



Department of Transformation and Shared Services

Governor Asa Hutchinson

Secretary Amy Fecher

Director Kay Barnhill

March 1, 2022

The Honorable Breanne Davis, Co-Chairperson
 The Honorable Jim Wooten, Co-Chairperson
 Uniform Personnel Classification and
 Compensation Plan Subcommittee
 Joint Budget Committee
 State Capitol Building, Room 315
 Little Rock, Arkansas 72201

Dear Senator Davis and Representative Wooten:

The Office of Personnel Management (OPM) submits a request from Department of Human Services (DHS), Division of Medical Services (DMS) and the Division of Shared Services. DHS is requesting to obtain two positions from the OPM surrender pool established by Ark. Code Ann. §21-5-225(a). The classifications requested are listed below:

<u>CLASS CODE</u>	<u>TITLE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>	<u>POSITION COUNT</u>
A016C	DHS DMS Business Operations Manager	GS12	\$69,776 - \$101,175	1
N128N	DHS Asst Dir of Quality Assurance	GS13	\$77,862 - \$112,899	1

POSITIONS SURRENDERED

<u>POSITION NUMBER</u>	<u>TITLE</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>
22102805	Health Care Analyst	L070C	GS05	\$32,405 - \$46,987
22104157	Health Care Analyst	L070C	GS05	\$32,405 - \$46,987
22099780	Health Care Analyst	L070C	GS05	\$32,405 - \$46,987
22109652	Administrative Specialist III	C056C	GS04	\$29,046 - \$42,116
22102476	Fiscal Support Specialist	A098C	GS04	\$29,046 - \$42,116
22102300	Administrative specialist II	C073C	GS03	\$26,034 - \$37,719

The Honorable Breanne Davis, Co-Chairperson
The Honorable Jim Wooten, Co-Chairperson
March 1, 2022
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JUSTIFICATION

The DHS DMS Business Operations Manager position will be responsible for creating and submitting federal reports such as: the CHIP Annual Report Template System, Centers for Medicare and Medicaid Services Core-Set, Emergency Department Service Facility, CMS-416, Tax Equity and Fiscal Responsibility Act, and Violence Prevention Emergency Tool. This position is also involved in technology solutions to assist staff such as the Provider-led Arkansas Shared Saving Entity Person-Centered Service Plan Retrospective Reviews and Arkansas Coronavirus Relief Fund Program reporting. There are currently eleven (11) positions in this classification, including one vacancy that is currently awaiting candidate approval from the Secretary. Two of the positions to be surrendered have incumbents that will be moved to other positions within DMS. Each of the first three positions to be surrendered have been vacant for less than one year. Therefore, the expected cost is approximately \$67,824, including matching, and no additional general revenue funds are requested.

DHS is requesting the DHS Assistant Director of Quality Assurance position to meet the needs of the agency in internal controls. This position will take the lead role in developing and coordinating internal controls across the department to reduce waste, deter fraud and abuse, and address audit findings. Until this point, the department has staffed this process using existing resources. The addition of this position will better enable DHS to leverage opportunities to better work on audit findings. The final three positions to be surrendered have all been vacant for less than one year. Therefore, the expected cost is approximately \$77,770, including matching, and no additional general revenue funds are requested.

The Office of Personnel Management has reviewed these requests and **recommends** the approval of two positions from the OPM surrender pool. Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director
Office of Personnel Management



SECRETARY OF TRANSFORMATION & SHARED
SERVICES

2/28/2022

DATE

KB/sd:1-2

The Honorable Breanne Davis, Co-Chairperson
The Honorable Jim Wooten, Co-Chairperson
March 1, 2022
Page 2

JUSTIFICATION

The DHS DMS Business Operations Manager position will be responsible for creating and submitting federal reports such as: the CHIP Annual Report Template System, Centers for Medicare and Medicaid Services Core-Set, Emergency Department Service Facility, CMS-416, Tax Equity and Fiscal Responsibility Act, and Violence Prevention Emergency Tool. This position is also involved in technology solutions to assist staff such as the Provider-led Arkansas Shared Saving Entity Person-Centered Service Plan Retrospective Reviews and Arkansas Coronavirus Relief Fund Program reporting. There are currently eleven (11) positions in this classification, including one vacancy that is currently awaiting candidate approval from the Secretary. Two of the positions to be surrendered have incumbents that will be moved to other positions within DMS. Each of the first three positions to be surrendered have been vacant for less than one year. Therefore, the expected cost is approximately \$67,824, including matching, and no additional general revenue funds are requested.

DHS is requesting the DHS Assistant Director of Quality Assurance position to meet the needs of the agency in internal controls. This position will take the lead role in developing and coordinating internal controls across the department to reduce waste, deter fraud and abuse, and address audit findings. Until this point, the department has staffed this process using existing resources. The addition of this position will better enable DHS to leverage opportunities to better work on audit findings. The final three positions to be surrendered have all been vacant for less than one year. Therefore, the expected cost is approximately \$77,770, including matching, and no additional general revenue funds are requested.

The Office of Personnel Management has reviewed these requests and **recommends** the approval of two positions from the OPM surrender pool. Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director
Office of Personnel Management

**SECRETARY OF TRANSFORMATION & SHARED
SERVICES**

DATE

KB/sd:1-2

1217



ARKANSAS
DEPARTMENT OF
**HUMAN
SERVICES**

Office of Human Resources

P.O. Box 1437, Slot W301, Little Rock, AR 72203-1437

P: 501.682.6499 F: 501.682.6569

February 25, 2022

Kay Barnhill, State Personnel Director
Department of Finance and Administration
Office of Personnel Management
501 Woodlane, Suite 201
Little Rock, Arkansas 72201



RE: Swap Pool - DMS for FY 2022

Ms. Barnhill:

The Department of Human Services (DHS), Division of Medical Services (DMS), is requesting a swap pool of three positions for one. This position is responsible for creating and submitting many of our federal reports, such as: CHIP Annual Report Template System, Centers for Medicare and Medicaid Services (CMS) Core-Set, Emergency Department Service Facility, CMS-416, Tax Equity and Fiscal Responsibility Act, and Violence prevention emergency tool. This position is also involved in technology solutions to assist some of our DMS staff, such as the Provider-led Arkansas Shared Saving Entity Person-Centered Service Plan Retrospective Reviews, and Arkansas Coronavirus Relief Fund program reporting. These functions require a specific skillset and expertise.

DMS would receive one GS12 – A016C, DHS DMS Business Operations Manager. The agency has eleven of this authorized title, and one is currently cross-graded to a GS12 – G025C, Attorney Supervisor. The agency will turn-in three budgeted GS05 positions. Each of these positions have been vacant for less than one year. Under this assumption, including 23% fringe, the budget impact would be a cost saving of \$33,749 to the agency.

This new position will help in tracking and ensuring federal reports are submitted timely. Should further information be required, please contact me at (501) 320-6250.

Sincerely

A handwritten signature in blue ink that reads 'Damian Hicks'.

Damian Hicks
DHS Chief Human Resources Officer



DEPARTMENT OF TRANSFORMATION AND SHARED SERVICES
Office of Personnel Management
Request for Pool Position

Business Area	Agency/Institution	Date
0710	DHS - DMS	2/23/22

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22102805	HEALTH CARE ANALYST	GS05	L070C
22099780	HEALTH CARE ANALYST	GS05	L070C
22104157	HEALTH CARE ANALYST	GS05	L070C

Classification(s) Requested

N/A	Classification Title	Pay Grade	Class Code
	DHS DMS Business Operations Manager	GS12	A016C

I Hereby Certify / Understand That:

- A. The position requested is critical to the operation of this Agency/Institution and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency/Institution.
- E. No current employee will be displaced by this action.

Agency Personnel Rep	Date
Damian Hicks	02/23/2022

Agency Director	Date
Damian Hicks, Chief of Human Resources	02/23/2022

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ARKANSAS
DEPARTMENT OF
**HUMAN
SERVICES**

Office of Human Resources

P.O. Box 1437, Slot W301, Little Rock, AR 72203-1437

P: 501.682.6499 F: 501.682.6569

February 10, 2022

Kay Barnhill, State Personnel Director
Department of Finance and Administration
Office of Personnel Management
501 Woodlane, Suite 201
Little Rock, Arkansas 72201



RE: Swap Pool - SS for FY 2022

Ms. Barnhill:

The Department of Human Services (DHS), Shared Services, is requesting a swap pool of three positions for one. DHS is needing this role to be filled in internal controls. This new position will take a lead role in developing and coordinating internal controls across the agency to reduce waste, deter fraud and abuse, and address audit findings. For several years now, DHS has been devoting more resources to work closely with Arkansas Legislative Audit and our federal funding partners around the agency's audit findings. We have developed a process to ensure that every audit finding is thoroughly reviewed to identify weaknesses, and to ensure that a corrective action is developed, implemented, and monitored on an ongoing basis to ensure future compliance. Up until now, we have staffed this process using existing resources. Although the work to date has significantly improved DHS accountability and transparency, there are still additional opportunities to do an even better job of minimizing risk, protecting state assets, ensuring record accuracy, promoting operational efficiency, and encouraging compliance with rule and policy. The addition of this position will better enable DHS to leverage these opportunities.

Shared Services would receive one GS13 – N128N, DHS Assistant Director for Quality Assurance. The agency will turn-in three budgeted positions of various authorized grades and titles. Each of these positions have been vacant for less than one year. Under this assumption, including 23% fringe, the budget impact would be a cost saving of \$7,703 to the agency.

This new position will help in safeguarding the agency and minimizing the risk. Should further information be required, please contact me at (501) 320-6250.

Sincerely

A handwritten signature in blue ink that reads 'Damian Hicks'.

Damian Hicks
DHS Chief Human Resources Officer



DEPARTMENT OF TRANSFORMATION AND SHARED SERVICES
Office of Personnel Management
Request for Pool Position

Business Area	Agency/Institution	Date
0710	DHS	02/09/2022

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22109652	Admin Spec III	GS04	C056C
22102476	Fiscal Support Specialist	GS04	A098C
22102300	Admin Spec II	GS03	C073C

Classification(s) Requested

N/A	Classification Title	Pay Grade	Class Code
	DHS Assistant Director for Quality Assurance	GS13	N128N

I Hereby Certify / Understand That:

- A. The position requested is critical to the operation of this Agency/Institution and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency/Institution.
- E. No current employee will be displaced by this action.

Agency Personnel Rep	Date
Damian Hicks	02/09/2022

Agency Director	Date
Damian Hicks, Chief of Human Resources	02/09/2022



DHS ASSISTANT DIRECTOR FOR QUALITY ASSURANCE

Class Code: N128N Grade: GS13
FLSA Status: Exempt
Revised: 07/02/2017

STATE OF ARKANSAS JOB DESCRIPTION

SUMMARY:

The Department of Human Services (DHS) Assistant Director for Quality Assurance works under administrative direction and is responsible for planning and directing the Quality Assurance Program for DHS. The position is also responsible for developing and establishing work priorities, standards of performance, reviewing and approving managerial decisions, and monitoring budgetary needs and expenditures. This position is governed by state and federal laws and agency policy.

TYPICAL FUNCTIONS:

Provides leadership, oversight, and general supervision for the Department's Office of Quality Assurance to include the Audit, Internal Audit, Fraud, Internal Affairs, and Quality Assurance Analyst Units.

Develop and implement a standardized process for quality improvement/monitoring that can be adapted to each Department division or unit of work.

Develop and modify agency-wide policies, procedures, and standards related to quality assurance programs and ensure program compliance with state and federal laws.

Evaluates program services and identifies areas in need of improvement and submit programs to senior management or committee for review and approval.

In conjunction with the Senior Data Analyst position within the Department's Office of Policy and Planning, bring together and analyze quantitative program data housed in multiple databases and divisions across the Department to identify trends, performance, and links across multiple programs.

Participates in evaluation of new technologies or solutions to improve service and efficiency of systems and/or sub-systems.

Plans and directs activities by establishing goals, objectives, and short and long-range plans to ensure consistency with overall Agency goals.

Provides technical assistance, guidance, and information on quality assurance to internal and external agency contacts, legislators, vendors, and other customers by researching and interpreting federal and state laws and agency policies and procedures.

Gathers data and researches technical information for monthly reports and studies and presents to appropriate authorities.

Conducts and attends meetings, conferences, and/or workshops to disseminate quality assurance or technical information relating to Agency practices.

Performs other duties as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of quality assurance procedures or programs.

Knowledge of state and federal laws and Agency standards concerning quality assurance.

Knowledge of business and management principles involved in strategic planning, resource allocation, human resources, leadership techniques, production methods, and coordination of people and resources.

Ability to plan and assess the impact of programs and services and devise modification as necessary.

Ability to prepare a budget and monitor expenditures.

Ability to effectively communicate both orally and in writing.

Ability to prepare and present oral and written information and reports.

Ability to utilize computer software and applications.

Ability to investigate complaints, identify problems, and design corrective measures.

Skill in quantitative analysis.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in business administration, public administration, operational management or related field; plus six years of progressively more responsible experience in management of a quality assurance program or a related field, including three years in a professional managerial capacity.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.