

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-252-5393-764

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

FEED / CalFresh and Nutrition Branch

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

CalFresh Operations Bureau/Management Evaluation Section B/ LA Review Unit

SUPERVISOR'S NAME:

Cristina Bueno

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)

Duties performed are described below. Travel requirements include extensive travel throughout the state to various counties based on the federal fiscal calendar. Travel may include more than one week per month and require the secure handling and transportation of state-issued equipment.

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 CalFresh Operations Bureau, within the Department of Social Services CalFresh Branch, is the state agency responsible for conducting quality control (QC) reviews of Supplemental Nutrition Assistance Program (SNAP) cases and performing Management Evaluations (MEs) per USDA Food and Nutrition Administration (FNA) regulations (7 CFR 275). The Section establishes a continuing performance reporting system to monitor and improve program administration and program operations. The components of the performance monitoring system includes: (1) data collection through ME and QC reviews, (2) analysis and evaluation of data from all sources, (3) corrective action planning, (4) corrective action implementation and monitoring, and (5) reporting to FNS on program performance.

CONCEPT OF POSITION:

Under the direction of the Supervisor I, the Analyst II will conduct the various federally mandated data acquisition activities, participate in special projects, participate in ad hoc reviews designed to address specific evaluation or informational needs, and conduct on-site management evaluation reviews of county welfare operations. The analyst may be assigned to any of these areas 100% of the time or any combination of these activities.

A. RESPONSIBILITIES OF POSITION:

This position is at the Department's full journeymen level. Assignment on a special project may require the analyst to work in a specific CDSS office or county district office. The analyst may also be required to act in a lead capacity.

A. Specific Job Assignments

Under the direction of the Supervisor I, the analyst will do the following:

30% Conduct on-site reviews of county welfare operations, and/or ad hoc projects to meet specific informational needs incorporating case review, staff interviews, and analysis. Perform review and problem analysis of the more complex segments of the project. Use effective communication skills to prepare and present recommendations. Provide technical assistance and guidance to other bureau staff in conducting case reviews, data gathering and analysis, making presentations, and report preparation.

30% Review CalFresh Active and Negative case records and apply appropriate regulations and policies to all elements of eligibility. Access to state and county eligibility systems and applications will be required, including access to other information systems and application sources to review pertinent information and accurately determine case action and results. Contact with the county may be required to obtain case file documents and confirm county processes to determine payment accuracy and procedural actions are correct.

15% Perform special or ad hoc studies or projects that satisfy the informational or evaluation needs of the Bureau, Branch, Division or Department. Research program policy topics to assess the accuracy of information and impacts to ME processes. In addition, review policy interpretations drafts, updates and changes to procedures, and program guidance drafts to ensure alignment with current state and federal regulations. Collaboration with stakeholders and internal partners within and outside of the branch may be required.

15% Consult with counties regarding error reduction and corrective action activities, processes, and techniques. Review county corrective action activities and provide feedback on processes, practices, and opportunities for improvement. Share best practices and recommendations with counties to support ongoing reduction and program improvement.

5% Conduct interviews in the client's home, county office, or by telephone and collect information to verify circumstances as stated in the case record. Verify elements of eligibility through independent contacts with employers, landlords, schools, banks, etc. Analyze errors and discrepancies discovered during the data gathering process and correspond with county administrators to reach final agreement on the status of each error.

5% Perform other duties as required.

B. SUPERVISION RECEIVED:

The Analyst II works independently in a field setting receiving direction from the Supervisor I. The analyst may act for Supervisor I when they are absent and may be required to perform in a lead capacity.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Analyst II has contact with other CDSS staff, county supervisory and management staff, federal staff, welfare clients, and staff from public and private agencies.

E. ACTIONS AND CONSEQUENCES:

Independent judgement is exercised in contact with persons in and out of CDSS. Since the Analyst II generally works in a field setting, they must use judgement in scheduling county visits, travel, etc. Decisions are made regarding appropriate county data acquisition and review procedures, and interpreting CDSS regulations. The result of this analysis forms the basis for determining the accuracy of county error rates and the appropriateness of state/county management decisions which has the potential for profound fiscal consequences to the State. Faulty analysis will result in incorrect information for CDSS management, county staff, welfare clients, and may result in noncompliance with CDSS policies and serious federal fiscal penalties.

F. OTHER INFORMATION:

The position requires the ability and willingness to travel up to 70% of the time. Travel requirements in support of on-site reviews may be extensive in nature (week long) and overnight. It is a requirement that the incumbent possess a valid California's driver's license and be able to drive an automobile, or have the ability to travel to field work sites. Travel by other modes of transportation may be required. Driving is an essential part of the job, as it is required to travel to various county sites throughout the state to conduct required reviews, attend ad hoc meetings, and travel to other sites as necessary to perform job functions. No reasonable alternative method of transportation would allow these duties to be performed due to varying assignments, locations, and the need to transport and securely handle state-issued equipment (laptop, cell phone, video conferencing equipment, etc.).

State of California - Department of Social Services

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Analyst I

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800-252-5157-764

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FEED / CalFresh and Nutrition Branch

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

CalFresh Operations Bureau/Management Evaluation Section B/LA Review Unit

SUPERVISOR'S NAME:

Cristina Bueno

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

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- ☐ Requires repetitive movement of heavy objects.
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- ☒ Other (Explain below)

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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 will assist with conducting the various federally mandated data acquisition activities, participate in special projects, may assist in ad hoc reviews designed to address specific evaluation or informational needs, and assist with conducting on-site management evaluation reviews of county welfare operations. The analyst may be assigned to any of these areas 100% of the time or any combination of these activities.

A. RESPONSIBILITIES OF POSITION:

This position is at the Department's entry through first journey level. Assignment on a special project may require the analyst to work in a specific CDSS office or county district office.

A. Specific Job Assignments

35% Assist with conducting on-site reviews of county welfare operations, and/or ad hoc projects to meet specific information needs incorporating case review, help conduct staff interviews, and analysis of county procedures and case action results. Perform review and problem analysis of the less complex segments of the project. Use effective communication skills to aid the preparation and presentation of recommendations. Provide technical assistance and guidance to other Bureau staff in conducting case reviews, data gathering and analysis, creating presentations, and report preparation.

35% Review CalFresh Active and Negative case records and apply appropriate regulations and policies to all elements of eligibility. Access to state and county eligibility systems and applications will be required, including access to other information systems and application sources to review pertinent information and accurately determine case action and results. Contact with the county may be required to obtain case file documents and confirm county processes to determine payment accuracy and procedural actions are correct.

10% Aid and collaborate on special or ad hoc studies or projects that satisfy the information or evaluation needs of the Bureau, Branch, Division, or Department.

10% Assist and collaborate with counties regarding error reduction and corrective action activities, processes, and techniques. Review county corrective action activities and provide feedback on processes, practices, and opportunities for improvement. Share best practices and recommendations with counties to support ongoing reduction and program improvement.

5% Conduct interviews in the client's home, county office, or by telephone and collect information to verify circumstances as stated in the case record. Verify elements of eligibility through independent contacts with employers, landlords, schools, financial institutions, etc. Analyze errors and discrepancies discovered during the data gathering process and correspond with county administrators to reach final agreement on status of each error.

5% Perform other duties as required.

B. SUPERVISION RECEIVED:

The Analyst I works independently in a field setting receiving direct supervision and instruction from the Supervisor I. As the Analyst I gains experience and knowledge of the CalFresh Operations Bureau, the degree of work responsibilities with more complex assignments will increase.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Analyst I has contact with other CDSS staff, county supervisory and management staff, federal staff, welfare clients, and staff from public and private agencies.

E. ACTIONS AND CONSEQUENCES:

Independent judgement is exercised in contact with persons in and out of CDSS. Since the Analyst I generally works in a field setting, they must use judgement in scheduling county visits, travel, etc. Decisions are made regarding appropriate county data acquisition and review procedures, and interpreting CDSS regulations. The result of this analysis forms the basis for determining the accuracy of county error rates and the appropriateness of state/county management decisions which has the potential for profound fiscal consequences to the State. Faulty analysis will result in incorrect information for CDSS management, county staff, welfare clients, and may result in noncompliance with CDSS policies and serious federal fiscal penalties.

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