

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-473-5393-XXX

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

HHD/DIO

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

Operations and Integration Bureau/Housing Integration Section/Integration &amp; Coordination Unit

SUPERVISOR'S NAME:

Kailen Pascual

SUPERVISOR'S CLASS:

Supervisor 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 Housing and Homelessness Division (HHD) works with counties, tribes, advocates for clients and other community partners to integrate social services with housing support services, share best practices 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 homelessness prevention, housing support and mitigation of homelessness.

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**CONCEPT OF POSITION:**

Under the direction of the Supervisor I, the Analyst II independently performs a variety of complex, journey-level analytical, policy, and coordination activities within the Integration and Coordination Unit of the Housing and Homelessness Division (HHD). The position exercises a high degree of judgment and discretion, analyzes sensitive and high-profile issues, develops recommendations, and serves as a key point of coordination for Division-wide processes that impact internal operations, external stakeholders, and public-facing communications.

**A. RESPONSIBILITIES OF POSITION:****35% – Housing Inbox, Communications, and Digital Content Management**

Independently leads the Housing Inbox by analyzing, routing, and responding to public and stakeholder inquiries in a professional and solutions-oriented manner that reflects Departmental and Division priorities. Evaluates complex, sensitive, or high-profile inquiries and exercises independent judgment to determine appropriate responses, coordination needs, or escalation to leadership.

Manages increased volumes of time-sensitive inquiries, ensuring accurate, timely, and coordinated responses across the Division. Leads the coordination and facilitation of the Housing Inbox through effective organization of incoming and outgoing communications, development and maintenance of processes, and training of staff to ensure consistency, accuracy, and quality of messaging.

Maintains and updates the Division website, intranet, email distribution lists, and SharePoint sites to ensure the integrity, accessibility, and accuracy of information. Coordinates disaster-related web and SharePoint updates to ensure leadership, staff, and external partners have access to current and reliable information. Analyzes trends and recurring issues in inquiries and digital content to identify gaps, recommend process improvements, and inform leadership decision-making.

Independently develops internal and external communications, including newsletters, guidance documents, talking points, and informational materials.

**25% – Legislative and Policy Analysis**

Provides analytical support and guidance to Division leadership regarding the potential impacts of legislative and regulatory changes on Division operations and populations served. Monitors, tracks, and analyzes relevant legislation and regulatory proposals using established tracking tools and reporting processes.

Analyzes relevant housing-related legislative or regulatory proposals to identify potential impacts on housing response, funding flexibility, and program implementation. Maintains a comprehensive legislative tracker for Senate and Assembly Bills assigned to or monitored by the Division and prepares analytical summaries and reports for leadership identifying bill status, risks, challenges, and opportunities.

Develops written analyses and recommendations regarding policy, fiscal, and operational impacts of proposed legislation. Serves as a subject matter resource on Division legislative processes. Leads Division legislative process trainings and develops, updates, and maintains related training materials.

Continuously evaluates and improves internal legislative tracking and coordination processes to ensure accuracy, consistency, and timely flow of information across the Division and to Departmental and Agency leadership. Reviews and analyzes bill language, amendments, and legislative documents to assess intent and potential operational impacts.

**25% – Public Records Act (PRA) Coordination and Analysis**

Manages and oversees the administration of Public Records Act (PRA) requests submitted through GOVQA, ensuring compliance with statutory requirements and Departmental policies. Independently coordinates with Sections, Units, and other Divisions to gather responsive records, facilitates appropriate disclosures, and ensures protection of confidential or sensitive information.

Coordinates disaster-related PRA requests, including those requiring expedited timelines or complex, cross-Division data collection. Exercises independent judgment to assess legal risk, interpret exemptions, and develop analytical recommendations for leadership on complex or sensitive PRA matters.

Collaborates with legal staff to address complex issues related to PRA compliance, exemptions, and potential challenges, and elevates identified risks, complexities, and recommended approaches to leadership. Evaluates existing PRA processes and recommends improvements to enhance efficiency, consistency, and compliance. Maintains accurate and detailed records of requests, responses, and related communications.

**10% – Special Projects and Disaster Response Support**

Assists with unit and Division projects as assigned. Leads or contributes to special projects requiring analytical research, evaluation of policies or processes, and coordination across multiple units or programs. Supports Division disaster response activities by coordinating surveys, tracking information requests, compiling and analyzing responses from internal and external partners, and assisting with after-action reports and process improvement efforts.

Updates procedures, manuals, and guidance documents as needed.

**5%** Performs other duties as assigned.

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B. SUPERVISION RECEIVED:

The Analyst II receives direct supervision from the Supervisor I and may receive functional guidance from the Housing and Homelessness Section Chief, Bureau Chief, or Branch Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst II serves as a primary analytical and coordination resource for the development of internal and external materials for HHD. The position maintains a working knowledge of multiple HHD programs in order to integrate information, support Division operations, and provide accurate and timely analysis.

D. PERSONAL CONTACTS:

The Analyst II represents the Division in frequent interactions with all levels of Departmental management and staff, as well as external stakeholders, including other State departments, county health and human services agencies, federal partners, the County Welfare Directors Association (CWDA), legal advocates, and community partners.

E. ACTIONS AND CONSEQUENCES:

This position is responsible for analyzing, developing, and integrating information from across HHD programs into communications, reports, presentations, and policy-related materials. The quality, accuracy, and timeliness of this work directly impact the Division's ability to operate effectively, respond to public and stakeholder inquiries, meet legal requirements, and coordinate with internal and external partners.

F. OTHER INFORMATION:

The Analyst II must demonstrate experience coordinating with multiple internal and external stakeholders, strong analytical and written communication skills, and the ability to work independently on complex assignments. The position requires flexibility, adaptability, sound judgment, and the ability to manage competing priorities under pressure and short deadlines.

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Kailen Pascual

SUPERVISOR'S CLASS:

Supervisor I

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## MISSION OF ORGANIZATIONAL UNIT:

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**CONCEPT OF POSITION:**

Under the direct supervision of the Supervisor I, the Analyst I is responsible for performing a variety of analytical activities in the Integration and Coordination Unit of the Housing and Homelessness Division.

**A. RESPONSIBILITIES OF POSITION:**

30% - Supports the Housing Inbox by analyzing, routing, and responding to public and stakeholder inquiries, applying analytical techniques to resolve problems, reconcile information, and identify trends consistent with the Analyst I knowledge and ability requirements. Utilizes methods and techniques of effective communication to respond promptly and professionally, including under stressful or high-volume conditions. Assists with maintaining the Division website, intranet, email distribution lists, and SharePoint sites and supports coordination of project and disaster-related updates to ensure information is current and accessible to internal and external stakeholders. Organizes, compiles, and interprets data and information from multiple sources to support accurate documentation and informed recommendations. Contributes to the development of procedures, recommendations, and guidance to improve inquiry management processes and ensure consistent messaging.

30% - Monitors and tracks relevant legislation and regulatory changes through the use of tracking measures, reports, and processes, including analyzing and interpreting proposed statutes and regulations to prepare summaries and recommendations for management review consistent with Analyst I duties. Assists in updating the legislative tracker with the most current information. Applies analytical judgment to interpret statutes, regulations, policies, and procedures and prepares written material that communicates potential impacts effectively to leadership and stakeholders. Supports consultative services by explaining complex legislative implications to non-technical audiences.

25% - Assists with gathering information for Public Records Act (PRA) requests and submissions in GOVQA. Coordinates with various Sections, Units, and Divisions to gather information and respond to public inquiries with appropriate records while protecting sensitive or confidential information, applying sound analytical skills to identify and reconcile data and documentation discrepancies. Provides support in maintaining accurate and detailed records of all requests, responses, and any related communications. Supports efforts to improve responses by recommending alternative solutions or process enhancements when recurring issues are identified. Communicates professionally in stressful situations to resolve conflicts or clarify complex information.

10% - Assists with unit projects as needed, including conducting research, organizing data, and preparing summaries/reports to support Division project goals. Updates procedures and manuals as needed, applying understanding of public and business administration principles to develop clear and effective documentation. Supports collaborative activities across teams and with external partners to ensure project continuity and coordination.

5% - Other duties as assigned.

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B. SUPERVISION RECEIVED:

The Analyst II receives direct supervision from the Supervisor I and may receive indirect guidance from the Housing and Homelessness Section Manager, Bureau Manager, or Branch Manager.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst II will serve as a primary staff person in the development of materials to be used by HHD both internally and externally. The Analyst II will have knowledge and understanding of the various programs in HHD to conduct their daily work.

D. PERSONAL CONTACTS:

The incumbent assists in the creation and integration of information for various HHD programs through the creation of talking points, reports, presentations, and other written materials. Without these responsibilities, the Division could not effectively and efficiently function with internal/external partners.

E. ACTIONS AND CONSEQUENCES:

This position is responsible for the creation and integration of information from the various HHD programs through the creation of talking points, reports, presentations, and other written materials. Without these responsibilities, the Division could not function effectively and efficiently with internal/external partners.

F. OTHER INFORMATION:

Experience in coordinating with multiple stakeholders both internally and externally. The Analyst II must be flexible, willing to learn, possess the ability to adapt and work under pressure and short deadlines, and have strong communication skills.