



# WELFARE CLIENT DATA SYSTEMS CONSORTIUM

***Recruitment:***

Senior Business Systems Analyst

*February 28, 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.

**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 the three Statewide Automated Welfare Systems (SAWS) into one single system, statewide. The three systems, or Consortia, include: LEADER Replacement System (LRS), SAWS Consortium IV (C-IV) System and CalWIN.

**THE POSITION**

The Senior Business Systems Analyst (BSA) exhibits advanced understanding of the CalWIN system and its service goals and may serve in a supervisory capacity.

The Senior BSA's responsibilities include, but are not limited to:

- Providing oversight and direction for business and technical development of CalWIN systems, but not



limited to, batch operations, configuration management, interfaces, self-service products, reference tables, county information server (CIS), management reporting, and client correspondence

- Providing oversight and direction for improving efficient and effective operation of CalWIN and related infrastructure, including data centers, WAN, database, call center and IVR functionality, and third party software implementation decisions
- Evaluating and monitoring M&O vendor’s ability in meeting its deliverable commitments to the business
- Providing leadership to issue resolution process
- Analyzing and/or developing business process solutions
- Contributing to the software change life-cycle
- Ensuring the design and development of the CalWIN systems meet all requirements
- Ensuring the accuracy of system and User Acceptance Testing
- Providing defect dispute resolution and maintaining responsibility for defect escalation
- Understanding of the System Development Lifecycle
- Participating in County Welfare Directors Association of California/state meetings and workgroups
- Providing regularly scheduled status updates relative to track or other responsibilities
- Maintaining accountability and responsibility for overall success of CalWIN delivery
- 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
- Providing status updates regularly
- Developing presentation materials to include internal and external stakeholders

**DISTINGUISHING CHARACTERISTICS**

In addition to the responsibilities described above, the Senior Business Systems Analyst will:

- Mentor Business Systems Analysts
- Provide project staff training
- Serve as a resource for all deliverable business process documentation
- Act independently with problem-solving skills
- Maintain knowledge of CalWIN project standards and functions

- Make effective business decisions
- Possess strong leadership skills and generate enthusiasm
- Interact effectively with a diverse group of executives, managers, and subject matter experts

**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)
- A strong technical background, preferably with eligibility and enrollment system expertise or in a complex IT environment
- An understanding of systems hardware, network, environments, database structure, and related systems.

**Competencies and Personal Characteristics**

In addition to the foregoing requirements, WCDS 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 communication skills
- Experienced in a professional business environment
- Thorough understanding of how to interpret customer business needs and translate them into application and operational requirements
- Must have a solid understanding of public assistance programs
- Bachelor’s degree from a 4- year college/university – experience may be used 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

The annual salary range for the BSA is \$78,685 - \$102,287. 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 Plan 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 the size of staff, as well as both months and years of beginning/end dates of current and previous employment, with five work-related references to:

Welfare Client Data Systems / CalWIN  
Attn: Stacey Drohan  
8000 Foothills Boulevard, MS5687  
Roseville, CA 95747  
or via email to [Stacey.Drohan@CalWIN.org](mailto:Stacey.Drohan@CalWIN.org)

Submissions must be received by close of business on March 15, 2018.

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.