

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant (Current/Proposed)

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-519-5393-741

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

Children and Family Services Division/CSQMB

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

QCRSB

SUPERVISOR'S NAME:

Freny Dessai

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*)
- \*Subject to required fingerprinting and criminal record clearance by DOJ and FBI
- \*Occasional In-State travel required

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.

This Analyst II may act in a lead capacity with other analysts.

## MISSION OF ORGANIZATIONAL UNIT:

To protect children who are at risk, safeguard the rights of those who receive Child Welfare Services (CWS) and maintain the integrity of families by assisting and supporting counties' compliance with uniform implementation of laws and regulations governing the provisions of Child Welfare Services.

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**CONCEPT OF POSITION:**

Under the general direction of the Supervisor I or above, the Analyst II provides varied and complex technical support services and research activities to support the Bureau's responsibilities for Federal and State data reporting and oversight of the child welfare system in California. The Analyst II may also be responsible for managing contracts for case review services, completing case reviews and carrying out quality assurance activities for case review services.

**A. RESPONSIBILITIES OF POSITION:**

45% Acts as a technical expert on California's qualitative case review for child welfare. Solicits feedback and provides technical assistance to county staff via phone, email or in person regarding complex quality assurance process related to system data, rating of individual items, and input of information into the Online Monitoring System (OMS); analyzes the accuracy of data input by county staff in the OMS against CDSS reports and findings and makes updates as necessary. Independently reviews Child Welfare Services/Case Management System (CWS/CMS) and/or Child Welfare Services-California Automated Response and Engagement System (CWS-CARES), external databases, county case files, interviews key case participants (i.e., youth, bio parents, adoptive parents, resource families, social workers, etc.) for CFSR case reviews on behalf of counties that contract with CDSS for case review services. Identify systemic issues/patterns of CWS programs and/or practice and discusses with management regarding counties' adherence to federal and state policies. Ensures data collected is accurate by undergoing a quality assurance process consisting of review of the Onsite Review Instrument and Instructions (OSRI) tool by peers and/or management. May also be required to contribute to the Federal Child and Family Services Review (CFSR) process by participating in planning meetings with Federal and State staff, drafting letters, reports, and other documents indicating CFSR progress.

15% Develops and implements policies and procedures for the administration of CFSR Case Review reviewer certification, training, and quality assurance (QA) certification/training. Provides technical assistance to senior-level staff and county executives (e.g., Agency Directors, Deputy Directors, Tribes, etc.) to support consistent implementation of case review processes. Facilitates statewide implementation of policies and procedures for conducting CFSR Case Reviews. Utilizes data analysis to identify trends, and support continuous quality improvement processes at both county and state levels to inform decision-making. Presents findings, policy updates, and training content to large audiences through webinars, conferences, and stakeholder meetings. Maintains and updates desk manuals and resource materials and prepares reports and recommendations for leadership.

15% Represents the Department at meetings with internal CDSS staff as well as external stakeholders to discuss CFSR reviews, data and findings related to the CFSR. Research and extract data from the Online Monitoring System (OMS), Child Welfare Services/Case Management System (CWS/CMS) and/or Child Welfare Services-California Automated Response and Engagement System (CWS-CARES), internal databases, and public sources to evaluate practice at the local level. Prepares talking points and handouts related to, but not limited to, the CWS program, monitoring/case record reviews, and training classes to update and present to staff at Unit, Bureau, Branch, Division meetings, and county regional meetings. Participates in collaborative meetings with internal and external stakeholders to ensure accuracy of data and develop consistency across CFSR case review staff. This includes leading and facilitating work groups involving key stakeholders as well as consolidating information and developing recommendations for consideration. Ensures precise and detailed informational summaries are captured to deliver to management, along with proposed responses to unanswered questions. Participate in briefings for CDSS staff regarding issues raised and makes recommendations for departmental action.

10% Collaborate throughout the division to gather and provide information CFSR Case Review related topics and data. This includes leading and facilitating work groups involving key stakeholders as well as consolidating information and developing recommendations for consideration. Research and extract data from the Online Monitoring System (OMS), Child Welfare Services/Case Management System (CWS/CMS) and/or and/or Child Welfare Services-California Automated Response and Engagement System (CWS-CARES), internal databases, and public sources to evaluate practice at the local level. Responsible for developing and inputting data into complex spreadsheets and using data to inform decision making. Develop and draft sensitive, complex, and high-level documents (planning documents, confidential draft proposals, etc.) to assist management and executive staff to use during legislative hearings. Create and draft high-level justifications and issue papers for the directorate. Participate in briefings for CDSS executive staff regarding issues raised and makes recommendations for departmental action.

10% Independently respond to complex written and telephone inquiries from county staff, advocates, and the public regarding CWS. Prepare correspondence, memorandums, All-County Letters, All-County Information Notices, etc., as requested. Responsible for receiving and responding to concerns received through the CFSR Case Review inbox. Activities include answering phone calls, reviewing policies, evaluating data, drafting official correspondence, communicating and collaborating with internal and external stakeholders.

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5% Other related duties as related to the Qualitative Case Review Support Bureau.

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B. SUPERVISION RECEIVED:

The Analyst II receives general supervision and direction from the Supervisor I or above. The Analyst II is required to utilize his/her initiative in completing assignments.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst II may be responsible for managing contracts for case review services, completing case reviews and carrying out quality assurance activities on behalf of counties that contract with CDSS for case review services. Additionally, the Analyst II may be required to support case review training and logistical efforts and developing presentations for large audiences.

D. PERSONAL CONTACTS:

The Analyst II interacts with all levels of CDSS Management staff, County welfare staff, probation, Tribes public and private agencies, the general public, Legislative Staff, academicians, researchers, and others as necessary.

E. ACTIONS AND CONSEQUENCES:

The Analyst II exercises professional judgment in analyzing issues and making recommendations regarding case reviews and federal compliance. Flawed analysis or inaccurate technical assistance information may result in inadequate reporting to the federal government jeopardizing the ability to expend Title IV-B and Title IV-E funds for child welfare programs. In addition, faulty or incomplete analysis of division programs would result in inappropriate policy decisions impacting counties' provision of child welfare services or inefficient use of scarce and valuable resources.

F. OTHER INFORMATION:

Travel may be required up to 25% of the time.  
Fingerprint clearance required.

Successful performance as an Analyst II, requires, ability to identify problems, and develop strategies to address problems; the ability to seek mutually acceptable solutions; ability to communicate orally and in writing in a well-organized, accurate, clear and concise manner; ability to utilize good interpersonal skills; ability to plan and manage assignments to complete within specified time frames; ability to maintain poise and flexibility while working in a time-sensitive, deadline-driven, results-oriented environment.

## State of California - Department of Social Services

**DUTY STATEMENT**

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Vacant (Current/Proposed)

CLASSIFICATION:

Analyst I

POSITION NUMBER:

800-519-5157-741

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

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Supervisor I

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- Performs other duties requiring high physical demand. *(Explain below)*
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**CONCEPT OF POSITION:**

Under the general direction of the Supervisor I or above, the Analyst I provides varied and complex technical support services and research activities to support the Bureau's responsibilities for Federal and State data reporting and oversight of the child welfare system in California. The Analyst I may also be responsible for managing contracts for case review services, completing case reviews and carrying out quality assurance activities for case review services.

**A. RESPONSIBILITIES OF POSITION:**

35% Under supervision, prepares, executes and manages contracts for counties who contract with CDSS for services. Develops, maintains, and revises desk manuals and resource materials used by CDSS staff; prepares reports and recommendations for management to implement quality improvement measures for child welfare services; and implements new policies and procedures in response to legislative and programmatic changes. May include developing and implementing policies and procedures for, handling and administering CFSR Case Review certification/training and QA certification/training. Consult and advise on statewide implementation of policies and procedures for conducting CFSR Case Reviews. Maintains and updates desk manuals and resource materials and prepares reports and recommendations for leadership and county executives.

25% Under supervision, provides technical assistance to counties on California's qualitative case review for child welfare. Solicits feedback and delivers technical guidance to county staff via phone, email or in-person regarding quality assurance process related to system data, rating of individual items, and input of information into the Online Monitoring System (OMS); analyzes the accuracy of data input by county staff in the OMS against CDSS reports and findings and makes updates as necessary. Participates in collaborative meetings with internal and external stakeholders to ensure accuracy of data and develop consistency across CFSR case review staff.

15% Under supervision, reviews Child Welfare Services/Case Management System (CWS/CMS) and/or Child Welfare Services-Automated Response and Engagement System (CWS-CARES), external databases, county case files, interviews with key case participants (i.e. youth, bio parents, adoptive parents, resource families, social workers, etc.) for CFSR case reviews on behalf of counties that contract with CDSS for case review services. Identify systemic issues/patterns of CWS programs and/or practice and discusses with management regarding counties' adherence to federal and state policies. Ensure data is accurate by undergoing a quality assurance process consisting of review of the Onsite Review Instrument and Instructions (OSRI) tool by peers and/or management. May also be required to contribute to the Federal Child and Family Services Review (CFSR) process by participating in planning meetings with Federal and State staff, drafting letters, reports, and other documents indicating CFSR progress.

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10% Under supervision, respond to written and telephone inquiries from county staff, advocates, and the public regarding CWS. Prepare correspondence, memorandums, All-County Letters, All-County Information Notices, etc., as requested. Responsible for receiving and responding to concerns received through the CFSR Case Review inbox. Activities include answering phone calls, reviewing policies, evaluating data, drafting official correspondence, communicating and collaborating with internal and external stakeholders.

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