

State of California - Department of Social Services

Proposed

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-372-5393-700

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

CCDD/Central Operations Branch

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

DRPO/Data Information Support Unit

SUPERVISOR'S NAME:

Jessica Caplinger

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 mission of the Child Care and Development Division (CCDD) is to build, strengthen, and maintain an equitable, comprehensive, quality, and affordable child care and development system for the children and families in our state; to integrate child care with other COSS programs and services that serve the whole child and the whole family; to address social determinants of health and adverse childhood experiences which significantly impact long-term outcomes for children; and to provide vital supports to the child care and development workforce and programs for children to have access to equitable and stable child care and development opportunities. The CCDD provides planning, policy direction, and oversight of the majority of state-supported child care and development programs and services in California. These include programs that provide a variety of state-subsidized child care services, quality improvement plan activities, local child care and developmental planning councils, and child care resource and referral programs. The CCDD seeks to implement data-informed programs and policies, while providing robust technical assistance and support to counties, contractors, and child care partners.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I) in the Data Information Support Unit (DISU), under the Data, Research & Planning Office (DRPO) within the Child Care and Development Division (CCDD), the Associate Governmental Program Analyst (AGPA) is responsible for the administration and support of the child care data collection process, specifically the Child Development Management Information System (CDMIS) and planned new data system of California Supporting Providers and Reaching Kids (CalSPARKs). The AGPA is the primary contact for all CDMIS/CalSPARKs users and is a critical team member in the redesign and consolidation of the CDMIS.

A. RESPONSIBILITIES OF POSITION:

40% The AGPA independently provides technical assistance to local child care agencies, including executive and program directors and staff members, regarding monthly data reporting via the CDMIS/CalSPARKs web portal and electronic file submission functions. The incumbent consults with local child care agencies, verbally and in writing, to provide direction and ensure adherence to any federal and/or state regulations, program policies and procedure. The incumbent provides detailed assistance in resolving immediate technical issues experienced by users when accessing and inputting data into the CDMIS/CalSPARKs system. As a lead analyst, identifies problematic trends and/or systemic issues and develops program policy that conveys sufficient information and guidance to prevent users from experiencing these issues in the future. Additionally, the AGPA will assist in monitoring incoming inquiries, conducting trainings and webinars for supporting CCDD monthly reporting requirements. The AGPA will communicate with local child care agencies regarding submitted data, and request updated information as necessary.

30% The AGPA will independently track progress of CDMIS/CalSPARKs developments by participating in weekly meetings on design and implementation of CDMIS/CalSPARK in CDSS. The incumbent will conduct system testing to verify system maintenance and modifications have the desired effect. The AGPA will troubleshoot targeted problems, identify and recommend improvements to the SSMI for the CDMIS/CalSPARK system based on system testing, collected user experiences, and staff feedback. The incumbent will develop and manage databases to support Contract and Tracking System (CATS) and CDMIS/CalSPARK responsibilities and serves on work groups for inter-departmental and intra-departmental collaboration on data collected and automation. The incumbent will identify, prepare, and verify the accuracy of on-line information regarding CDMIS/CalSPARK system updates. This includes, but is not limited to, on-line system user manuals, reference materials, and electronic file format specifications. The incumbent will develop and conduct informational presentations on CDMIS/CalSPARK updates to various CDMIS/CalSPARK-user groups. The AGPA will provide input to management and develop correspondence for a variety of audiences on CDMIS and CalSPARK related issues.

20% The AGPA will independently participate in meetings with the Information Services Division (ISD) and internal teams regarding maintenance and support of the data reporting systems. The AGPA will provide analytical support by identifying and resolving technical difficulties, tracking project risks, creating, executing, and revising project work plans to meet changing project needs and requirements. This position will facilitate data sharing and database resources related to child care information received from the field and support in the generation of reports requested using quantitative and qualitative research methods. The incumbent will perform research and other tasks related to CDMIS/CalSPARK database maintenance including managing correspondence to contracted agencies to assist with maintaining compliance with required monthly reporting. The AGPA will make appropriate updates to data in the CDMIS/CalSPARK database. Verify accuracy of collected information with other CCDD staff.

10% The AGPA will independently perform other job related duties as required, attend trainings and provide coverage for other staff. This position requires participation in division-wide meetings.

B. SUPERVISION RECEIVED:

The AGPA works in the DISU under the direction of the SSM I.

C. ADMINISTRATIVE RESPONSIBILITY:

The AGPA schedules meetings to assist contractors, software vendors and active CDMIS users to assist with monthly child care reporting in CDMIS and is required to provide additional support responding to inquiries written and verbally. Calendar management is required to stay on task with attendance for mandatory meetings, as necessary. The incumbent will participate in facilitating weekly office meetings, note-taking and create meeting agendas, as needed. The AGPA manages files via SharePoint and may be required to maintain data storage and accessibility.

D. PERSONAL CONTACTS:

The AGPA interacts with other analysts, managers, and supervisors. Regular interactions will occur with other offices and divisions as necessary, to identify best practices, encourage collaboration, resource sharing, and ensure consistency with departmental policies and procedures.

E. ACTIONS AND CONSEQUENCES:

The AGPA is responsible for facilitating effective communication, facilitating plan initiatives, for federal and state, and providing subject matter expertise in specifically identified areas. Failure to adequately implement the requirements of this position can result in misinformation, resulting in negative impacts for children and families.

F. OTHER INFORMATION:

Excellent interpersonal communication and presentation skills are essential for success. Experience facilitating multi-child care partner projects is highly desirable. Knowledge of child care programs is highly desirable.

State of California - Department of Social Services

Proposed

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Analyst

POSITION NUMBER:

800-372-5157-700

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

CCDD/Central Operations Branch

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

DRPO/Data Information Support Unit

SUPERVISOR'S NAME:

Jessica Caplinger

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 mission of the Child Care and Development Division (CCDD) is to build, strengthen, and maintain an equitable, comprehensive, quality, and affordable child care and development system for the children and families in our state; to integrate child care with other COSS programs and services that serve the whole child and the whole family; to address social determinants of health and adverse childhood experiences which significantly impact long-term outcomes for children; and to provide vital supports to the child care and development workforce and programs for children to have access to equitable and stable child care and development opportunities. The CCDD provides planning, policy direction, and oversight of the majority of state-supported child care and development programs and services in California. These include programs that provide a variety of state-subsidized child care services, quality improvement plan activities, local child care and developmental planning councils, and child care resource and referral programs. The CCDD seeks to implement data-informed programs and policies, while providing robust technical assistance and support to counties, contractors, and child care partners.

CONCEPT OF POSITION:

Under the general supervision of the Staff Services Manager I (SSM I) in the Data Information Support Unit (DISU), under the Data, Research & Planning Office (DRPO) of the Child Care and Development Division (CCDD), under guidance, the Staff Services Analyst (SSA) will assist in the administration and support of the child care data collection process, specifically the Child Development Management Information System (CDMIS) and planned new data system of California Supporting Providers and Reaching Kids (CalSPARKs).

A. RESPONSIBILITIES OF POSITION:

40% Under guidance, the SSA provides technical assistance to local child care and development agencies, which includes executive and program directors and staff members, regarding monthly data reporting via the CDMIS/CalSPARKs web portal and electronic file submission functions. The SSA will provide detailed assistance in resolving immediate technical issues experienced by users when accessing and inputting data into the CDMIS/CalSPARKs system. The incumbent will convey sufficient information and guidance to prevent users from experiencing the same problems again. With training, troubleshoot non-routine computer problems (e.g., browser and provider portal related issues), and perform ongoing accuracy checks of collected data. With guidance, the SSA will assist in monitoring incoming inquiries, conduct trainings and webinars for agencies and other user groups.

30% Under guidance, the SSA assists in tracking progress of CDMIS/CalSPARKs developments by participating in weekly meetings on design and implementation of CDMIS/CalSPARK in CDSS. With training, conducts system testing to verify system maintenance and modifications have the desired effect. In a learning capacity, the SSA assists with reviewing end user training materials, as needed. The incumbent will develop user documentation to ensure the smooth transition of new systems to end users. Identify, prepare, and verify the need for and accuracy of on-line information regarding the provider portal updates, including, but not limited to, on-line system manuals, reference materials, and electronic file format specifications. With guidance, the SSA conducts training workshops and informational webinars for local child care educational agencies.

20% Under guidance, the SSA will participate in meetings with the Information Services Division (ISD) and internal teams regarding maintenance and support of the data reporting systems. The SSA assists in providing analytical support by identifying and resolving technical difficulties, tracking project risks, creating, executing, and revising project work plans to meet changing project needs and requirements. The incumbent will work with the CDMIS Support team to identify and recommend improvements to the reporting system based on system testing, user experiences, and staff feedback. With guidance, the SSA will perform user acceptance testing on data system releases under the direction of the SSMI and CDMIS Support team. With guidance, the SSA will test data validation and application functionality against program business rules. The SSA will support program technical lead with defect tracking, prioritization of bug fixes, and subsequent system testing.

10% Under guidance, the SSA performs other job-related duties as required, attend trainings and provide coverage for other staff. This position requires participation in division-wide meetings.

B. SUPERVISION RECEIVED:

The SSA works in the DISU under the supervision of the SSM I.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSA will assist with scheduling meetings to assist contractors, software vendors and active CDMIS users to assist with monthly child care reporting in CDMIS and will provide additional support responding to inquiries via email and by phone in a learning capacity. Calendar management is required to stay on task with attendance for mandatory meetings, as necessary. With guidance, the SSA may be required to assist with managing files via SharePoint to maintain data storage and accessibility.

D. PERSONAL CONTACTS:

The SSA interacts with other analysts, managers, and supervisors. Regular interactions will occur with other offices and divisions as necessary, to identify best practices, encourage collaboration, resource sharing, and ensure consistency with departmental policies and procedures.

E. ACTIONS AND CONSEQUENCES:

The SSA is responsible for facilitating effective communication, facilitating plan initiatives, for federal and state, and providing subject matter expertise in specifically identified areas. Failure to adequately implement the requirements of this position can result in misinformation, resulting in negative impacts for children and families.

F. OTHER INFORMATION:

Excellent interpersonal communication and presentation skills are essential for success. Experience facilitating multi-child care partner projects is highly desirable. Knowledge of child care programs is highly desirable.