



**STATE OF OREGON
Oregon Health Authority (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: Oregon Public Health Division

New Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Program Analyst 1
- b. Classification No: C0860
- c. Effective Date: _____
- d. Position No: _____
- e. Working Title: CAREAssist Case Worker
- f. Agency No: 44300
- g. Section Title: HIV-STD-TB
- h. Employee Name: _____
- i. Work Location (City — County): Portland – Multnomah
- j. Supervisor Name: Myriam Polanco-Allen
- k. Position: Permanent Seasonal Limited Duration Academic Year
 Full-Time Part-Time Intermittent Job Share
- l. FLSA: Exempt Non-Exempt
If Exempt: Executive Professional Administrative
- m. Eligible for Overtime: Yes 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.

The Oregon Health Authority (OHA) is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care in order to improve the lifelong health of Oregonians. OHA is responsible for most state health services and for implementing the health care reforms in House Bill 2009. OHA is overseen by the nine-member citizen Oregon Health Policy Board working toward comprehensive health and health care reform in our state.

The OHA mission is helping people and communities achieve optimum physical, mental and social well-being through partnership, prevention and access to quality, affordable health care. OHA's work is organized into three broad goals: Improve the lifelong health of all Oregonians, increase the quality, reliability and availability of care for all Oregonians and lower or contain the cost of care so it is affordable to everyone.

Public Health Division's vision is: Lifelong health for all people in Oregon.

Our mission is: Promoting health and preventing the leading causes of death, disease and injury in Oregon.

The Division is aligned with the Oregon Health Authority's core values of partnership, service excellence, leadership, and integrity and health equity. 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

The Public Health Division's goals are to:

Make Oregon one of the healthiest states by preventing tobacco use; decreasing obesity/overweight; reducing suicide; preventing or reducing heart disease and stroke and increasing survivability; preventing family violence and increasing community resilience to emergencies.

Make Oregon's public health system into a national model of excellence by transforming the public health system through accreditation; supporting coordinated care organizations (CCOs) in achieving community health goals; increasing the use of health impact assessments as a tool in communities; establishing mechanisms that ensure health in all policies; and maintaining excellence in epidemiology and surveillance.

The Office of the State Public Health Director

The Office of the State Public Health Director (OSPHD) guides the strategy, operations, and policy of public health programs within the division, and assures an effective and coherent public health system for Oregon. This includes extensive interactions with a range of state and local agencies and organizations, health care providers, federal agencies, and the private sector.

Under the leadership of the Office of the State Public Health Director, the Division is organized by three centers:

The Center for Health Protection

The Center for Public Health Protection protects the health of individuals and communities through establishing, applying and ensuring reliable compliance with regulatory and health-based standards. The Center's diverse programs work closely with other federal, state and local agencies, regulated entities and active stakeholder groups. The Center's work emphasizes continuous process improvement, technical assistance, scientific assessment, ongoing monitoring and risk communication to protect the health of all people in Oregon.

The Center for Prevention and Health Promotion

The Center for Prevention and Health Promotion houses community-oriented preventive clinical and community health services and supports the policy, systems and environmental changes that promote good health. This Center guides and supports healthy communities through data collection, analysis and reporting; by supporting the Governor's priorities around tobacco, obesity and early learning; and, by acting as a point of contact with the healthcare system on certain key clinical prevention practices. This center will work with many partners, including local public health, childcare facilities, schools, worksites, healthcare providers, transportation, and the private sector to ensure that we reduce preventable injury, illness, and death and promote good health.

The Center for Public Health Practice

The Center for Public Health Practice provides services to prevent and control diseases, monitor vital events, and assure an effective statewide public health system. CPHP programs work closely with local and tribal governments, community partners, and the public to protect and improve the health of all people in Oregon. Special emphasis is placed on communicable diseases, including epidemiology, laboratory testing, immunization, and other community control measures. CPHP screens all newborn infants for biochemical disorders to prevent disability or death and collects and analyzes vital record data to monitor health trends. The quality of statewide public health services is assured through consultation, planning, review, and accreditation of state and local agencies.

This Center's work affects all Oregonians. Many of the programs overseen by this Center are administered in collaboration with Oregon's local health departments. This center has approximately 245.9 FTE and a total estimated biennial budget of \$93.9 million.

Human Immunodeficiency Virus (HIV), Sexually Transmitted Disease (STD), Tuberculosis (TB) Section

The HIV, STD and TB (HST) Section is committed to early identification and response to health events through surveillance and epidemiologic studies, intervention, education and direct preventive action. HST programs serve all Oregonians and work directly with local health departments, private physicians, other health care providers, community-based organizations, and other state agencies.

There are six functional programs within HST: HIV Data and Analysis, HIV Community Services, HIV Prevention, STD Prevention, Tuberculosis Control and CAREAssist. There are 31 technical/professional positions and 10 support staff positions in the Section. The Section is responsible for planning and implementing surveillance for HIV, STD and TB, assuring accurate disease reporting, conducting epidemiologic analysis including defining populations at risk, participating in community prevention planning for HIV, providing access to medications for eligible people living with HIV, coordinating disease intervention and contact notification, managing disease treatments for TB and STD, managing HIV client services and education and technical assistance associated with these areas of emphasis.

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 provide technical assistance to individuals and /or health professionals that enable persons living with HIV access medical care and treatment resources. This position provides individualized client level care coordination services and other assistance to maintain access to medical care and HIV treatment through the AIDS Drug Assistance Program.

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
55	R	E	<p>This position provides care coordination services to persons living with HIV/AIDS. (Bilingual Spanish required.) The duties/activities include:</p> <ol style="list-style-type: none"> 1. Advocate for program clients with other benefit programs for which they are eligible 2. Interpret program policy and procedures and apply them to clients’ circumstances. Maintain knowledge of all program activities, policies, procedures, and educational materials to provide comprehensive client services. 3. Make final determination of eligibility for ADAP services by evaluating documentation provided by the client and ensure that no other payor is available. 4. Provide clear and concise descriptions to client and/or health care team members on the different options available based on an assessment of the individual’s financial situation, insurance eligibility, health care access needs and eligibility

			for other programs in their community.
--	--	--	--

			<p>Provide applications, Client Eligibility Reviews, written and verbal communications to clients and their support networks to give information on both standard and complex care options.</p> <p>Meet with clients/applicants as necessary to discuss options for medical and supportive services in the program office to provide care coordination services.</p> <p>5. Assist clients/applicants by making referral to other programs for which they are eligible. On occasion assist in scheduling appointments for the client; and participate in case conferences with other members of the client’s care team, insurance provider and pharmacies as necessary. Follow-up on referrals as needed.</p> <p>Work closely with members of the applicant/client’s health care team and client designated personal support team members to offer assistance and information related to resources.</p> <p>Document, maintain, ensure accuracy and monitor all client records.</p> <p>Thoroughly review applications and Client Eligibility Reviews to ensure program polices are being met and changes are reflected in client record.</p> <p>Document all interactions and activities related to client.</p> <p>Maintain up to date understanding of the key health care systems such as Medicaid, Medicare, ACA, COBRA and other major benefits.</p> <p>Perform activities to effectively coordinate multiple benefit programs to avoid disruption in medical and pharmacy services.</p> <p>6. Maintain knowledge of drug manufacturer’s pharmaceutical assistance programs (PAPs) so as to assist persons who may not be eligible for specific benefits from CAREAssist, as necessary to facilitate access to HIV medications and treatment.</p> <p>7. Maintain knowledge of community resources such as dental, vision, food pantries, housing etc. and assist clients in</p>
--	--	--	---

			<p>completing documents needed to access these services.</p> <p>8. Use state and federal data management system to verify eligibility and enrollment in other state programs.</p> <p>9. Complete state, program and other required trainings in a timely manner including open enrollment related trainings.</p> <p>10. Provide transitional training and support to clients/applicants and partners utilizing the ORCares database system. This training and support may be in Spanish.</p>
15	NC	E	Explain services and requirements of the AIDS Drug Assistance Program (ADAP) and other programs which provide access to health services. Provide technical assistance to providers of service and community partners in determining general program

			<p>eligibility, defining service definitions, problem solving to identify appropriate providers of service and ensure that ADAP is the payor of last resort. Interpret local, state and federal statues and laws pertaining to the use of Ryan White and State of Oregon funds and the Affordable Care Act.</p> <p>Recommend program guidelines and service delivery methods.</p>
25	NC	NE	<p>Process payments for services provided through the program. These activities may include working with other staff to assure payments are made appropriately, interacting with vendors to facilitate client access to benefits such as answering billing questions, setting up payments, managing adjustments and reconciliation to accounts and documenting actions in official records.</p>
5	NC	NE	<p>Other duties and projects as assigned, including representing the program at meetings with community partners and other state and local agencies</p>
At All Times	N	E	<ul style="list-style-type: none"> Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. Creates and maintains a work environment that is welcoming and respectful of diversity. Sets clear guidelines and models expected professional behaviors. Approaches work from health equity-lens seeking to address disparities which exist in communities most impacted by HIV/STD/TB.

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.

Daily computer use; ongoing interaction with the agency staff and some community groups; Multiple competing projects with overlapping deadlines.

The work of this role may be conducted remotely up to 1 day per week with prior approval by manager post successful completion of trial period and if it supports the program, business, clients, community partners and others. **Remote work is not guaranteed.** Work location: 800 NE Oregon Street Suite 1105, Portland, Oregon 97232,

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 Administrative Rules

Oregon Revised Statues

Data Security and Confidentiality Guidelines

Health Resources and Services Administration Guidelines

Ryan White HIV/AIDS Program Legislation

HIPAA

Oregon Health Authority and Department of Administrative Services Policies

Oregon Accounting Manual

DHS/OHA Policies and Procedures Manuals

b. How are these guidelines used?

Agency and state rules, guide implementation of operation procedures, provides information used to ensure compliance with state and federal regulations and OHA / DAS policies. Guidelines are used to maintain strict confidentiality and data security. Federal legislation and HRSA policy direct the use of funds in the provision of all AIDS Drug Assistance program related activities and general use of Ryan White funds in the provision of support and other allowable services.

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?
OHA and DHS staff	Phone, in person, written, e-mail and meetings	Operational activities, process bills	Daily
Local Health Department staff and staff from other agencies	Phone, in person, written, e-mail and meetings	Respond to inquiries, problem solve, coordinate services, technical assistance	Daily
Health care and service providers	Phone/ written / in person	Coordination of services, technical assistance	Daily / weekly
Clients	Phone, written, in person, e-mail	Eligibility verification, respond to inquiries, coordination of services	As needed
Vendors	Phone, in person, email, fax	Coordinate of services	Daily

General Public	Phone, presentations, meetings	Respond to inquiries	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position interprets policy, statutes and laws to determine client eligibility to receive services. New policy and/or changes to existing program policy and procedures are made based on the experience and recommendations of this position. This position independently evaluates the client's needs; weighs options to meet the assessed need; problem solves in unusual cases; makes decisions as to the most effective option to produce desired outcome and makes referrals to appropriate resources to support the client's ability to remain in medical care and treatment.

This position has the fiduciary responsibility to evaluate "cost to benefit" to assure the most cost effective option is chosen to secure the desired service outcome. This position has independent decision making in determining work priorities unless otherwise directed by program management.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

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

Classification Title	Position Number	How	How Often	Purpose of Review
Principal Executive Manager D	1013459	Update meetings	Monthly or as needed	To review status of assignments, follow up outstanding issues and joint problem solving

SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate supervisor? _____

b. Which of the following activities does this position do?

- Plan work
- Assigns work
- Approves work
- Responds to grievances
- Disciplines and rewards
- Coordinates schedules
- Hires and discharges
- Recommends hiring
- Gives input for performance evaluations
- Prepares and signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

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

- **This position is bilingual in Spanish and provides individualized client-level care coordination services and other assistance to maintain access to medical care and HIV treatment through the AIDS Drug Assistance Program.**

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

Registration in the Health Alert Network (HAN) to receive important public health alerts and emergency notifications.

All functions must be performed in a manner which promotes good customer service and harmonious working relationships, including treating all persons courteously and respectfully.

- **Technology skills set to keep all data secure whether working onsite or remotely.**

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

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

Date