



### **CPP Case Aide**

**Closing Date:** Until filled

**Classification:** Non-Exempt

**Department:** Community Services

**Reports To:** CPP CRDP Housing Manager

**Compensation Range:** \$22.1224 - \$25.0317 per hour (DOE)

### **Primary Purpose**

To support the Westside Regional Center (WRC) Community Placement Plan (CPP) team by performing a wide range of administrative, clerical, scheduling, and organizational duties. This position also assists in the coordination and tracking of service provider vendorization, compliance activities, and documentation related to Department of Developmental Services (DDS) initiatives, including rate reform updates when applicable to CPP-funded services.

### **Principal Duties and Responsibilities**

#### **1. WRC Core – Communications**

- Responds to all phone calls and emails by close of business the following workday.
- Routinely checks voicemail, email, and interoffice mail.
- Maintains consistent communication with the Department and Agency.

#### **2. WRC Core – Accountability**

- Provides an accurate weekly schedule and adheres to agreed-upon work hours.
- Attends all mandatory meetings and utilizes absence notification tools effectively.

#### **3. WRC Core – Goals and Objectives**

- Prioritizes tasks effectively and manages multiple duties within required timelines.
- Supports agency and departmental goals through timely and complete task execution.

#### **4. WRC Core – Professionalism**

- Demonstrates respectful and collaborative behavior with consumers, staff, and partners.
- Promotes a professional and courteous work environment.

#### **5. CPP Case Aide Core – General**

- Coordinate and maintain records for vendorization and start-up requests for proposal related to CPP-funded services.
- Assist in the preparation and tracking of CPP-related DDS contracts, ensuring that services comply with rate reform requirements and funding structures.
- Maintain CPP project plans with a high level of accuracy and ensure timely updates related to rate reform implementation milestones.
- Track and report DDS-required documentation for rate reform compliance, in collaboration with the Fiscal QA and CPP teams.
- Prepare and secure approvals for CPP contracts and amendments, including updates necessitated by rate reform mandates.
- Coordinate and document CPP team meetings; maintain detailed minutes and distribute as appropriate.
- Collect and reconcile receipts for start-up funds; assist in DDS fiscal audits, including those related to rate changes.
- Participate in IPPs, vendor audits, and facility reviews.
- Maintain an accurate and updated residential facility list.
- Assist vendorization and Quality Assurance teams as needed, including support in interpreting DDS rate reform updates affecting provider qualifications or reimbursement.
- Update and maintain vendor information in SANDIS; verify alignment with DDS updates.
- Track vendor packets, out-of-area correspondence, and changes due to rate reform transitions.
- Assign vendor numbers, process VSNs, and ensure Accounting is updated on all vendor status changes.
- Submit required paperwork to DDS in accordance with Title 17 and current rate reform guidelines under the direction of the Director of Community Services.
- Present service provider data and compliance issues to the WRC Quality Assurance Team.
- Prepare and submit monthly reports on accomplishments and work in progress.
- Participate in community outreach and Quality Assurance reviews.
- Promote quality, accuracy, and compliance across all CPP and vendorization activities.
- Perform other duties as assigned.
- Prepare, process, and accurately log milestone check requests for CPP Start-Up Funding, HCBS, Social Recreation, and Lag Funding
- Audit vendor files annually to ensure DDS compliance (e.g., COI, DS1891)

- Update rate letters, CCH and EBSH Contracts, including Rate Reform, Crosswalk, and Non-Crosswalk requests
- Support Vendorization Specialists during audits
- Support Risk Management and Mitigation Coordinator by Forwarding SIRs to Service Coordinators as needed
- Maintain organized vendor files by service code and submit compliance documentation
- Respond promptly to phone calls and emails; manage administrative tasks and meet deadlines
- Support QA team by processing Technical Assistance reports via Sign Now and SANDIS, maintaining records, logging them in SANDIS, keeping copies for the Residential Program Manager, and mailing CPP home reports to CCL semiannually
- Schedule and facilitate Zoom/Teams meetings with internal teams and external providers
- Coordinate CPP monthly and Living Options meetings, including agenda preparation and follow-up actions
- Monitor and follow up on pending tasks to ensure smooth processes
- Notify Accounting, QA, and the service provider of any mailing address updates or retroactive payment changes

## **6. CPP Case Aide Core – Organization**

- Ensure vendor documentation is current and organized.
- Ensure that meetings, trainings, or time off do not hinder workflow.
- Complete special projects and reports within set deadlines.

## **7. CPP Case Aide Core – Teamwork/Attitude**

- Foster a cooperative, respectful, and efficient team environment.
- Represent WRC professionally to the public and partner agencies.

## **8. CPP Case Aide Core – Communication**

- Maintain clear, tactful, and professional communication.
- Routinely check and respond to voicemail, email, and mail.
- Ensure consistent availability and timely follow-up.

## **9. CPP Case Aide Core – Quantity and Quality of Work**

- Deliver accurate, timely, and high-quality work.
- Understand and support the unique needs of consumers and the CPP mission.
- Proactively ensure smooth workflow and documentation management.

## Job Specifications (Knowledge, Skills, and Abilities)

- **Education:** High school diploma or equivalent required.
- **Experience:** Minimum 1–2 years administrative experience, preferably involving vendor or contract coordination.
- **Skills:**
  - Excellent organizational and multitasking skills.
  - Proficiency in Microsoft Office Suite and SANDIS.
  - Ability to understand and interpret state regulations, including DDS Title 17 and rate reform guidance.
  - Strong interpersonal and communication skills.
  - High attention to detail and accuracy in recordkeeping.
  - Ability to work independently and collaboratively.
- **Other:** Valid CA Driver's License and verifiable auto insurance, or alternative reliable transportation.

## Performance Criteria

- Responsiveness to communication (voicemail, email, internal contact).
- Accountability to work schedule, meetings, and reporting.
- Effective prioritization and task management.
- Professionalism in all internal and external interactions.
- Accuracy and compliance in CPP and vendor records.
- Timely and accurate support of DDS-related processes, including rate reform.

**\*This summary is not intended to represent an exhaustive list of duties; additional responsibilities are determined as to meet the needs of the community we support\*\***

WRC is an equal opportunity employer. Further, WRC will consider employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume to [Jobs-WRC@Westsiderc.org](mailto:Jobs-WRC@Westsiderc.org) by the closing date and include the **Job Title** in the subject line of the email.