

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst (AGPA)

POSITION NUMBER:

800-463-5393-912

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

HHD / Program Policy and Quality Assurance Branch

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

Family Programs Quality and Accountability Section/Family Programs Technical Assistance Unit

SUPERVISOR'S NAME:

Christelle Picque

SUPERVISOR'S CLASS:

Staff Services Manager (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)*☒ NoneOther *(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 Housing and Homelessness Division is currently a fully remote workplace.

The vision of the California Department of Social Services, Housing and Homelessness Division is to empower communities to end homelessness and promote housing stability for all Californians. The Division currently oversees seven Housing and Homelessness programs serving children and families, older adults, and adults with disabilities.

Our mission is to work with stakeholders to:

- Integrate social services with housing support services
- Share best practices and creative solutions
- Increase access to benefits and client-centered services
- Ensure any instance of homelessness is rare, brief, and non-recurring.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager (SSM) I, Associate Governmental Program Analysts (AGPA) perform complex analytical activities to support the mission of the Division. The AGPA will provide policy expertise and support to one or more of the Housing and Homelessness Division programs. These housing and homelessness mitigation programs are integrated social service programs such as cash and food assistance, disability benefits, and protective and supportive services. The responsibilities of the AGPA also include administrative duties and other internal Division support. The AGPA will apply skills and expertise to policy development, program implementation, quantitative and qualitative data analysis, and stakeholder engagement, and will work closely and cooperatively with others and in teams.

Required Qualifications

- Dedication to the mission of the Housing and Homelessness Division
- Commitment to advancing racial, economic, and LGBTQ equity and understanding of the drivers of inequity in the state of California
- Critical thinking and analysis skills
- Excellent written and verbal communications with diverse groups
- Demonstrated ability to review and interpret data, regulations, legislation, or other technical documents
- Demonstrated ability to work independently and in collaboration with others
- Attention to detail and high quality of work
- Positive, "no task too large or small" attitude and approach to work, and a willingness to learn and grow.

Desired Qualifications

Note: we do not expect applicants to bring all of these areas of expertise and encourage a diverse pool of applicants with multiple skillsets and interests to apply.

- Experience in one or more areas of social services and/or housing services (e.g. child welfare, adult protective services, housing programs), including direct service experience.
- Experience developing written policies and procedures, such as regulations and official program guidance
- Experience conducting quantitative data management and analysis using Excel, Tableau, and/or other data analysis platforms
- Background in grantmaking and grantee support
- Background in legislative analysis and the budget development processes.

A. RESPONSIBILITIES OF POSITION:

35% - Program Operations and Policy Guidance:

- Develop statewide program policy and regulations: prepare and disseminate information, including but not limited to program application materials, program forms and notices of action, program guidance, and interpreting and expanding upon published statutory guidance.
- Develop and issue statewide program implementation guidelines and best practices pertaining to CDSS Housing and Homelessness Branch programs.
- Communicate information to local health and human service agencies verbally and in writing by various mechanisms, such as All County Letters and All County Information Notices, webinars, and policy interpretations.
- Provide timely and accurate program consultation services, oversight, and technical assistance to local health and human service agencies and other program partners and stakeholders.
- Respond to grantee and stakeholder questions about policy, reporting, or guidance inquiries.
- Develop metrics based on best practices and field research by which to measure programmatic success including addressing disparities in homelessness to advance equity in housing.
- Analyze data to evaluate programmatic outcomes and expenditures for individual grantee programs.
- Coordinate and help facilitate internal meetings and grantee trainings
- Attend regular meetings pertinent to assignments and proactively contribute to Branch conversations and meetings as appropriate

30% - Systems Development and Integration

- Research innovative and promising program designs pertaining to housing and homelessness mitigation programs
- Research and analyze state and federal legislation; research how other states incorporate rapid rehousing, supportive housing, or other relevant housing and homelessness mitigation interventions and programs into their health and human services programs. Analyze proposed legislation relating to complex housing and homelessness policy issues, and conduct bill analyses.
- Coordinate with other state agencies on housing and homelessness best practices and program

implementation. Coordinate with internal and external stakeholders regarding program implementation and homelessness programming best practices

- Develop key program processes and practices for internal and external program needs including communication processes, program operation processes such as collecting and maintain contacts, technical assistance trackers, etc.
- Represent program processes and operations in Branch-wide integration efforts including but not limited to development of key program communications materials, coordination of budget requests and Branch continuous quality improvement efforts.

15% - Stakeholder engagement and communications:

- Develop housing and homelessness mitigation related programmatic summaries, issue papers, newsletters, presentations, talking points, and briefing materials to CDSS management relevant to critical funding and policy decisions and/or to educate audiences such as legislative staff, community housing organizations, social service advocates, and the general public.
- Consult with external housing, homelessness mitigation and social services experts and stakeholders and assist in providing guidance to grantees as needed.
- Represent the Division at various state- and department-level workgroups. Attend and participate in housing, homelessness mitigation, and social service-related trainings or conferences, as necessary.

10% - Program funding process:

- Assist with the dissemination of housing and homelessness mitigation program funds; make allocation evaluation and distribution recommendations. Upon approval of program funding by the Legislature, draft letters outlining program design and soliciting program proposals and program updates. Track, review and evaluate proposals. Analyze data, make recommendations for individual grantee allocations, and draft allocation letters; lead letter publication process through the state County Letter Process, including formatting and accessibility as needed.

5% - Assist with other division projects as needed, including but not limited to the training of internal and external staff on housing and homelessness mitigation programs, tracking and responding to inquiries from members of the public seeking information related to housing and homelessness services or support.

5% - Other duties as assigned.

Products will be developed through the use of Microsoft software (Word, Excel, PowerPoint, Outlook, etc.)

B. SUPERVISION RECEIVED:

The AGPA receives direction from the SSM I and may receive indirect guidance from the Housing and Homelessness Section Chief, Bureau Chief, or Assistant Director. The AGPA is required to demonstrate initiative in completing assignments and work independently to produce complete products.

C. ADMINISTRATIVE RESPONSIBILITY:

The AGPA will serve as a central and primary staff person in the development and dissemination of statewide policies that impact housing and homelessness mitigation that integrate social service programs such as cash and food assistance, disability benefits, and protective and supportive services.

D. PERSONAL CONTACTS:

The AGPA will be a representative for the program alongside the SSM I in the frequent interaction and coordination with all levels of departmental managers, supervisors and employees as well as stakeholders, including staff from other state departments, county health and human service agency representatives, federally recognized tribes, the County Welfare Directors Association (CWDA), client advocates, and other external entities.

E. ACTIONS AND CONSEQUENCES:

This position is responsible for tracking and monitoring implementation of housing and homelessness mitigation programs that integrate social service programs such as cash and food assistance, disability benefits, and protective and supportive services. Failure to exercise adequate oversight may result in poor program performance and homeless individuals or families not receiving critical services.

F. OTHER INFORMATION:

Experience in coordinating with multiple agencies or organizations, as well as developing new and innovative statewide housing and homelessness mitigation programs that integrate social service programs such as cash and food assistance, disability benefits, and protective and supportive services is highly desirable. Knowledge of Child Welfare Services, Adult Protective Services and various disability benefits programs, including the Supplemental Security Income/State Supplementary Program for the Aged, Blind and Disabled (SSI/SSP), Social Security Disability Insurance (SSDI), the Cash Assistance Program for Immigrants (CAPI) and other state, federal and/or local housing and homeless support programs is also highly desirable. The AGPA must be flexible, have good interpersonal skills, strong communication skills, be able to work under pressure, and be capable of working independently. Due to the complex and critical assignments, good attendance is expected. At times, overtime may be required to meet deadlines.

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Christelle Picque

SUPERVISOR'S CLASS:

Staff Services Manager (SSM) I

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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.

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CONCEPT OF POSITION:

Under the supervision of the Staff Services Manager (SSM) I, the Staff Services Analyst (SSA) is responsible for performing a variety of complex analytical activities in the Housing and Homelessness Division. The SSA works as lead policy analyst in a Unit within the Division. The SSA will have expertise in aspects of policy development, program implementation, data analysis, and stakeholder engagement, and will work closely and cooperatively with others and in teams.

A. RESPONSIBILITIES OF POSITION:

25% - Assists Program operations: Support the development of statewide program policy and regulations; assist with the preparation and dissemination of information, including but not limited to program application materials, program forms and notices of action, and program guidance, on existing and new housing and homelessness mitigation programs that integrate social service programs such as cash and food assistance, disability benefits, and protective and supportive services; communicate the information to local health and human service agencies verbally and in writing by various mechanisms, such as All County Letters and All County Information Notices, webinar, and policy interpretations. Provide timely and accurate program consultation services, oversight, and technical assistance to local health and human service agencies and other program partners and stakeholders. Respond to grantee and stakeholder questions about policy, reporting, or guidance inquiries. Compile data used to evaluate programmatic outcomes and expenditures for individual grantee programs. Coordinate and help facilitate internal meetings and grantee trainings pertaining to housing and homelessness mitigation programs that integrate social service programs such as cash and food assistance, disability benefits, and protective and supportive services. Attend regular meetings pertinent to assignments,

25% - Program design and development: Support the development of statewide program implementation guidelines and best practices pertaining to housing and homelessness mitigation programs that integrate social service programs such as cash and food assistance, disability benefits, and protective and supportive services. Assist with researching innovative and promising program designs pertaining to housing and homelessness mitigation programs. Research and analyze state and federal legislation; research how other states incorporate rapid rehousing, supportive housing, or other relevant housing and homelessness mitigation interventions and programs into their health and human services programs. Analyze proposed legislation relating to housing and homelessness policy issues, and conduct bill analyses. Consult with external housing, homelessness mitigation and social services experts and stakeholders and assist in providing guidance to grantees as needed. Attend and participate in various state- and department-level workgroups. Attend and participate in housing, homelessness mitigation, and social service-related trainings or conferences, as necessary.

20% - Stakeholder engagement: Develop housing and homelessness mitigation related programmatic summaries, presentations, talking points, and briefing materials to CDSS management relevant to critical funding and policy decisions and/or to educate audiences such as legislative staff, community housing organizations, social service advocates, and the general public. Create summaries, including data-driven outcomes summaries, issue papers, training materials and other time-sensitive documents for internal and external stakeholders.

15% - Program funding process: Assist with the dissemination of housing and homelessness mitigation program funds; make allocation evaluation and distribution recommendations. Upon approval of program funding by the Legislature, draft letters outlining program design and soliciting program proposals and program updates. Track, review and evaluate proposals. Analyze data, make recommendations for individual grantee allocations, and draft allocation letters.

10% - Assist with other branch projects as needed, including but not limited to the training of internal and external staff on housing and homelessness mitigation programs, tracking and responding to inquiries from members of the public seeking information related to housing and homelessness services or support.

5% - Other duties as assigned.

Written products will be developed through the use of Microsoft software (Word, Excel, PowerPoint, Outlook, etc.)

B. SUPERVISION RECEIVED:

The SSA receives supervision from the SSM I and may receive indirect guidance from the Housing and Homelessness Section Chief, Bureau Chief, or Assistant Director. The SSA is required to demonstrate initiative in completing assignments and work independently to produce complete products.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSA will serve as a central and primary staff person in the development and dissemination of statewide policies that impact housing and homelessness mitigation that integrate social service programs such as cash and food assistance, disability benefits, and protective and supportive services.

D. PERSONAL CONTACTS:

The SSA will be a representative for the program alongside the SSM I in the frequent interaction and coordination with all levels of departmental managers, supervisors and employees as well as stakeholders, including staff from other state departments, county health and human service agency representatives, federally recognized tribes, the County Welfare Directors Association (CWDA), client advocates, and other external entities.

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