

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DEPSPL2

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.) 	8. Department/Agency MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Bureau of Policy and Strategic Engagement
4. Civil Service Position Code Description Departmental Specialist-2	10. Division Policy Integration and Evaluation Division
5. Working Title (What the agency calls the position) Innovation and Human-Centered Design Specialist	11. Section Research and Innovation Section
6. Name and Position Code Description of Direct Supervisor MORRIS, EMILY J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor COMMEY, KATHERINE M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 400 S. Pine, Lansing, MI / Monday – Friday, 8 am – 5 pm

14. General Summary of Function/Purpose of Position

This position serves as the specialist for human-centered design (HCD), and the position applies this approach to develop and improve Medicaid policies and programs that better serve Michigan residents while aligning with MDHHS strategic priorities.

Human-centered design is a structured, iterative approach to problem-solving that prioritizes understanding the needs, experiences, and challenges of the people most directly impacted by a Medicaid program or policy—in this case, Medicaid members, providers, and other stakeholders.

This position is responsible for leading and/or acting as a resource for the identification, design, and testing of innovative Medicaid policies and programs to meet commitments more effectively.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 40

As the Innovation and Human-Centered Design Specialist, identify opportunities for innovation and analyze Medicaid program operations to provide policy and procedure modification recommendations across programs to support and align with MDHHS strategies.

Individual tasks related to the duty:

- Lead research and analysis on new or proposed Medicaid service delivery models and demonstrations.
- Facilitate monitoring and oversight of models and demonstrations MDHHS actively participates in.
- Apply human-centered design practices to inform Medicaid policy development and implementation.
- Identify resource needs and lead development of strategic proposal development to ensure successful Medicaid policy/program implementation.
- Examine Medicaid programs, federal legislation, state policy, and agency guidance to identify gaps, trends, emerging best practices, and opportunities for innovation.
- Evaluate the compliance, operational implications, and potential effects of new or modified policies and programs.
- Synthesize research and analysis into actionable recommendations for policy and procedure modifications.
- Develop briefs, proposals, and models to support program improvements, benefit expansions, or operational enhancements that advance MDHHS strategic priorities.
- Partner with internal teams and external stakeholders to ensure policy and procedural changes align with federal requirements and MDHHS strategies.
- Deliver timely, accurate analysis and recommendations to HSA leadership to inform decisions and position Medicaid programs for long-term success.

Duty 2

General Summary:

Percentage: 25

Function as a primary resource for federal and state Medicaid mandates, opportunities, and priorities (such as, but not limited to, initiatives outlined in 42 CFR Part 512 Subpart A: CMS Innovation Center). Lead the design and development of innovative programs and policies in response to these directions, ensuring alignment with Health Services Administration's strategic goals.

Individual tasks related to the duty:

- Apply human-centered design and user experience methods to the development of new and existing Medicaid programs and policies.
- Develop proposals, white papers, and models for innovative Medicaid initiatives or benefit expansions aligned with federal and state priorities.
- Facilitate strategic planning and coordinate development of Medicaid activities to meet operational and policy goals.
- Draft performance measures, metrics, and reporting tools to inform Executive Leadership on program effectiveness and opportunities for improvement.
- Provide project management support for Medicaid initiatives, including development of project plans and identification/resolution of operational barriers.
- Develop technical guidance documents and provide direct technical assistance to internal and external stakeholders on Medicaid programs and initiatives.
- Compose written and oral communications, presentations, and briefs for internal leadership and external stakeholders.
- Ensure initiatives responding to federal or state mandates are practical, feasible, and aligned with strategic priorities.

Duty 3

General Summary:

Percentage: 25

Lead the strategic improvement of programs and initiatives using evaluation insights and stakeholder input to inform policy and program decisions and maintain alignment with organizational goals.

Individual tasks related to the duty:

- Guide the refinement of new programs or initiatives based on evaluation findings and stakeholder input.
- Collaborate with internal or external evaluation staff/stakeholders to interpret quantitative and qualitative data to inform program and policy decisions.
- Use evaluation insights to make recommendations for modifications to programs or initiatives.
- Ensure programs and initiatives remain aligned with strategic priorities and intended outcomes.

Duty 4

General Summary:

Percentage: 10

Support program management and collaboration by coordinating cross-team efforts, facilitating discussions, and communicating progress and recommendations to ensure alignment with organizational goals.

Individual tasks related to the duty:

- Serve as a resource for cross-collaborative projects and agency initiatives.
- Facilitate internal and external meetings, workshops, and design sessions.
- Support communication of progress, findings, and recommendations across teams.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

This position has the authority to make the following decisions independently which impact special projects as well as overall program effectiveness:

- Content of various reports which impact state policies related to assigned projects
- Operational procedures related to special projects
- Determinations regarding technical assistance scope and content
- Order of job priorities

This includes responding to internal and external correspondences, e-mails, and telephone calls exercising independent judgment on subject matter

17. Describe the types of decisions that require the supervisor's review.

Decisions involving Medicaid policy issues and decisions that would affect section/division operational scope and budget would require supervisor's approval.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

General office setting.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

This position serves as a program specialist for the Health Services Administration (HSA) Research and Innovation Section, acting as a resource for cross-collaborative projects and initiatives, supporting internal teams, external stakeholders, workgroups, governing bodies, and other MDHHS or agency-specific efforts. This role is responsible for identifying, designing, and testing innovative Medicaid policies and programs that advance HSA's strategic goals and improve access, quality, and outcomes. The Innovation & Strategy Specialist applies human-centered design and evidence-informed approaches to develop, pilot, and refine initiatives, translates federal and state priorities into actionable programs, and provides strategic guidance while facilitating collaboration across teams and stakeholders.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

new establishment

25. What is the function of the work area and how does this position fit into that function?

The primary function of the work area is to coordinate the Health Services Administration's (HSA) efforts to design, develop, and implement Medicaid policies and programs that advance the Department's strategic priorities. This includes identifying opportunities for program innovation, translating federal and state priorities into actionable initiatives, and improving access, quality, and outcomes across Medicaid. The responsibilities of this position are complex and integral to supporting these efforts. The Innovation & Strategy Specialist leads or provides expertise in the design, piloting, and refinement of innovative Medicaid policies and programs, applies human-centered design and evidence-informed approaches, and facilitates collaboration across internal and external stakeholders to ensure initiatives are aligned with HSA strategic goals and operational priorities.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:**Departmental Specialist 13 - 15**

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to independently review and approve written material and documents
- Ability to communicate effectively, both verbally and in writing.
- Ability to compose letters, memos, and reports.
- Experience in contract monitoring and recommendation of contract sanctions.
- Attention to detail.
- Knowledge of state and federal laws and policy related to the work.
- Knowledge of legislative processes.
- Ability to function under pressure to make accurate independent decisions.
- Ability to plan, coordinate, and expedite work projects.
- Basic knowledge of healthcare policies and practices is beneficial.
- Knowledge of Medicaid managed care programs preferred.
- Knowledge of Medicaid innovation models and demonstrations preferred.
- Ability to apply human-centered design to policy and program development.
- Experience engaging and collaborating with diverse, high-level stakeholders across sectors.
- Ability to balance innovation with regulatory requirements, operational constraints, and political realities.
- Additionally, as listed on the CSC job specification
- The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

none

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

none

I certify that the entries on these pages are accurate and complete.

WHITNEY HENGESBACH

12/16/2025

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date