

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. DEPTALTA

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.) 	8. Department/Agency MDHHS-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Economic Stability Administration
4. Civil Service Position Code Description Departmental Analyst-A	10. Division Business Service Center 4
5. Working Title (What the agency calls the position) Cash Assistance Analyst	11. Section
6. Name and Position Code Description of Direct Supervisor COX, CHARLES H; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor MCDOUGLE, TIFFANY A; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 51111 WOODWARD AVE., PONTIAC, MI 48342 / Monday through Friday, 8:00 a.m. to 5:00 p.m.
14. General Summary of Function/Purpose of Position The Cash Assistance Analyst functions as the senior level analyst responsible for performing various professional research and analysis tasks for counties within the Business Service Center (BSC). This position provides staff support and oversight of local DHHS offices in financial assistance programs, systems and operations to ensure that DHHS programs are consistently managed. This position also provides back up coverage to the other Cash Assistance Analysts within the designated Business Service Center as deemed necessary by the bureau director.	

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.
List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1**General Summary:****Percentage: 45**

Provides consultation on financial assistance program policies, systems and procedures.

Individual tasks related to the duty:

- Consult with Food Assistance Management Evaluation (FAME) staff on payment accuracy initiatives.
- Resource consultant for local office Assistance Payments (AP) Supervisors and Family Independence Managers (FIM) regarding organization, policy and procedures, work flow and caseload issues.
- Recommend policy modifications to the BSC Director and central office to clarify existing language and prevent case errors.
- Assist local office AP Supervisors and Family Independence Managers and central office with the development and implementation of case reading and quality initiatives.
- Provide information and clarification to AP Supervisors and Family Independence Managers regarding difficult policy issues.
- Represent the BSC Director by serving on various committees and work groups.
- Locate and secure training for local office AP Supervisors, Family Independence Managers, Family Independence Specialists, Assistance Payments Workers and administrative support staff.
- Act as liaison between central office, local office staff and other agencies regarding suggestions, quality initiatives and issue resolution.
- Disseminate relevant program information and tasks to ensure program outcomes are realized.
- Act as the BSC resource for the designated counties and provide back-up assistance to additional Cash Assistance Specialists.

Duty 2**General Summary:****Percentage: 45**

Assist and advise the BSC Director of financial eligibility concerns.

Individual tasks related to the duty:

- Make recommendations to the BSC Director regarding modifications to process and procedures.
- Identify and coordinate training for local office AP Supervisors, FIMs, Family Independence Specialists (FIS), Assistance Payments Workers (APW) and administrative support staff.
- Investigate/respond/follow-up client correspondence complaints.
- Provide ongoing analysis, program planning, development and evaluation.
- Identify problematic policy issues and communicate to the Policy Compliance Office and/or appropriate program office.
- Consults with the BSC Director on the development and monitoring of annual plans.
- Provide consultation to local office on the development of Corrective Action Plans.
- Design, implement, and provide feedback to related financial eligibility inquiries, proposals, surveys, etc.
- Inform Director of local office needs/issues regarding equipment, technology, support, training, etc. as it relates to financial eligibility concerns.
- Identify issues where policy, procedural, system changes would eliminate or reduce errors.
- Follow up on local office implementation of hearing decisions, quality assurance audits, etc.
- Assist local offices with the development of Corrective Action Plans.
- Monitor and follow up on all Corrective Action Plans.
- Review data reports originating from multiple sources to identify data trends.
- Utilize data from various sources to draw conclusions regarding best practices and communicate to field offices within the BSC structure.

Duty 3**General Summary:****Percentage: 5**

Plans and leads regularly scheduled meetings with local office financial assistance supervisors, managers, and workers to ensure that state policies are implemented consistently and accurately at the local office level.

Individual tasks related to the duty:

- Develop agendas.
- Arrange for presenters from program office, central office, local office and community agencies.
- Make arrangements for meeting facility, seating, equipment, etc.
- Facilitate the meetings.
- Identify and share best practices.

Duty 4**General Summary:****Percentage: 5**

Special projects and other duties related to financial assistance programs as assigned.

Individual tasks related to the duty:

- Assignments as deemed necessary by the director.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Identify problematic policy and procedural area and provide input and solutions to the BSC Director, local offices, other specialists, central office, program office and various committees and work groups.

17. Describe the types of decisions that require the supervisor's review.

Changes to existing policy, procedures, or systems.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Travel to any one of the counties within the BSC; travel can involve up to 6-hours round trip regardless of road and weather conditions. Frequently transports handouts, supplies and equipment needed for presentations which requires transporting.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Prepared by management.

23. What are the essential functions of this position?

This position provides staff support and oversight of local MDHHS offices in financial assistance programs, systems and operations to ensure that MDHHS programs are consistently managed. This position also provides back up coverage to the Cash Assistance Analyst within the designated Business Service Center as deemed necessary by the bureau director.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New position.

25. What is the function of the work area and how does this position fit into that function?

The BSC is responsible for carrying out and overseeing delivery of programs and business related services to counties within the Business Service Center. This position provides support and consultation related to financial assistance programs to local offices.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

Selective Position Requirement: Two years of experience gained in the last five years in Assistance Payments and related program policy in the areas of Family Independence Program, Medical Assistance, Food Assistance, State Disability Assistance, State Medical Program, State Emergency Relief, Child Day Care, Employment Support Services and Family Support.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

- Ability to work with all level of staff, groups and other agencies.
- Ability to work as part of a team.
- Ability to analyze and evaluate complex policy.
- Excellent communication skills.
- Computer literacy.
- Knowledge of systems support such as BRIDGES.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

Possession of a valid driver's license.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

CANDACE EWING

Appointing Authority

8/24/2026

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date

