



WELFARE CLIENT DATA SYSTEMS CONSORTIUM

Recruitment:

CalSAWS Data Conversion Technical Analyst

Long-Term Temporary Position

October 23, 2018



UNIQUE OPPORTUNITY

CalWIN, the largest human services system in the United States, supports the work of nearly 30,000 county employees responsible for providing timely services at more than 800 California locations. CalWIN is maintained by the Welfare Client Data Systems (WCDS) Consortium.

Please refer to sections titled *Future Direction / Key Priorities* and *The Position* for more detail.

WELFARE CLIENT DATA SYSTEMS (WCDS) CONSORTIUM

The WCDS Consortium originated in 1967 with Santa Clara County and has since grown to be 18 counties strong, including Alameda, Contra Costa, Fresno, Orange, Placer, Sacramento, San Francisco, San Luis Obispo, San Diego, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Tulare, Ventura and Yolo.

Through their long-standing collaboration and commitment to success, these 18 counties developed and implemented the CalWORKs Information Network, known as CalWIN - one of the nation's largest automated welfare benefits and eligibility systems. The CalWIN system processes 11 million transactions daily and currently serves nearly 40% of the State of California's Social Services clients from 850 sites.

CalWIN is an integrated on-line, real-time automated system with 26 subsystems to support automated eligibility and benefits determination, benefit issuance, client correspondence, Notices of Action, management reports, interfaces and case management for public assistance programs.

The CalWIN application supports the determination and case management of federal, state, and county public assistance programs. CalWIN supports CalWORKs/Temporary Assistance for Needy Families (TANF), Refugee Cash Assistance (RCA), CalFresh, Medi-Cal, County Medical Services Program (CMSP), Cash Assistance Program for Immigrants (CAPI), In-Home Supportive Services (IHSS), Foster Care, Kinship Guardianship Assistance Payment (KinGAP), Cal-Learn and General Assistance/General Relief. In addition, CalWIN supports employment service programs for Welfare-to-Work, Child Care, CalFresh Employment Training (CFET) and County specific employment programs.

The CalWIN system implementation was completed in July 2006 and is currently in its twelfth year of maintenance and operations.

GOVERNANCE STRUCTURE

WCDS Board of Directors – sets overall policy and direction for the Consortium. The Board of Directors is the governing body of the WCDS Consortium and the CalWIN Project. The Board of Directors is comprised of the Human Services Directors of the participating counties. The WCDS Board Co-Chairs are elected by the WCDS Board annually.

WCDS Operations and Policy Advisory Committee (OPAC) – works with the WCDS Executive Director in guiding policy decisions, product direction and funding requirements for the Consortium. OPAC is comprised of one representative from each county responsible for internal county communications and providing recommendations to the Board of Directors on operational issues, portfolio prioritization, and establishment and implementation of strategic initiatives.



FUTURE DIRECTION / KEY PRIORITIES

At federal direction, the State of California is implementing its strategy to consolidate its Statewide Automated Welfare Systems (SAWS) into a statewide single-system, named CalSAWS (California Statewide Automated Welfare System). The systems, or Consortia, currently include CalACES (a Joint Exercise of Powers Agreement between LEADER Replacement System (LRS) and SAWS Consortium IV (C-IV) System) and CalWIN.

THE POSITION

The Data Conversion Technical Analyst role has been created in support of the single-system initiative for California, as stated above and is a full-time, long-term temporary assignment. The Data Conversion Technical Analyst will report to the CalSAWS Migration Manager for the CalSAWS Planning and subsequent Design, Development and Implementation Project.

The Data Conversion Technical Analyst will serve as part of the statewide planning team that guides decision-making through migration activities. This includes a complex coordination effort between Consortia teams to support the planning and analysis work such as data gathering, ensuring M&O vendor engagement and support, and aligning CalWIN counties as required.

The Data Conversion Technical Analyst's responsibilities will include, but are not limited to:

- Facilitating detailed, technical conversion strategy sessions utilizing information and requirements gathered to formulate the CalSAWS conversion plan
- Translating the data conversion strategy into an action plan, i.e. define activities, timelines, milestones, owners and deliverables, etc.
- Collaborating with Contractor staff to provide technical inputs for planning and analysis work
- Defining guiding principles for data mapping and approaches for handling data discrepancies and missing data elements in legacy systems that are required for conversion to reduce manual worker intervention
- Participating in high-level system comparison efforts
- Participating in Technical System Gap Analysis
- Defining the detailed data mapping plan, including storage of the mapping logic into the Mapping Configuration Tool (MCT) throughout the process
- Defining the process to be used for how CalACES/CalWIN will track and communicate ongoing database changes during the DD&I period that impact the mapping efforts
- Analyzing and planning for data merging exceptions and manual clean-up, specifically surrounding persons, vendors, employers in common with other counties already in the CalSAWS database
- Analyzing and planning for conversion strategy for any CalWIN ancillary system data that will be migrated to CalSAWS
- Analyzing and planning for interface strategy for any CalWIN ancillary systems that will remain county-managed after conversion to CalSAWS
- Defining the process for how critical conversion mapping information is communicated to CalWIN county staff which impacts their business processes
- Participating in data mapping, test data conversion, CalACES technical environment analysis.

IDEAL CANDIDATE

The ideal candidate will be an experienced Human Services and information systems professional who possesses:

- Effective communication skills
- Exceptional customer-service focus



- Familiarity with all five of WCDS' core systems (CalWIN, MyBenefits CalWIN Portal, ACCESS CalWIN, Covered CalWIN and Contact CalWIN)
- Experience in information technology as an analyst, data conversion analyst, or programmer analyst
- 3 to 5 years of practical experience using relational databases, in three or more of the following:
 - Data conversion from one or more systems to a centralized system
 - SQL and writing complex queries
 - Data analysis
 - Programming/report development
 - Requirements analysis
 - Functional design and documentation
 - Quality assurance/functional testing
 - Experience with large-system implementations
- Strong experience with complex conversion data mappings and transformation from source systems to target systems
- Strong knowledge of relational databases, specifically Oracle (SQL - PL/SQL)
- Strong knowledge of conversion reconciliation methodology
- Data normalization expertise
- Practical experience and knowledge of software development life cycle methodologies and concepts
- Practical experience and knowledge of relational database structure and concepts

Education

A Bachelor's degree is preferred, but not required.

Competencies and Personal Characteristics

In addition to the foregoing requirements, the ideal candidate will possess the following personal characteristics:

- A high-level of competence in a broad base of technical knowledge and managerial experience to capably and credibly manage stakeholder relations
- A track record of ensuring quality product deliverables
- Flexibility to effectively manage a large-scale project in a rapidly changing environment
- Consensus building and collaboration skills
- Demonstrated experience working with leadership, providing open communication on critical issues, offering assessments and recommendations with alternatives and responds to requests for information and action
- Demonstrated ability to drive projects to completion on time and on budget; able to manage complex systems
- Able to anticipate team and environmental obstacles to reaching objectives, plans contingencies
- Demonstrated ability to effectively communicate and represent the perspectives of users of the systems to all levels of stakeholders, internal and external
- Effective listening, communication and negotiating skills
- Dedication to providing exceptional support to Counties, State, Federal partners, and other stakeholders
- Strong written and verbal communication skills
- Ability to interpret customer business needs and translating them into application and operational requirements;
- Solid understanding of public assistance programs



WORK LOCATION

The primary work location will be at the CalWIN Project site through December with regular travel to the CalACES project sites and the Office of Systems Integration (OSI) for meetings and working sessions. As of January, the primary work location is expected to be CalACES South with regular meetings held at the CalWIN and CalACES-North project sites.

Welfare Client Data Systems / CalWIN Project
620 Roseville Parkway, MS5687
Roseville, CA 95747

CalACES - North
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670

CalACES – South
12440 Imperial Hwy., 3rd Floor
Norwalk, CA 90650

TRAVEL

For county employees, travel costs are managed through your county's travel policy. Questions regarding travel should be directed to your county for consideration. Counties will receive an allocation to cover travel costs, and the Consortium can work with your county to help explain how the allocation for travel is covered.

For non-county employees (CSAC), long-term payments, such as apartment rentals, are not typically covered; however, short-term travel is covered, such as air, lodging, car rentals, and meals while traveling.

COMPENSATION

Compensation is established by individual counties for county employees. Counties will receive an allocation to cover salary and benefits for the duration of the assignment.

For CSAC employees, the salary range can be discussed as part of the interview process or by email to the primary contact of this CIT.

ASSIGNMENT

This position is a full-time, long-term temporary assignment, which is expected to continue through implementation.

County employees should discuss Right-of-Return policies with their county, as policies vary per county.



APPLICATION PROCESS AND RECRUITMENT SCHEDULE

To be considered for the position, please submit a cover letter with current resume (that reflects both months and years of beginning/end dates of current and previous employment) and three work-related references to:

Welfare Client Data Systems / CalWIN
Attn: Stacey Drohan
620 Roseville Parkway, MS5687
Roseville, CA 95747
or via email to Stacey.Drohan@CalWIN.org

Submissions must be received by close of business on Thursday, November 8, 2018.

Resumes will be screened in relation to the criteria outlined in this brochure. Applicants with the most relevant qualifications will be invited to a preliminary screening interview.