

State of California - Department of Social Services

Current/Proposed

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Manager I (Specialist)

POSITION NUMBER:

800-361-4800-910

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

CCDD/Program Quality & Improvement Branch

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

Program Quality & Improvement South Bureau

SUPERVISOR'S NAME:

Megan Jones

SUPERVISOR'S CLASS:

Education Administrator 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.

None

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.

None

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 CDSS 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 for 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 direction of the Education Administrator I (EA I) of the Program Quality & Improvement (PQI) South Bureau in the Child Care and Development Division (CCDD), the Staff Services Manager I (SSM I) (Specialist) provides expert consultation and subject matter expertise regarding various subject areas related to PQI program obligations. Areas of focus include California regulations, program requirements, funding terms and conditions, and the Manual of Policies and Procedures for all contracts. This position supports fraud investigations.

A. RESPONSIBILITIES OF POSITION:

40% The SSM I Specialist will conduct division wide fraud investigations, develop a standardized process to investigate and document fraud investigations, collaboratively work with Legal, Community Care Licensing, Contractors, and other internal and external partners to strengthen program integrity and reduce future incidents of fraud. The Specialist will develop materials to ensure consistent protocols are followed when the department receives whistle blower complaints or allegations of fraud. As the subject matter expert, the Specialist will independently develop materials for investigating fraud including monitoring reports detailing the findings of fraud investigations, templates for data organization, protocols for fiscal expenditure reviews, processes to recoup funds and procedures for alternative payment programs to investigate fraud within family and provider records. When protocols have been developed and implemented the Specialist will be the lead for all whistle blower complaints and fraud investigations for the CCDD.

25% The SSM I Specialist will review family and provider files to support active investigations. These reviews will be conducted remotely, where possible, but will also require travel to contractors to review some records in person. The reviews will gather the evidence needed to substantiate or unsubstantiate whistle blower complaints, to identify stronger internal controls that will reduce future incidents of fraud, and to inform the development of a standardized process for fraud investigations within PQIB.

25% The SSM I Specialist will perform administrative functions that increase program integrity, including but not limited to fiscal proposals, correspondence, providing updates in staff meetings, incorporating child care partner feedback, and collaborating with division administrators in all branches of the CCDD and across the department to ensure cohesive messaging and coherent updates to guidance, such as proposed changes in regulations, the issuance of a child care bulletins, and/or updates to the PQIB monitoring tools or monitoring protocols. They will propose regulatory updates to reduce fraud and ensure compliance with the Child Care and Development Block Grant. Additionally, they will provide training and guidance to staff and the child care field as needed to strengthen program integrity.

10% The SSM I Specialist will research and develop recommendations for contractor and state data systems to track child care services, monitoring and error rate data, and increase program integrity in effective and efficient methods. These recommendations will be based on current functionality and will identify specific metrics that allows both contractors and the state to identify potential fraud at a system level early.

B. SUPERVISION RECEIVED:

The SSM I (Specialist) receives direction from and reports to the EA I of the PQI South Bureau in the CCDD.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSM I Specialist provides consultation to PQIB and assists with updating the regulatory materials. Ensures written materials, including the Funding Terms and Conditions, Program Requirements and other documents of regulations governing state child care contracts, are accurate, coherent and clear and comprehensible.

D. PERSONAL CONTACTS:

The Environmental Protection Agency will interact with internal and external organizations, including other state agencies and control agencies.

E. ACTIONS AND CONSEQUENCES:

F. OTHER INFORMATION:

Excellent interpersonal relations and communication skills are essential, as well as the ability to build consensus and facilitate team work. The position also requires the ability to act independently, use excellent judgment and make appropriate decisions. Some travel may be required.