

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

PUBLIC AID PROGRAM QUALITY ANALYST

POSITION CODE: 35890

Effective: 10-1-84

DISTINGUISHING FEATURES OF WORK:

Under general direction, provides technical support for the various quality control systems; analyzes quality control information in one of the statewide federally funded public assistance programs or uses statistical and systems analysis techniques to initialize the sample selection and maintain computerized sampling systems, in order to satisfy federal regulations and agency requirements regarding statewide population estimates of the frequency, costs and causes of errors in the public aid agency's administration of these programs; prepares monthly, semiannual and special studies as mandated by federal regulations or by special request as well as complex statistical and quality control reports and analyses; reviews and prepares analyses of proposed and final federal and state statutes and regulations to determine state options in conforming with applicable statutes or regulations. This class includes positions which possess extensive knowledge of quality control techniques, of state and federal public assistance policy regulations, procedures, quality control policy regulations and procedures, agency-wide operations, procedures, computer system data bases, corrective action initiatives and sampling analyses techniques.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Selects most accurate and efficient method of analyzing results of six months of quality control sampling to identify and target errors for statewide corrective action; clusters information and makes projections about what type, when, how and why casework errors occur; evaluates trends by comparing information from one sample period of six months to the previous sample periods; independently designs and prepares extensive (50 pages or more) narrative reports for appropriate state and federal authorities reflecting results of completed quality control samples; develops charts, graphs, tables and worksheets to graphically illustrate review period trends and results; insures extremely accurate quality control information and data presentation to assure continuation of maximum federal funding for public assistance programs and to provide information and analysis for the identification and development of corrective action recommendations.

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2. Uses various statistical methods to select, validate, simulate and interpret data from stratified and integrated samples. These methods include linear regressions, case and payment error rates with confidence interval calculations, specialized selection stimulations and projections, significance tests, optimal allocations and other standard or specialized methods as appropriate. Programmable calculators/computer and electronic spreadsheets are used for these calculations. Schedules data base updates, proposes alternate data base designs and reporting methods on systems; develops written technical specifications for computer programming initializations and problem resolutions; ensures the correctness of federal monthly and semiannual statistical quality control reports; compiles various computerized data; independently replicates computerized processes.
3. Assumes ultimate responsibility for accuracy of case dispositions reported to the federal government; verifies correctness of key computer based information; flags cases to avoid wrongly reporting information; spot checks the review schedules for missing data items and analyzes inconsistencies in data elements of flagged cases that do not pass edit routines on the integrated information system; uses a computer (or calculator) to prepare weighted figures to allow comparison of different sizes of offices; determines how recent coding changes in the federal manual will impact on sample and stored computer data information; determines what the impact of changes in regulations will mean to the quality control review process.
4. Explains and interprets complex regulatory and procedural reporting changes for area and unit quality control supervisors; determines need for procedural revisions; acts as a special expert on analytical policy in own speciality and as a procedural advisor liaison to the bureau chief; serves as bureau representative to the Administrative Review Committee (or functions independently in lieu of the committee) to review quality control cases for accuracy and proper application of agency and QC policy; consults with other agency administrative and managerial staff or federal managerial and administrative staff as required.

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5. Interacts with Federal Integrated Quality Control/Data Processing System which requires understanding of system functions, coordinating system edit corrections and use of system prepared dispositions to report the reviews by a specified federal deadline; assist in the development of system edits or reports and provides comments on proposed system changes as to the sample or other impact and applicability to the specific program.
6. Prepares for the director and other agency management a monthly statistical summary on quality control program trends from completed reviews; prepares special analytical summaries upon request (for policy, operations, corrective action, and budget administrators).
7. Writes frequent reports, letters and memos on behalf of the section supervisor, the bureau chief or the agency, explaining how errors occur and what can be done to avoid error; explains factors that cause error rates and proposed corrective action; communicates with federal agencies regarding requests for information, agency responses to other federal correspondence, federal regulations, comments, etc.
8. Consults with administrative staff of various bureaus and sections concerning problems encountered in quality control review programs relating to sample selection, policy interpretation, and sample completion deadlines.
9. Performs other related duties as assigned or required which are reasonably within the scope of the duties enumerated above, including extensive studies and reports not related to quality control.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college with coursework in the social sciences, statistics, computer science or related areas.

Requires the equivalent of three years professional experience in quality control, or three years public aid casework supervision or a related area.

PUBLIC AID PROGRAM QUALITY ANALYST (Continued)

Knowledges, Skills and Abilities

Requires extensive knowledge of public assistance quality control programs, computer supported systems and microcomputer assisted reporting.

Requires extensive knowledge of federal regulations and state procedures for drawing samples and analyzing results using appropriate statistical treatments.

Requires working knowledge of federal and state public assistance casework regulations and casework procedures.

Requires working knowledge of the functions of state government and of the character of relationships between quality control of the State of Illinois and higher and lower levels of government.

Requires judgment and analytical ability to review and evaluate case data to evaluate the adequacy of agency procedures and regulations.

Requires ability to present effective interpretation of policies and procedures, orally or in written complex technical reports segments or complete agency reports.

Requires ability to coordinate and interpret policies and procedures in a quality control program.

Requires ability to perform accurately, complex analyses within limited time frames, and to offer effective corrective action options.

Requires ability to establish and maintain satisfactory working relationships with other administrators, field staff, federal staff, employees and the general public.