and other organizations.</p> <p>10. Provides technical assistance to forms development staff on program requirements and readability for preparation of forms and pamphlets.</p> |
| 20% | NC | E | <p>Systems Development</p> <ol style="list-style-type: none"> 1. Leads the development or alteration of computer information systems to support program requirements or enhance program operations. 2. Provides functional direction and overall monitoring of the primary computer systems to ensure that these systems provide the maximum possible support for the program operations and objectives. This requires in-depth knowledge of how the systems operate and interact. 3. Initiates computer system changes to support new program requirements or enhance program operations. 4. Coordinates the development of business requirements for computer system changes across Department clusters by leading work groups, soliciting information from field staff, establishing system requirements with Business Analysts. 5. Communicates computer system changes and coding to Department. 6. Participates in and monitors system User Acceptance Testing. |
| 10% | NC | E | <p>Legislative Coordination</p> <ol style="list-style-type: none"> 1. Monitor federal or state legislation, evaluate the programmatic impact initiate and coordinate legislative changes to support policy options or plan changes to systems, operations or procedures in response to legislation; design systems to track and implement changes in legislation 2. Evaluate and inform legislation affecting the YSHCN program for fiscal and programmatic impact and develop legislative concepts with internal and external partners 3. Draft language for legislative bills and coordinate the writing or write reports that clearly describe the impact of legislation on agency operations 4. Research and prepare background information on legislative proposals for use by executive management; recommend agency position 5. Translate legislation into program goals, actions, administrative rules, guidance, project management plans, and program development 6. Testify before legislative committees and recommend changes to bring about needed changes in program operations 7. Lead or participate in legislative bill analysis, legislative concept development, represent the agency for public |

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| | | | comment on federal regulations, represent the agency to review and respond to NAMD recommendations to CMS. |
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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.

Occasional travel. Requires a valid driver's license.
 Work is done in an office environment or remotely. The office configuration is open space with frequent interruptions. This job involves frequent contact with representatives of associations, service providers, agency staff, DHS staff, CMS, recipients of medical assistance, state legislators and other affected parties. The workload demands are stressful. Tools include a Division assigned computer on the network and a Division assigned mobile phone. The current remote working structure is a remote working environment using Division equipment on the employee's internet network.

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:

Federal laws, regulations and transmittals, state laws, federal and state court decisions. Agency eligibility, computer, worker guide and forms manuals.

b. How are these guidelines used?

The above are used to identify options and direct policy changes, clarify intent, and identify needed system support changes.

SECTION 6. WORK CONTACTS

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

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

| Who Contacted | How | Purpose | How Often? |
|--|------------------------------------|--|------------|
| National & local agencies and community partners | By Phone/In-Person/ Correspondence | Provide Information and Monitor Programs | Weekly |
| Policy and Other Staff in the Unit | By Phone/In-Person/ Correspondence | Collect Data and Information/Coordinate Work | Daily |
| Program, Budget, and Data Staff in | By Phone/In-Person/ Correspondence | Collect Data and Information/Coordinate Work | Weekly |

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|--|--|---|-----------------------|
| Other Sections and Agencies | | | |
| Program Managers, Operations Managers, CRCs, Case Managers and Staff from Partner Agencies | By Phone/In-Person/ Correspondence | Technical Assistance | Daily |
| Executive Staff | By Phone/In-Person/ Correspondence | Clarify Policy and Discuss Issues | Weekly |
| Federal Program Staff | By Phone/In-Person/ Correspondence | Discuss Federal Intent | Weekly |
| Unit Managers and Section Managers | In-Person | Discuss Issues | Daily |
| Client Advocates | By Phone/In-Person | Technical Assistance | Biweekly |
| Contractors/Vendors | By Phone/In-Person | Explain Policy/Technical Assistance | Daily |
| Legislative Staff | By Phone | Technical Assistance | Monthly |
| Members and persons with lived experience | Virtually, telephone, in person, email | Listen to identify opportunities to improve services and programs to create a simple, meaningful, and responsive system | Several times a month |

SECTION 7. POSITION-RELATED DECISION MAKING

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

- Responsible for decision-making within the context of managing and developing agency-wide policy that guides the implementation, updates, and service provision of OHP benefits for children and adults.
- Recommend and participate with senior management in broad agency-wide decision-making regarding streamlining of procedures, cost containment and implementing new programs/benefits. Decisions impact the success of individual projects, policy direction, and service delivery for recipients of medical assistance programs. Decisions made will likely result in political and public reactions to policy changes.
- Identify issues, make decisions, and participate with supervisor and senior management in decision making regarding service delivery problems, access to health care and organizational and program changes. Decisions impact accessibility of health care for OHP clients.
- Decides how to present complex information on behalf of OHA; information used to develop reports to the legislature. These systems are highly complicated and involve sensitive and controversial components.

- Represent HSD by providing policy, procedural and rule interpretation for contested case hearings, stakeholder groups, claims denials, provider services and enrollments, HSD management and state legislators.
- Commits use of agency resources for program implementation of the OHP benefit. Failure to provide adequate support could impede the delivery of program services to vulnerable Oregonians.
- 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 |
|----------------------|-----------------|---|----------------------|--|
| HPPA1 | 1019068 | Meetings, email, text, phone, TEAMS and other virtual meeting and instant messaging platforms | As needed, quarterly | Supervision, problem-solving, communicate updates on progress of major tasks and projects. |

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 and 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.

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

This job requires one to:

1. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
2. Effectively convey information.
3. Communicate effectively in writing as appropriate for the needs of the audience.
4. Analyze information and evaluate results to choose the best solution and solve problems.
5. Observe, receive, and otherwise obtain information from all relevant sources.
6. Identify the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
7. Providing technical assistance and expertise to internal and external partners
8. Understand the implications of new information for both current and future problem-solving and decision-making.
9. Monitor and review information from materials, events or the environment to detect or assess problems.
10. Develop constructive and cooperative working relationships with others and maintain them over time.
11. Encourage and build mutual trust, respect and cooperation among team members.
12. Interpret and explain rules and processes and how they can be used.
13. Establish long-range objectives and specify the strategies and actions to achieve them.
14. Use computers and computer systems to set up functions, enter or compile data or process information.
15. Apply general rules to specific problems to produce answers that make sense.
16. Combine pieces of information to form general rules or conclusions including finding a relationship among seemingly unrelated events and make programmatic and project decisions.

Two years experience with responsibility for program/project coordination, including developing or implementing program policy. Programs include TANF, Title XIX & Title XXI Medical, SNAP, Child Care, and JOBS.

Occasional travel. Requires a valid driver's license.

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 (\$00,000.00) | Fund Type |
|----------------|-------------------------------|-----------|
|----------------|-------------------------------|-----------|

| | | |
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| N/A | \$0 | |
| | | |

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



Appointing Authority Signature

Apr 8, 2024

Date