

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 2470202

Mental Hygiene Program Evaluation Specialist 2, Grade 18	2470202
Mental Hygiene Program Evaluation Specialist 3, Grade 23	2470203
Mental Hygiene Program Evaluation Specialist 4, Grade 27	2470204

Brief Description of Class Series

Mental Hygiene Program Evaluation Specialists evaluate services provided to individuals with mental illness and/or developmental disabilities by facilities and programs operated by the Office of Mental Health and Office for People With Developmental Disabilities. Incumbents conduct program evaluation studies; design, modify, and/or utilize data collection instruments and processes; collect, review, and analyze service data; produce management reports; recommend programmatic improvements; and develop and maintain program evaluation protocols, policies, and procedures to inform and improve program development, effectiveness, and efficiency.

Positions are classified in the Office of Mental Health and Office for People With Developmental Disabilities.

Distinguishing Characteristics

Mental Hygiene Program Evaluation Specialist 2: full performance level; under the supervision of a higher-level Mental Hygiene Program Evaluation Specialist, assists in evaluating services provided to individuals with mental illness and/or developmental disabilities; collects, reviews, and analyzes programmatic service data; participates in and/or conducts studies to assess program needs, processes, outcomes, impacts, costs/benefits, effectiveness, and individuals' satisfaction; prepares reports and recommendations based on analyses; assists in the development and modification of survey instruments and data collection systems; and develops, updates, and maintains program evaluation protocols, policies, and procedures.

Mental Hygiene Program Evaluation Specialist 3: supervisory level; evaluates a wide variety of services provided to individuals with mental illness and/or developmental disabilities; supervises Mental Hygiene Program Evaluation Specialists 2 and other staff engaged in program evaluation activities; and may assist a Mental Hygiene Program Evaluation Specialist 4 in the management and oversight of a facility's program evaluation department.

Mental Hygiene Program Evaluation Specialist 4: managerial level; oversees and manages a facility's program evaluation department; collaborates with department heads to refine evaluation plans for key initiatives; selects appropriate research designs, plans data collection, and oversees the preparation of analysis and reporting; and supervises, coordinates, and directs lower-level Mental Hygiene Program Evaluation Specialists and other staff engaged in program evaluation activities.

Illustrative Duties

Mental Hygiene Program Evaluation Specialist 2

Collects, reviews, and analyzes quantitative data related to programmatic services provided to individuals.

- Creates reports, tables, graphs, and presentations based on data analysis.
- Collects and analyzes data regarding the provision of care, utilization of services, and facility compliance with policies and regulatory requirements.
- Presents findings, reports, and recommendations to higher-level staff.

Assists higher-level Mental Hygiene Program Evaluation Specialists, department heads, and administrators with the development of evaluation processes, outcome measurements for clinical programs, and performance improvement projects.

- Assists in establishing facility benchmarks for quality assurance and in the development and modification of survey instruments and data collection systems.
- Develops, updates, and maintains internal protocols used in program evaluation.
- Establishes priorities for program evaluation, research, and special studies.
- Prepares and develops training manuals for data collection.

Serves as a member of various committees and workgroups to assist with and improve program operations.

Mental Hygiene Program Evaluation Specialist 3

Independently performs the above tasks and activities of a Mental Hygiene Program Evaluation Specialist 2; and performs the full range of supervisory duties over Mental Hygiene Program Evaluation Specialists 2 and other staff.

- Collaborates with department heads and managers to identify trends, proactively mitigate risks, and review and revise policy and procedure manuals.

- Establishes facility benchmarks for quality assurance.
- Leads or serves on various committees and workgroups and presents data.
- Coordinates and monitors survey and related review activities; and reports quantitative data analyses to higher-level staff.
- Designs data collection methods and assists in data collection.

May assist a Mental Hygiene Program Evaluation Specialist 4 in the oversight and management of a program evaluation department.

Mental Hygiene Program Evaluation Specialist 4

Performs the tasks and activities of a Mental Hygiene Program Evaluation Specialist 3; and manages and oversees a facility's program evaluation department.

- Plans, supervises, and oversees the development and implementation of program evaluation studies, research, data collection, and analysis; and ensures that outcome measures are utilized to evaluate the quality, timeliness, and efficacy of care and services provided to individuals.
- Oversees the full data lifecycle of evaluation projects, including data collection, cleaning, quality control, and data analyses associated with evaluation plans.
- Communicates evaluation results through reports, presentations, and dynamic visualizations.
- Collaborates with stakeholders to use evaluation findings to inform decision making and practices.
- Provides consultation and assistance to facility management concerning federal, State, and facility standards and techniques used to monitor, evaluate, and improve programs.
- Interprets and communicates regulatory requirements and changes to staff; and ensures compliance with applicable laws, rules, and regulations.
- Oversees the development of training programs, including those related to data collection methods and the utilization of results.
- Performs the full range of supervisory duties over lower-level Mental Hygiene Program Evaluation Specialists and other staff.

Minimum Qualifications

Mental Hygiene Program Evaluation Specialist 2

Open Competitive: a bachelor's degree and two years of professional program evaluation experience in a human service setting.

Mental Hygiene Program Evaluation Specialist 3

Promotion: one year of service as a Mental Hygiene Program Evaluation Specialist 2.

Mental Hygiene Program Evaluation Specialist 4

Promotion: one year of service as a Mental Hygiene Program Evaluation Specialist 3.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 8/2021

JMM