

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-653-5157-725

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

Research, Automation & Data/Enterprise Data Mgmt.

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

Automation & Innovation/CalSAWS Section/SAWS Support

SUPERVISOR'S NAME:

Kristy Sandoval

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 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 Research, Automation, and Data Division's (RADD) mission is to improve the way the Department collects, manages, and deploys data to support the efficient, effective, and equitable delivery of government social services. RADD manages major statewide initiatives to streamline and automate eligibility determination and benefit administration for key safety net programs, and leads efforts such as human-centered design, data governance, automation and continuous quality improvement, data visualization and analysis, and research partnerships to improve client outcomes and promote program integrity. Across these efforts, RADD provides coaching to the Department on all aspects of the data lifecycle.

CONCEPT OF POSITION:

Under the direction of the Supervisor I in the SAWS Support Unit, the Analyst II is responsible for working with complex aspects of program policy development, guiding resolution of policy or technical issues, and additional activities relative to the Division's support of the California Statewide Automated Welfare System (CalSAWS). The incumbent plays a critical role as project sponsor representative and works cooperatively with staff from the CDSS Programs, Office of Technology & Solutions Integration (OTSI), CalSAWS Consortium, California's 58 Counties, and stakeholders.

A. RESPONSIBILITIES OF POSITION:**40% – Facilitation, Stakeholder Coordination, and Mailbox Management**

Facilitate and coordinate meetings and workgroups with staff from other CDSS program areas and external partners including OTSI, Other state agencies, county welfare departments, the federal government, and additional CalSAWS stakeholders. Manage high-volume program mailboxes to ensure timely, accurate responses and proper triaging of inquiries and issues. Escalate issues to management as needed and ensure they have a clear understanding of relevant policy and technology matters. Actively participate in issue-resolution activities and provide recommendations to management. Assist in preparing written briefings related to CalSAWS for executive-level management and other stakeholders.

30% – Policy Review and Issue Analysis

Analyze complex statewide policy issues impacting CalSAWS and prepare written analyses to ensure program consistency and automation. Draft written communications, including issue papers, briefing documents, and status reports. Process issues received from advocates and CDSS, particularly for CalWORKs, CalFresh and other programs, that pertain to CalSAWS. Responsibilities include vetting, analyzing, monitoring, following up, and resolving issues. Maintain issue tracking using an electronic library, and a database.

25% – Regulation and Legislative Analysis

Develop, amend, and maintain program regulations in response to federal and state law changes or litigation. Respond to stakeholder inquiries regarding regulations and provide interpretations verbally and in writing. Review, analyze, and prepare bill analyses of legislation affecting CalSAWS. Assist the AIB Legislative Coordinator with reviewing, assigning, and tracking bill analyses during each legislative session for bills with potential CalSAWS and EBT impact on CDSS programs. Collaborate with fiscal organizations to assess and budget the impact of proposed changes. Coordinate CalSAWS cost estimate requests for CDSS programs. Review all Department All County Letters to determine potential impacts on CalSAWS.

5% – Other Duties

Perform other duties as assigned.

B. SUPERVISION RECEIVED:

The Analyst II receives direction from and reports to the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

The administrative responsibilities of Analyst II are limited to those defined by their position and those delegated by Supervisor I, including when acting on behalf of the Supervisor I during their absence.

D. PERSONAL CONTACTS:

The Analyst II represents CDSS in their relationship with staff from other state agencies, the federal government, county welfare departments, the County Welfare Directors Association, the CalSAWS Consortium, welfare advocate organizations, and other stakeholder groups. The Analyst I/II represents the perspective of the Automation & Innovation Bureau in its interactions with other internal divisions, including the Family Engagement and Empowerment Division, Child Welfare Services programs, and the Information Services Division.

E. ACTIONS AND CONSEQUENCES:

The Analyst II makes decisions that impact the statewide implementation of CalSAWS consortium. Insufficient knowledge or program policy or technology solutions, as well as inadequate verbal or written communication skills, may compromise the efficiency or program policy automation.

F. OTHER INFORMATION:

Knowledge of welfare programs and the CalSAWS is highly desirable. Experience county operations and information technology is also preferred. Strong interpersonal, communication, and presentation skills are essential for success.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst I

POSITION NUMBER:

800-653-5157-725

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

Research, Automation & Data/Enterprise Data Mgmt.

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

Automation & Innovation/CalSAWS Section/SAWS Support

SUPERVISOR'S NAME:

Kristy Sandoval

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 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 Research, Automation, and Data Division's (RADD) mission is to improve the way the Department collects, manages, and deploys data to support the efficient, effective, and equitable delivery of government social services. RADD manages major statewide initiatives to streamline and automate eligibility determination and benefit administration for key safety net programs, and leads efforts such as human-centered design, data governance, automation and continuous quality improvement, data visualization and analysis, and research partnerships to improve client outcomes and promote program integrity. Across these efforts, RADD provides coaching to the Department on all aspects of the data lifecycle.

CONCEPT OF POSITION:

Under the supervision of the Supervisor I in the SAWS Support Unit, the Analyst I is responsible for working with complex aspects of program policy development, guiding resolution of policy or technical issues, and additional activities relative to the Division's support of the California Statewide Automated Welfare System (CalSAWS). The incumbent plays a critical role as project sponsor representative and works cooperatively with staff from the CDSS Programs, Office of Technology & Solutions Integration (OTSI), CalSAWS Consortium, California's 58 Counties, and stakeholders.

A. RESPONSIBILITIES OF POSITION:**40% – Facilitation, Stakeholder Coordination, and Mailbox Management**

Assist with coordinating meetings and workgroups involving staff from CDSS program areas and external partners such as OTSI, other state agencies, county welfare departments, federal partners, and CalSAWS stakeholders. Support the management of high-volume program mailboxes by triaging incoming inquiries, drafting responses, and identifying items that need follow-up or escalation. Help track issues and communicate them to management to ensure they have the information needed to understand relevant policy and technology matters. Participate in issue-resolution activities by gathering information, documenting updates, and providing preliminary recommendations to management. Assist in preparing written materials and briefings related to CalSAWS for executive-level management and other stakeholders.

30% – Policy Review and Issue Analysis

As an Analyst I, analyze less complex statewide policy issues impacting CalSAWS and prepare written analyses addressing program consistency and automation. Draft written communications, including issue papers, briefing documents and status reports.

25% – Regulation and Legislative Analysis

Assist AIB staff and management in developing regulations in response to federal and state law changes or litigation. Respond to stakeholder inquiries regarding regulations and provide interpretation verbally and in writing. Support the analysis and preparation of bill analyses for legislation affecting CalSAWS. Assist the AIB Legislative coordinator with reviewing, assigning, and tracking bill analyses during each legislative session. Coordinate the collection of CalSAWS cost estimate requests for CDSS programs. Review all Department All County Letters to determine potential impacts to CalSAWS.

5% – Other Duties

Perform other duties as assigned.

B. SUPERVISION RECEIVED:

The Analyst I receives direction from and reports to the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst I's administrative responsibilities are limited to those of their position.

D. PERSONAL CONTACTS:

The Analyst I, with direction from the Supervisor I, represents CDSS in their relationship with staff from other state agencies, the federal government, county welfare departments, the County Welfare Directors Association, the CalSAWS Consortium, welfare advocate organizations, and other stakeholder groups. The Analyst also represents the Automation and Innovation Bureau perspective in its interactions with other internal divisions including the Family Engagement And Empowerment Division, Child Welfare Services programs, and the Information Services Division.

E. ACTIONS AND CONSEQUENCES:

The Analyst I will assist in making decisions that impact the statewide implementation of the CalSAWS consortium. Insufficient knowledge or program policy or technology solutions, as well as inadequate verbal or written communication skills, may compromise the efficiency or program policy automation.

F. OTHER INFORMATION:

Knowledge of welfare programs and the CalSAWS is highly desirable. Experience county operations and information technology is also preferred. Strong interpersonal, communication, and presentation skills are essential for success.