State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:
Vacant

CLASSIFICATION:	POSITION NUMBER:
Associate Governmental Program Analyst (AGPA)	800-472-5393-912

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
Housing and Homelessness Division	Data Analysis Unit

SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Wendy Tsan	Staff Services Manager I (SSM 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 mission of the California Department of Social Services (CDSS) is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

The Housing and Homelessness Division (HHD) works with stakeholders to integrate social services with housing support services; share best practice and creative solutions to address homelessness; increase access to benefits and client-centered services; and ensure any instance of homelessness is rare, brief, and non-recurring. HHD is responsible for the development, implementation, and evaluation of statewide policies and procedures related to CDSS programs pertaining to homeless prevention, housing support, and mitigation of homelessness.

The Data Analysis Unit is responsible for the collection, analyses and dissemination of timely and accurate data that provides the Division with vital information on its programs. This data is the basis for budgetary projections, assessment of program policies and evaluation of outcomes. The data also provides information relative to program trends, issues and emerging needs. The unit tracks program trends and develops program projections utilizing program data, fiscal data and broader administrative data sets for deeper evaluation.

CONCEPT OF POSITION:

Under the general direction of the Staff Services Manager I, the Associate Governmental Program Analyst in Data Analysis Unit is responsible for data collection, data analytics support, data visualizations and support for program evaluations of division programs. The Associate Governmental Program Analyst utilizes program data to compile information, update resources and develop reports that inform technical assistance, legislative hearings and trainings.

A. <u>RESPONSIBILITIES OF POSITION</u>:

30%: Collect, analyze and validate the completeness and accuracy of program data submitted by grantees. Identify program metrics to monitor and evaluate the effectiveness and impact of division programs. Develop project management plans for ad hoc data analysis projects, monitor project milestones and deliverables. Collaborate with internal and external stakeholders to improve the report forms for data collection. Assist in the development of division data standards and processes. Ensure data quality, accuracy and integrity of all data and work products.

25%: Develop descriptive statistics and program analyses for detailed written reports, presentations, correspondence, and other materials distributed to internal and external stakeholders. Develop data dashboards and visualizations to track program compliance, performance and outcomes using data visualization tools. Identify and explain changes in data trends. Provide ongoing updates of program data, analyses, and trends to management. Prepare ad hoc and regular reports of both technical and non-technical nature in response to internal or external requests. Analyze and translate results of program evaluation projects into practical recommendations for programmatic, policy and system transformation.

20%: Identify and assist in the implementation of process improvements and workflow tools for existing procedures and reporting. Maintain documentation of databases, tools, data products, data cleaning and validation protocols and data integration efforts. Make recommendations, as appropriate, to Department and Division management.

15%: Support data literacy efforts within the Division, respond to technical questions and provide training and assistance to data users, as needed. Assist and support the streamlining of data reported to the state and facilitate making data available to other state agencies and the public. Coordinate with division program and policy units, the CDSS Research and Data Division (RADD), CDSS Information Services Division (ISD), budget and fiscal staff to design, implement or improve data collection and analysis strategies.

5% - Assist with other branch projects as needed, including but not limited to the training of internal and external staff on housing and homelessness mitigation programs, tracking and responding to inquiries from members of the public seeking information related to housing and homelessness services or support.

5% - Other duties as assigned.

B. <u>SUPERVISION RECEIVED</u>:

The AGPA receives direction from and reports directly to the Staff Services Manager I of the Data Analysis Unit.

C. <u>ADMINISTRATIVE RESPONSIBILITY</u>:

None.

D. <u>PERSONAL CONTACTS</u>:

The AGPA has frequent contact with California Department of Social Services program and policy staff, staff from other departments, county staff, and various external stakeholders.

E. <u>ACTIONS AND CONSEQUENCES</u>:

The AGPA exercises sound judgment related to data preparation and analysis. Poor judgment can adversely impact policy and budgetary decisions and adversely affect work effectiveness. Failure to carry out necessary objectives by the AGPA results in inefficient operations, a waste of limited government funds, and missed opportunities to improve programs that serve our populations. In doing so, programs, clients and counties could be negatively impacted due to time consuming and cumbersome processes and ongoing administrative issues.

F. <u>OTHER INFORMATION</u>:

The ideal candidate for this position will have excellent interpersonal and communication skills. Desirable qualifications for this position would be a person who has strong project management, analytical and data design skills. Knowledge and use of data analytic and visualization software such as Power BI or Tableau is preferred, but not required. Other desirable qualifications for this position would be experience in identifying and implementing improvements to data-related processes and experience in communicating complex data analyses to management.

State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:
Vacant

CLASSIFICATION:	POSITION NUMBER:
Staff Services Analyst (SSA)	800-472-5157-912

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
Housing and Homelessness Division	Data Analysis Unit

SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Wendy Tsan	Staff Services Manager I (SSM 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

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

Total number of positions for which this position is responsible:

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MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services (CDSS) is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

The Housing and Homelessness Division (HHD) works with stakeholders to integrate social services with housing support services; share best practice and creative solutions to address homelessness; increase access to benefits and client-centered services; and ensure any instance of homelessness is rare, brief, and non-recurring. HHD is responsible for the development, implementation, and evaluation of statewide policies and procedures related to CDSS programs pertaining to homeless prevention, housing support, and mitigation of homelessness.

The Data Analysis Unit is responsible for the collection, analyses and dissemination of timely and accurate data that provides the Division with vital information on its programs. This data is the basis for budgetary projections, assessment of program policies and evaluation of outcomes. The data also provides information relative to program trends, issues and emerging needs. The unit tracks program trends and develops program projections utilizing program data, fiscal data and broader administrative data sets for deeper evaluation.

CONCEPT OF POSITION:

Under the close supervision of the Staff Services Manager I, the Staff Services Analyst in the Data Analysis Unit is responsible for assisting in data collection, data analytics support, data visualizations and support for program evaluations of division programs. The Staff Services Analyst utilizes program data to compile information, update resources and develop reports that inform technical assistance, legislative hearings and trainings.

A. <u>RESPONSIBILITIES OF POSITION</u>:

30%: Assist in collecting, analyzing and validating the completeness and accuracy of program data submitted by grantees. Identify program metrics to monitor the effectiveness and impact of division programs. Coordinate development of project management plans for ad hoc data analysis projects, monitor project milestones and deliverables. Collaborate with internal and external stakeholders to improve the report forms for data collection. Assist in the development of division data standards and processes. Ensure data quality, accuracy and integrity of all data and work products.

25%: Support development of descriptive statistics and program analyses for detailed written reports, presentations, correspondence, and other materials distributed to internal and external stakeholders. Assists in development of data dashboards and visualizations to track program compliance, performance and outcomes using data visualization tools. Identify and explain changes in data trends. Provide ongoing updates of program data, analyses, and trends to management. Assist in preparation of ad hoc and regular reports of both technical and non-technical nature in response to internal or external requests. Assist in analyzing results of program evaluation projects into practical recommendations for programmatic, policy and system transformation.

20%: Identify and assist in the implementation of process improvements and workflow tools for existing procedures and reporting. Support maintenance of documentation of databases, tools, data products, data cleaning and validation protocols and data integration efforts. Make recommendations, as appropriate, to Department and Division management.

15%: Support data literacy efforts within the Division, respond to technical questions and provide assistance to data users, as needed. Assist and support the streamlining of data reported to the state and facilitate making data available to other state agencies and the public. Coordinate with division program and policy units, the CDSS Research and Data Division (RADD), CDSS Information Services Division (ISD), budget and fiscal staff to design, implement or improve data collection and analysis strategies.

5% - Assist with other branch projects as needed, including but not limited to the training of internal and external staff on housing and homelessness mitigation programs, tracking and responding to inquiries from members of the public seeking information related to housing and homelessness services or support.

5% - Other duties as assigned.

B. <u>SUPERVISION RECEIVED</u>:

The SSA receives direction from and reports directly to the Staff Services Manager I of the Data Analysis Unit.

C. <u>ADMINISTRATIVE RESPONSIBILITY</u>:

None.

D. <u>PERSONAL CONTACTS</u>:

The SSA has frequent contact with California Department of Social Services program and policy staff, staff from other departments, county staff, and various external stakeholders.

E. <u>ACTIONS AND CONSEQUENCES</u>:

The SSA exercises sound judgment related to data preparation and analysis. Poor judgment can adversely impact policy and budgetary decisions and adversely affect work effectiveness. Failure to carry out necessary objectives by the SSA results in inefficient operations, a waste of limited government funds, and missed opportunities to improve programs that serve our populations. In doing so, programs, clients and counties could be negatively impacted due to time consuming and cumbersome processes and ongoing administrative issues.

F. <u>OTHER INFORMATION</u>:

The ideal candidate for this position will have excellent interpersonal and communication skills. Desirable qualifications for this position would be a person who has strong project management, analytical and data design skills. Knowledge and use of data analytic and visualization software such as Power BI or Tableau is preferred, but not required. Other desirable qualifications for this position would be experience in identifying and implementing improvements to data-related processes and experience in communicating complex data analyses to management.