

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Associate Governmental Program Analyst (AGPA)

POSITION NUMBER:

800-041-5393-702

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

Office of Equity, CARE Office, Civil Rights, Sacramento

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

Civil Rights Section

SUPERVISOR'S NAME:

Anne Marx

SUPERVISOR'S CLASS:

Staff Services Manager I (SSM 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)*

Ability to travel overnight occasionally throughout the State for training and/or on-site facility reviews and monitoring.

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.

None.

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.

None.

## MISSION OF ORGANIZATIONAL SECTION:

The mission of the Civil Rights Section (CRS) is to promote anti-discrimination policies and practices so that all California Department of Social Services-funded and county-administered programs deliver benefits and services equitably.

We conduct compliance review and oversee complaints involving these county welfare department programs to ensure compliance with state and federal civil rights laws.

We support counties and provide them with resources, as they serve vulnerable Californians and strive to remove barriers to equal access and participation.

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**CONCEPT OF POSITION:**

Under the direction of one of two Civil Rights Section Staff Services Manager I (SSM I), the AGPA is responsible for reviewing discrimination complaints against County Welfare Departments (CWD); or conducting compliance reviews (audits) of CWDs, monitoring corrective action; and developing and providing technical assistance to CWDs and CDSS to ensure compliance with CDSS Manual of Policies and Procedures Division 21, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Food Stamp Act of 1977 and other applicable federal and state laws, rules, and regulations. The work takes place within the Office of Equity (OOE) and in alignment with the OOE Equity Plan.

**A. RESPONSIBILITIES OF POSITION:**

45% Supports CWDs concerning compliance with civil rights laws, rules, and regulations in all program activities and services by: leading or supporting compliance reviews (audits) of CWDs regarding administration of benefits, site accessibility, disability and language access obligations; or by processing discrimination complaints for evaluation, investigation, and resolution by CWDs and by reviewing and analyzing CWD-generated investigation reports. Travels up to 15% of work time, including overnight, to lead or support compliance reviews, including arranging for travel and maintaining awareness of Department Administrative Travel requirements. May include remote or onsite management of third party vendors who conduct accessibility reviews at CWD locations.

Reviews and analyzes CWD civil rights compliance plans, policies, and procedures to ensure compliance with civil rights obligations. Communicates orally and in writing with members of the public, stakeholders, and CWD staff. Develops clear written communications to CWDs citing and addressing non-compliance issues through: compliance review reports; or correspondence arising from complaint-handling or complaint investigations. May use the Salesforce Case Management system and/or SharePoint or other technology platforms to support CWD compliance through compliance reviews or civil rights complaints.

25% Researches and responds to policy and technical assistance questions regarding civil rights compliance and remains aware of changes to laws and regulations affecting civil rights compliance and changes in the Civil Rights Section's processes. Works closely with Civil Rights Section and other CDSS staff, CWDs, community organizations, and other stakeholders to support the development of civil rights policy, procedure, and technical assistance at the departmental level and at the CWD level. Develops and conducts, or supports the development of, training for CDSS program managers, CWDs, federal agencies, and others.

20% Supports development and implementation of corrective action plans arising from compliance reviews or civil rights complaints, when appropriate. Collaborates with CWDs, Civil Rights Section staff, community organizations, and other stakeholders to identify, develop, support, and, implement systemic improvements to strengthen CWDs' Civil Rights Programs. Monitors implementation of corrective actions and findings arising from compliance reviews or civil rights complaints. Uses automated system for monitoring and tracking CWD caseloads and analyzing complaint data to inform corrective action plans and to identify civil rights-related trends or patterns which may give rise to corrective actions.

10% Completes special assignments for the Section's Managers.

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B. SUPERVISION RECEIVED:

Under the general direction of Civil Rights Section Management, the AGPA carries lead responsibilities for special projects and contracts as assigned.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The AGPA has frequent contact with recipients of public assistance, CWD staff, various public and private agencies, staff from the federal Department of Health and Human Services Office of Civil Rights, the United States Department of Agriculture Food and Nutrition Services and the Department of Justice, as well as other state agencies.

The AGPA has regular contact with managers and support staff throughout the Office of Equity (OOE), not limited to other CDSS divisions and programs, in support of OOE's mission and values. The AGPA may receive assignments from the OOE Director, Project Manager, and/or Public Affairs requests.

E. ACTIONS AND CONSEQUENCES:

Poor judgment and decisions can adversely impact the equitable non-discriminatory delivery of public assistance and could result in CWDs' noncompliance with civil rights laws resulting in fiscal sanctions for noncompliance, as well as poor program operations and delivery of services. Lack of work ethic, knowledge and/or skill can adversely impact CRS morale and effectiveness and potentially result in legal action being taken against CDSS.

Ultimately, lack of judgment and/or tact can create negative public relations for the CRS, CDSS, CWDs, and can compromise the integrity of the Civil Rights Program.

F. OTHER INFORMATION:

The AGPA must be able to schedule and meet all required deadlines in processing their assignments and other CARE Office functions.

Special personal requirements include a demonstrated ability to act independently, open-mindedness, flexibility, tact, and the ability to maintain effective professional relationships with colleagues.

Compliance reviews, team meetings or trainings and vendor monitoring may require occasional travel and the AGPA must be able to arrange for and travel at least 15 percent of the work schedule.