

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-252-5393-955

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

FEED/CalFresh Branch

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

County Technical Assistance Bureau/Corrective Action Sectic

SUPERVISOR'S NAME:

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)*
Up to 50% Travel Required

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 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 CalFresh Branch advances this mission by providing policy direction, program oversight, and operational support safeguard the health and well-being of California's most at-risk populations.

Within the CalFresh Branch, the County Technical Assistance and Corrective Action Bureau is one of three bureaus, alongside the CalFresh Operations Bureau and the CalFresh Policy Bureau. The Bureau is responsible for providing technical assistance to counties, performing program oversight, and conducting performance monitoring to ensure effective and consistent administration of the CalFresh program in partnership with counties, federal agencies, and other stakeholders

CONCEPT OF POSITION:

Under the direction of the Supervisor I of the Corrective Action Section, the Corrective Action Analyst (Analyst II) is responsible for performing a variety of complex analytical activities to support California's efforts to improve Application Processing Timeliness (APT), Recertification Processing Timeliness (RPT), and reduce the Payment Error Rate (PER). The analyst contributes to the development and implementation of statewide corrective action strategies, conducts data-driven research, and provides technical assistance to County Welfare Departments (CWDs) to address performance deficiencies.

The position requires strong analytical, organizational, and communication skills, with the ability to synthesize

A. RESPONSIBILITIES OF POSITION:

35%

Design and coordinate targeted county engagement strategies to address APT, RPT, and PER deficiencies. Analyze federal and state corrective action requirements, evaluate county performance data, and develop recommendations for improvement. Collaborate with CWDs, federal partners, and internal divisions to ensure corrective actions are compliant, measurable, and sustainable.

20%

Conduct in-depth research and analysis of APT, RPT, and PER data and operational practices that affect timeliness and accuracy. Identify systemic barriers contributing to delays or payment errors, and prepare analytical reports summarizing findings, trends, and root causes. Recommend specific, data-driven corrective measures and assist in drafting policy clarifications, guidance documents, or procedural updates to support county compliance and performance improvement.

15%

Represent the Corrective Action Section in meetings, workgroups, and conferences with counties, external partners, and other CDSS divisions. Present findings, provide technical guidance, and communicate departmental priorities related to timeliness and PER. Build and maintain cooperative relationships with stakeholders to ensure alignment and accountability in corrective action implementation. Serve as the acting representative for the Section Manager when assigned.

15%

Plan, develop, and manage special projects that advance corrective action objectives, such as creating monitoring tools, performance dashboards, or county support frameworks. Track project timelines, deliverables, and outcomes to ensure progress toward corrective action goals. Coordinate cross-divisional efforts to respond to federal reviews, audits, and findings, and ensure timely submission of required reports and documentation.

10%

Prepare high-quality written materials for leadership, counties, and external stakeholders, including policy briefs, talking points, presentation decks, and status reports. Maintain organized and retrievable records of section activities and deliverables. Draft correspondence and responses to inquiries from the legislature, advocacy groups, and the general public regarding CalFresh performance improvement initiatives and corrective action efforts.

5%

Perform other related tasks as assigned.

B. SUPERVISION RECEIVED:

The Corrective Action Analyst (Analyst II) works under the direction of and reports directly to the Supervisor I. Assignments are primarily received from the Supervisor I, but may also be directed by the Section Chief or Bureau Chief. The Analyst II is expected to work independently on most tasks and produce thorough, high-quality work products. The Analyst II also ensures effective coordination with other units and organizations on projects in progress. All work products are reviewed for completeness, accuracy, and consistency prior to submission to the Supervisor I for final review.

C. ADMINISTRATIVE RESPONSIBILITY:

The Corrective Action Analyst (Analyst II) may be asked to function in a lead capacity and assist in training of new staff.

D. PERSONAL CONTACTS:

The Corrective Action Analyst (Analyst II) has contact with a wide range of departmental personnel, federal representatives, county welfare department staff, partner agency staff, legislative staff, and advocates.

E. ACTIONS AND CONSEQUENCES:

The Corrective Action Analyst (Analysts II) provides analysis and recommendations on a wide range of policy and operational issues that impact CalFresh program performance. The Analyst's work products and analyses inform decisions that directly affect CalFresh recipients and county operations. A lack of knowledge, attention to detail, or sound judgment in key areas could adversely affect the integrity of the unit's work and the overall success of corrective action initiatives.

F. OTHER INFORMATION:

Experience with the CalFresh program is highly desirable. Equally important are strong analytical abilities, effective verbal and written communication skills, and the ability to build and maintain positive working relationships. Must be proficient in Microsoft Word, Excel, and Outlook, and demonstrate competency in using web-based applications and data systems.

Given the complexity and importance of assignments, consistent attendance and reliability are essential. Because the position provides technical assistance to counties on CalFresh program operations and corrective action efforts, the incumbent must be able and willing to travel up to 50 percent of the time. A valid California driver's license is required, as is the ability to operate a vehicle or otherwise travel to field sites. Travel by other modes of transportation may also be necessary.

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The position requires strong analytical, organizational, and communication skills, with the ability to synthesize data

A. RESPONSIBILITIES OF POSITION:

30%

Assist with designing and coordinating targeted county engagement strategies to address APT, RPT, and PER deficiencies. Analyze federal and state corrective action requirements, evaluate county performance data, and develop recommendations for improvement. Collaborate with CWDs, federal partners, and internal divisions to ensure corrective actions are compliant, measurable, and sustainable.

20%

Aid and collaborate on research and analysis of APT, RPT, and PER data and operational practices that affect timeliness and accuracy. Identify systemic barriers contributing to delays or payment errors, and prepare analytical reports summarizing findings, trends, and root causes. Recommend specific, data-driven corrective measures and assist in drafting policy clarifications, guidance documents, or procedural updates to support county compliance and performance improvement.

15%

Represent the Corrective Action Section in internal meetings and workgroups. Present findings, provide technical guidance, and communicate departmental priorities related to timeliness and PER. Build and maintain cooperative relationships with stakeholders to ensure alignment and accountability in corrective action implementation.

15%

Plan, develop, and monitor special projects that advance corrective action objectives, such as creating monitoring tools, performance dashboards, or county support frameworks. Track project timelines, deliverables, and outcomes to ensure progress toward corrective action goals.

10%

Draft high-quality written materials for leadership, counties, and external stakeholders, including policy briefs, talking points, presentation decks, and status reports. Maintain organized and retrievable records of section activities and deliverables. Draft correspondence and responses to inquiries from the legislature, advocacy groups, and the general public regarding CalFresh performance improvement initiatives and corrective action efforts.

10%

Perform other related tasks as assigned.

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