

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Associate Governmental Program Analyst (AGPA)

POSITION NUMBER:

252-5393-703

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Family E&amp;E Division/ CalFresh &amp; Nutrition Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

CalFresh Operations Bureau

SUPERVISOR'S NAME:

Mai Nguyen

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** *(Check one)*:

- None                       Supervisor                       Lead Person                       Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The CalFresh Operations Bureau, within the Department of Social Services CalFresh & Nutrition Branch, is the state agency responsible for conducting quality control (QC) reviews of Supplemental Nutrition Assistance Program (SNAP) cases and performing Management Evaluations (MEs) per USDA Food and Nutrition Services (FNS) regulations (7 CFR 275). The Section establishes a continuing performance reporting system to monitor and improve program administration and program operations. The components of the performance monitoring system includes: (1) data collection through ME and QC reviews, (2) analysis and evaluation of data from all sources, (3) corrective action planning, (4) corrective action implementation and monitoring, and (5) reporting to FNS on program performance.

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**CONCEPT OF POSITION:**

Under the general direction of the Staff Services Manager I (SSM I), the AGPA will conduct the various federally mandated data acquisition activities, participate in special projects, and participate in ad hoc reviews designed to address specific evaluation or informational needs. The analyst may be assigned to any of these areas 100% of the time or any combination of these activities.

**A. RESPONSIBILITIES OF POSITION:**

The position is at the department's full journeymen level. Assignment on a special project may require the analyst to work in a specific COSS office or county district office. The analyst may also be required to act in a lead capacity.

**Specific Job Assignments**

With little to no direct supervision from the SSM I, the analyst will do the following:

45% Review CalFresh active and negative case records and apply appropriate regulations and policies to all elements of eligibility. Conduct interviews in the client's home, county office, or by telephone and collect information to verify circumstances as stated in the case record. Verify elements of eligibility through independent contacts with employers, landlords, schools, banks, references, etc. Analyze errors and discrepancies discovered during the data gathering process and correspond with county administrators to reach final agreement on the status of each error.

25% Perform special or ad hoc studies or projects that satisfy the information or evaluation needs of the bureau, branch, division or department. Independently work on and/or collaborate with external and internal stakeholders for special projects and assignments. Utilize effective communication skills for public speaking to share and present information at meetings, webinars, training, etc. The analyst may also work in a lead capacity.

10% Work both independently and collaboratively to write transmittal guidance for quality control. Prepare and use research results and recommendations to provide policy and program direction to external and internal stakeholders.

10% Conduct on-site reviews of county welfare operations and/or ad hoc projects to meet specific information needs incorporating case review, staff interviews, and analysis. Perform review and problem analysis of the more complex segments of the project. Use effective communication skills to prepare and present recommendations. Provide technical assistance and guidance to other bureau staff in conducting case review, data gathering analysis, making presentations, and report preparation.

5% Consult with counties regarding error reduction and corrective action activities, processes and techniques. Collaborate and/or work independently on special projects with external and internal stakeholders.

5% Perform other duties as required.

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B. SUPERVISION RECEIVED:

The AGPA works independently in a field setting receiving general supervision and instruction from the SSM I. The analyst may act for the SSM I when he/she is absent and may be required to perform in a lead capacity.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The AGPA has contact with other CDSS staff, county supervisory and management staff, federal staff, welfare clients, and staff from public and private agencies.

E. ACTIONS AND CONSEQUENCES:

Independent judgment is exercised in contact with persons in and out of CDSS. Since the AGPA generally works in a field setting, he/she must use judgment in scheduling county visits, travel, etc. Decisions are made regarding appropriate county data acquisition and review procedures, and interpreting CDSS regulations. The result of this analysis forms the basis for determining the accuracy of county error rates and the appropriateness of state/county management decisions which has the potential for profound fiscal consequences to the state. Faulty analysis will result in incorrect information, and may result in noncompliance with CDSS policies and profound fiscal consequences to the state.

F. OTHER INFORMATION:

The position requires the ability and willingness to travel statewide up to 70% of the time. It is a requirement that the incumbent possess a valid California driver's license and be able to drive an automobile, or have the ability to travel to field work sites. Travel by other modes of transportation may be required.

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Analyst (SSA)

POSITION NUMBER:

800-252-5157-703

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Family E&amp;E Division/ CalFresh &amp; Nutrition Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

CalFresh Operations Bureau

SUPERVISOR'S NAME:

Mai Nguyen

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** *(Check one)*:

- None                       Supervisor                       Lead Person                       Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The CalFresh Operations Bureau, within the Department of Social Services CalFresh & Nutrition Branch, is the state agency responsible for conducting quality control (QC) reviews of Supplemental Nutrition Assistance Program (SNAP) cases and performing Management Evaluations (MEs) per USDA Food and Nutrition Services (FNS) regulations (7 CFR 275). The Section establishes a continuing performance reporting system to monitor and improve program administration and program operations. The components of the performance monitoring system includes: (1) data collection through ME and QC reviews, (2) analysis and evaluation of data from all sources, (3) corrective action planning, (4) corrective action implementation and monitoring, and (5) reporting to FNS on program performance.

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**CONCEPT OF POSITION:**

Under the direct supervision of the Staff Services Manager I (SSM I), the SSA will conduct the various federally mandated data acquisition activities, perform case reviews, participate in special projects, and participate in ad hoc reviews designed to address specific evaluation or informational needs. The analyst may be assigned to any of these areas 100% of the time or any combination of these activities.

**A. RESPONSIBILITIES OF POSITION:**

Assignment on various projects may require the SSA to work in a specific CDSS office or county district office.

With direct supervision from the SSM I, the SSA will do the following:

35% Review CalFresh Active and Negative case records for the non-performance measurement counties. This review will require applying appropriate regulations and policies to all elements of eligibility.

35% Conduct interviews in the client's home, county office, or by telephone and collect information to verify circumstances as stated in the case record. Verify elements of eligibility through independent contacts with employers, landlords, schools, banks, etc. Analyze errors and discrepancies discovered during the data gathering process and correspond with county administrators to reach final agreement on the status of each error.

15% Assist in conducting on-site reviews of county welfare operations to meet specific information needs incorporating case review, staff interviews, and analysis. Prepare and use research results and recommendations to provide policy and program direction to external and internal stakeholders. Utilize effective communication skills for public speaking to share and present information at meetings, webinars, trainings, etc.

5% Perform special or ad hoc studies or projects that satisfy the informational or evaluation needs of the bureau, branch, division or department. Work collaboratively to write transmittal guidance for quality control.

5% Consult with counties regarding error reduction and corrective action activities, processes, and techniques. Collaborate and work on special projects with external and internal stakeholders.

5% Perform other duties as required.

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B. SUPERVISION RECEIVED:

The SSA works independently in a field setting receiving direct supervision and instruction from the SSM I.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The SSA has contact with other CDSS staff, county supervisory and management staff, federal staff, welfare clients, and staff from public and private agencies.

E. ACTIONS AND CONSEQUENCES:

Independent judgment is exercised in contact with persons in and out of CDSS. Since the analyst generally works in a field setting, he/she must use judgment in scheduling county visits, travel, etc. Decisions are made regarding appropriate county data acquisition and review procedures, and interpreting CDSS regulations. The result of this analysis forms the basis for determining the accuracy of county error rates and the appropriateness of state/county management decisions which has the potential for profound fiscal consequences to the state. Faulty analysis will result in incorrect information for CDSS management, county staff, welfare clients, and may result in noncompliance with CDSS policies and profound fiscal consequences to the state.

F. OTHER INFORMATION:

The position requires the ability and willingness to travel up to 70% of the time. It is a requirement that the incumbent possess a valid California driver's license and be able to drive an automobile, or have the ability to travel to field work sites. Travel by other modes of transportation may be required.