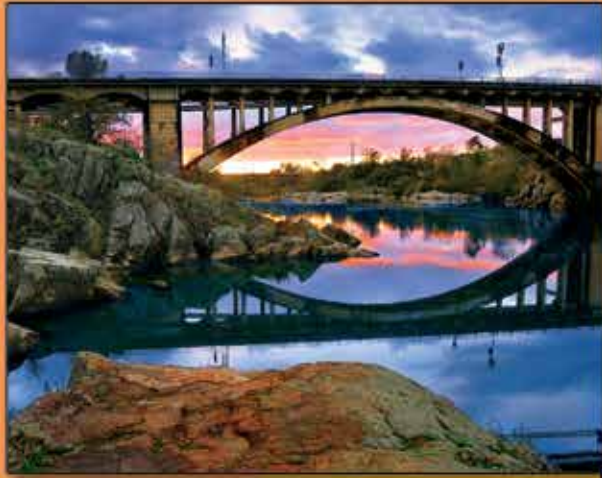


Calwin



WELFARE CLIENT DATA SYSTEMS
(WCDS) CONSORTIUM

**BUSINESS
SYSTEMS ANALYST**



UNIQUE OPPORTUNITY

CalWIN - the largest human services system in the United States - supports the work of nearly 30,000 employees responsible for providing timely services at more than 800 California locations. The agency seeks a collaborative, results-oriented and visionary professional to serve as a customer-care liaison to several client agencies providing a conduit for effective and beneficial agency/client communication.

WELFARE CLIENT DATA SYSTEMS (WCDS)

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 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 **eleventh** 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:

- Implementation of a robust business intelligence solution with broad data sharing capacity
- Continue improvements to the CalWIN systems and enhance customer experience and ease of access
- Contribute toward establishing CalWIN as a recognized leader of intelligent and innovative solutions





THE POSITION

The Business Systems Analyst (BSA) exhibits advanced understanding of the CalWIN system and its service goals and may serve in a supervisory capacity. The BSA's responsibilities include, but are not limited to:

- Providing support to CalWIN M&O vendor staff in policy interpretations relative to requirements definition
- Supporting CalWIN M&O vendor staff and subject matter experts in JRP/JAD sessions to identify business needs and the benefits of implementing an automated solution
- Tracking issues across programs
- Analyzing and/or developing business process solutions, sometimes in the absence of an automated solution
- Analyzing the need for and complete Change Requests (CRs) for the appropriate subsystems and monitor the change through completion
- Reviewing System Test scripts
- Participating in walk-throughs of System Test artifacts,
- Supporting or performing User Acceptance Testing
- Providing input into the prioritization of Service Requests (SRs)
- Reviewing proposed SR resolutions to ensure they are consistent with overall design and meet the needs of the Consortium as a whole
- Ensuring that metrics are gathered and analyzed for project tracking
- Fostering good two-way communication with the vendor and other external stakeholders
- Participating in County Welfare Directors Association of California/State meetings and workgroups as requested

- Providing regularly scheduled status updates relative to track or other responsibilities
- Maintaining accountability and responsibility for overall success of the CalWIN Project Teams
- Conducting comprehensive analysis of task completion relative to the overall work plan and resource allocations for changes
- Conducting comprehensive analysis of deliverables for completeness and quality
- Developing presentation materials to be used in stakeholder status meetings as needed
- Ensuring timely response to requests for information

IDEAL CANDIDATE

The ideal candidate will be an experienced Human Services and information systems professional who possesses effective communication skills and an exceptional customer service focus. The successful candidate will be familiar with all five of WCDS' core systems: CalWIN, MyBenefits CalWIN Portal, ACCESS CalWIN, Covered CalWIN, and Contact CalWIN. **The primary assignment for this position will be Client Correspondence or the maintenance creation and reporting for all correspondences generated by WCDS core systems.**

Competencies and Personal Characteristics

In addition to the foregoing requirements, WCDS senior management has identified the following additional competencies and personal characteristics that the ideal candidate will possess:

- Ability to read and understand State and Federal regulations, and to translate those into business/system requirements
- Dedication to providing exceptional support to Counties, State, Federal partners, and other stakeholders

Desired Candidate Qualities

- 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
- At least two years' experience working in the administration of a Public Assistance Program
- Bachelor's degree from a 4-year college/university desired – experience may be substituted for up to two years of education
- Five or more years of experience in leading teams of professionals
- Politically astute and adept in dealing with politically sensitive matters

COMPENSATION AND BENEFITS

The annual salary range for the BSA is **\$71,532 - \$92,988**. A comprehensive benefit package is provided through a contract arrangement with the California State Association of Counties (CSAC) and includes the following:

Medical Insurance – choice of Blue Cross or Kaiser Permanente, with significant employer contribution for employee and family members.

Dental Insurance – Cypress Dental for employee and family members.

Vision Care – Coverage available for employee and family members.

Retirement – San Bernardino County Employees Retirement System (2% @ 55 plan) with CalPERS reciprocity.

Vacation – Two weeks first two years; three weeks years three through five years; additional day for each subsequent year to a maximum of five weeks.

Holidays – 13 paid holidays.

Sick Leave – one day per month; no limit on accumulation.

Group Life Insurance and AD&D – CSAC pays for 100% of premium for employee at 1.5 times annual salary.

Other Benefits provided by CSAC – Long-Term Disability; Short-Term Disability; Employee Assistance Program.

Elective Benefits (paid by employee) – Supplemental Life Insurance; Deferred Compensation Program (457 Plan).

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), salary, and five work-related references to:

Welfare Client Data Systems / CalWIN

Attn: Stacey Drohan

8060 Foothills Boulevard, MS5687

Roseville, CA 95747

or via email to Stacey.Drohan@CalWIN.org

Submissions must be received by close of business on Monday, December 18, 2017.

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

