

State of California - Department of Social Services

CURRENT/PROPOSED DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

STAFF SERVICES ANALYST

POSITION 157-UMBER:

800-909-5157-712

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

**Adult Programs Division APD/CMIPS and System
Enhancements Branch**

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

**Communications, Operations, and Data Analysis (CODA)
Bureau-Operations Unit**

SUPERVISOR'S NAME:

Deirdre Wheeler

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

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 mission of the California Department of Social Services is to serve, protect, and support the people of California experiencing need in ways that empower wellbeing and disrupt systemic inequities.

The mission of the CODA Bureau Operations Unit is to coordinate, develop, and operationalize mandated changes to enhance the delivery of services to IHSS recipients through engagement with counties and our stakeholders.

CONCEPT OF POSITION:

Under guidance from an Staff Services Manager I (SSMI), the Staff Services Analyst (SSA) performs less complex analytical, policy, and technical work relative to the In Home Supportive Services (IHSS) program and Case Management Information & Payrolling System (CMIPS).

A. RESPONSIBILITIES OF POSITION:

Essential Functions:

35% Assist in the implementation of new federal and legislatively mandated IHSS initiatives. Use effective written and oral communication to inform counties, departmental staff, stakeholders, and IHSS program participants and providers of new IHSS system changes. Assist in the revision of instructional materials, including outreach and training materials and Release Notes, to effectively communicate changes to system policies and procedures. Assist in the facilitation of APD focus groups and stakeholder meetings related to the implementation of new initiatives for IHSS and CMIPS. Under the guidance of the SSMI, the SSA will facilitate informational sessions and training webinars with internal and external groups using a variety of electronic platforms (MS Teams, Zoom, Webex, etc.), and monitor the delivery and effectiveness of training materials and make recommendations.

25% Assist with researching, analyzing, monitoring, and the development of system policies and procedures to operationalize ongoing CMIPS changes in compliance with federal and state legislation and regulations. Use Microsoft Office suite to create, compile, analyze, organize, and present reports and other tracking activities. Assist with review and progress of projects and assignments. Under guidance from the SSMI, review and monitoring of key functions provided by the CMIPS vendor including IHSS Service Desk call reviews, identification of trends, procedures, and related materials.

20% Under guidance from the SSMI, analyze federal and state legislation and regulations that may impact APD and CMIPS functions. Assist in the development of ADA accessible written and presented materials such as briefing documents, resource guides, recordings, and provide training on IHSS program requirements. Assist in the development of IHSS participant information notices and forms. Under manager guidance, review, analyze and provide guidance, both verbally and in writing, to less complex inquiries from the public, IHSS program participants and providers, stakeholders, and county welfare departments on IHSS regulations, policies and procedures related to CMIPS. Under guidance from the SSMI, write CMIPS Policy Interpretations and Issue Papers. Under guidance from the SSMI, monitor and prepare All-County Letters (ACLs), All-County Information Notices (ACINs). Provide effective written and verbal communication, including but not limited to public inquiries and official correspondence, informational and training materials, presenting webinars, and stakeholder communication.

15% Under the guidance from the SSMI, analyze and evaluate progress and completion of projects and assignments including assessing alternate resolutions and/or formulating action/work plans; provide status and progress reports of current work assignments to peers and management staff.

5% Prepare for and attend team meetings and Bureau/Division meetings as scheduled. The ability to occasionally travel through various modes of transportation.

B. SUPERVISION RECEIVED:

The SSA is directly supervised by the Unit Manager (SSM I). Under guidance, the incumbent is required to utilize initiative and resourcefulness in completing assignments on time.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The SSA will have frequent contact with all levels of departmental employees, representatives from other governmental agencies, legislative and legal staff, and members of the general public.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in researching and handling sensitive and confidential material and in imparting information could result in misspent program dollars, litigation against the Department or information being released to unauthorized persons in violation of State and federal law.

F. OTHER INFORMATION:

The SSA must have excellent writing and oral communication skills, computer skills, interpersonal communication skills and be able to work well under pressure with direction individually and in a team setting.

State of California - Department of Social Services

CURRENT/PROPOSED DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

POSITION NUMBER:

800-909-5393-721

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

Adult Programs Division APD/CMIPS and System
Enhancements Branch

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

Communications, Operations, and Data Analysis (CODA)
Bureau-Operations Unit

SUPERVISOR'S NAME:

Deirdre Wheeler

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
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- ☐ Requires repetitive movement of heavy objects.
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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:

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MISSION OF ORGANIZATIONAL UNIT:

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The mission of the CODA Bureau Operations Unit is to coordinate, develop, and operationalize mandated changes to enhance the delivery of services to IHSS recipients through engagement with counties and our stakeholders.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) performs complex analytical, policy and technical work relative to the In-Home Supportive Services (IHSS) and the Case Management Information and Payrolling System (CMIPS).

A. RESPONSIBILITIES OF POSITION:

Essential Functions:

35% Implement new federal and legislatively mandated IHSS initiatives. Using effective written and oral communication to inform counties, departmental staff, stakeholders, and IHSS program participants and providers of changes relating to new IHSS system policies and procedures. Develop and revise instructional materials, including outreach and training materials and Release Notes, to effectively communicate changes to system policies and procedures. Coordinate APD focus groups and stakeholder meetings related to the implementation of new initiatives in IHSS and CMIPS. Conduct and facilitate informational sessions and training webinars with internal and external groups using a variety of electronic platforms (Zoom, Webex, etc). Monitor the delivery and effectiveness of trainings and materials and make recommendations and/or necessary modifications.

25% Research, analyze, monitor, and develop system policies and procedures to operationalize ongoing CMIPS changes in compliance with federal and state legislation and regulations. Use Microsoft Office suite to create, compile, analyze, organize and present more complex data for use in reports and other tracking activities. Gather, review, and analyze progress and completion of projects and assignments as well as maintain progress reports of current work assignments. Provide oversight to key functions provided by the CMIPS vendor including IHSS Service Desk calls reviews, identification of trends, and providing recommendations and related materials.

20% Analyze federal and state legislation and regulations that may impact APD and CMIPS functions. Develop ADA accessible written and presented materials such as briefing documents, resource guides, recordings, and provide training on IHSS program requirements. Develop IHSS participant information notices and forms. Review, analyze and provide guidance, both verbally and in writing, to complex inquiries from the public, IHSS program participants and providers, state and federal agencies, legislative staff, stakeholders, and county welfare departments on IHSS regulations, policies and procedures. Write CMIPS Policy Interpretations and Issue Papers. Monitor and prepare All-County Letters (ACLs), All-County Information Notices (ACINs), Policy Interpretation requests and other program directives. Provide effective written and verbal communication including but not limited to: public inquiries and official correspondence, informational and training materials, presenting webinars, and stakeholder communication.

10% Analyze and evaluate progress and completion of projects and assignments including assessing for alternate resolutions and/or formulating action/work plans; provide status and progress reports of current work assignments to management, staff, and internal and external stakeholders.

5% Prepare for and attend team meetings and Bureau/Division meetings as scheduled. The ability to occasionally travel through various modes of transportation.

Marginal Functions:

5% Other duties related to the CODA-Operations Unit as needed.

B. SUPERVISION RECEIVED:

The AGPA is directly supervised by the Unit Manager (SSM I). The incumbent is required to utilize initiative and resourcefulness in completing assignments on time.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The AGPA will have frequent contact with all levels of departmental employees, representatives from other governmental agencies, legislative and legal staff, and members of the general public.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in researching and handling sensitive and confidential material and in imparting information could result in misspent program dollars, litigation against the Department or information being released to unauthorized persons in violation of State and federal law.

F. OTHER INFORMATION:

The AGPA must have excellent writing and oral communication skills, computer skills, interpersonal communication skills and be able to work well under pressure with minimum direction individually and in a team setting.