

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPTALTEM13Y

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)
4. Civil Service Position Code Description Departmental Analyst-E	10. Division
5. Working Title (What the agency calls the position) Compensation/Program Analyst	11. Section
6. Name and Position Code Description of Direct Supervisor ELY, EMILY; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor BANKS SHALONNA; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Grand Tower 235 S. Grand Ave; Lansing MI/ Monday-Friday 8-5

14. General Summary of Function/Purpose of Position

This position serves in an entry to experience capacity as an analyst in the crime victim compensation program, Crime Victim Services Commission and is authorized under statute to conduct investigations and provide limited financial assistance to certain injured victims of crime under certain circumstances. This position conducts investigations and processing of victim compensation claims including the review of claim applications, police reports, medical records, employment verification and documentation, medical billings, insurance benefit statements and other documents. The position is responsible for making follow-up contacts to verify evidence and facts. The position is responsible for drafting written recommendations for decisions to award or deny claims with findings of fact and conclusions of law based upon the results of the investigation. The position is responsible for developing and introducing reports of recommendations with policy implications for the program director and the commission members.

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: 50**

Conduct investigations and follow-ups in active assigned compensation claims case-load.

Individual tasks related to the duty:

- Review reports and verifications from the law enforcement agency and determine the claimant's compliance with statutory eligibility criteria. When indicated, contact the prosecuting attorney's victim witness unit or the investigating officer for additional information. When appropriate, contact Assistant Attorney General for guidance on statute.
- Review bills, records, and verifications from medical and other providers of services to the victim and determine the claimant's eligibility for benefits and to verify that the losses claimed as part of the application are eligible for reimbursement under the Act. Contact the providers or the claimant to obtain any additional information needed.
- Review insurance benefit statements and other 3rd party documentation and determine amounts to be off set against the claimant's eligibility.
- Review the status of court cases and determine the potential for payment of restitution by the defendant to be offset against the claimant's eligibility.
- Review to determine if any final information is required and assess the claimant's financial hardship as result of the losses.
- Complete the investigation detail sheet, draft a recommendation for decision and monitor final disposition.
- Monitor the process of claims management and recommend changes in policies and procedures to carry out program duties more effectively with available resources.

Duty 2

General Summary: **Percentage: 15**

Review new applications to determine if the application meets the requirements as determined by the commission and as prescribed in statute.

Individual tasks related to the duty:

- Review assigned applications for compliance with written standards for approval and note deficiencies.
- Inspect submitted applications for completeness, determine if missing information can be obtained with a phone call, or prepare response letter to the claimant citing the deficiencies and return the application to the claimant with appropriate instructions for completion.
- Prepare acknowledgement for claimant citing any additional documents or information that will be required in the conduct of the investigation as it moves forward in the application process.
- Develop and prepare instructions, coding, and notations for data entry of the claim record and forward the claim to the data entry section.
- Complete and sign the internal application review sheet to accompany the claim.
- Draft and recommend changes in staff procedures to carry out these processes more accurately and efficiently

Duty 3

General Summary: **Percentage: 15**

Carry out special projects as assigned including assisting in the production of reports, training programs, and other program needs and activities.

Individual tasks related to the duty:

- Assist development and completion of the narrative and data sections for the compensation section of the annual report.
- Assist compiling data for the annual federal performance report to the U.S. Dept of Justice for VOCA funds.
- Assist at trainings for a wide range of audiences.

Complete other special projects and duties as assigned and represent the Commission in a variety of settings and audiences.

Duty 4

General Summary: **Percentage: 10**

Determine the status of restitution orders and payments in local courts.

Individual tasks related to the duty:

- Review pending and closed claims for criminal justice disposition and restitution status.
- Follow up by contacting probation officials, court clerks, and prosecution staff for further information.
- Assist with the keeping of logs and other methods of applying correct offsets and credits for victims and local units.

Duty 5

General Summary:

Percentage: 10

Prepare a draft recommendation for a claim decision.

Individual tasks related to the duty:

- Using the staff recommendation sheet, document or declare all required and or pertinent findings of fact and the evidentiary basis of that determination.
- Complete a detailed decision recommendation including names of claimants and victims, findings of fact and conclusions of law, providers, amounts awarded. the future status of the claim and instructions for preparation and transmittal of the decision.
- Complete the decision form and indicate reasons for denial, the evidentiary basis therefore, and instructions for preparation and transmittal of the decision.
- Determine if the appeal will be based upon a review of the record or if an evidentiary hearing is required. Prepare an accurate and concise synopsis of the facts of the decision and the basis for the appeal for the review of the Commission members.
- Prepare written and oral reports of claims on appeal to the Commissioners. This report will include the basis of the original decision, the basis of any appeal, and a recommendation for Commission action.
- Provide expert assistance and statutory clarifications for claimants and commissioners during the conduct of evidentiary hearings.
- Provide commissioners with other information and data as required.

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

The review of applications and claims to determine eligibility is critical as this decision will effect whether an applicant receives assistance and if the assistance is timely. Claims that are not eligible under the statute should be promptly denied so that program integrity and legislative intent is maintained. The time and effort spent pro decision must be broad and inclusive enough to ascertain that statutory criteria are complied with but not so time consuming and detailed that eligible claimant's will suffer unnecessary delay.

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

Claim recommendations are reviewed periodically with the director for consistency, timeliness, and statutory clarity. Review is requested on conditions that are not specifically covered by statute, guideline or written procedure; and in these instances an accompanying recommendation to the director is provided. All official communications and recommendations to the Commission members must be approved by the program director, and all communications from media or legislative sources must be appropriately referred within the department.

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.

Regular use of a computer keyboard and screen is required. Occasional lifting and carrying of multiple program files or record boxes.

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?

At the entry level, this position conducts investigation and processing of victim compensation claims including the review of claim applications, police reports, medical records, employment verification and documentation, medical billings, insurance benefit statements and other documents. The position is responsible for making follow-up contacts to verify evidence and facts. The position is responsible for drafting written recommendations for decisions to award or deny claims with findings of fact and conclusions of law based upon the results of the investigation. The position is responsible for developing and introducing reports of recommendations with policy implications for the program director and the commission members.

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 Crime Victim Services Commission is the state agency having oversight of all aspects of statutory and constitutionally authorized services for crime victims in Michigan. The Commission consists of five gubernatorial appointees that exercise an advisory role. The agency administers three separate grant programs with separate statute and funding sources; crime victim compensation, crime victim assistance, and crime victim's rights. This position is responsible for carrying out a full range of assignments with considerable impact on the crime victim compensation program. The program is Michigan's oldest direct service victim services program and the position requires an employee that can speak knowledgeably and with sensitivity to the concerns and expectations of clients, providers, prosecutors, law enforcement, court officials and the general public.

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 Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

As stated on the 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.

N/A

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

JULIE KELLY

12/14/2021

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