

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DEPSPL2

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)
4. Civil Service Position Code Description Departmental Specialist-2	10. Division Economic Stability Administration (ESA) Policy
5. Working Title (What the agency calls the position) Departmental Specialist 13 - Food Assistance Program (FAP) Outreach Specialist	11. Section ESA Food Assistance Program Section
6. Name and Position Code Description of Direct Supervisor WALKER, SHELLEY A; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor CABANAW, BETHANY L; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Lansing, MI / M-F; 8a-5p

14. General Summary of Function/Purpose of Position

This position serves as the sole Program Manager/Departmental Specialist and exclusive subject matter authority expert for the Food Assistance Program (FAP) Outreach, the Restaurant Meal Program (RMP), and the Summer EBT Program (SEBT). The role provides authoritative interpretation of policies, procedures, rules, and program operations. The position is responsible for highly complex statewide research, design, implementation, and evaluation of the Michigan Department of Health and Human Services (MDHHS) Outreach, RMP and SEBT programs. Duties include interpreting federal and state laws, developing policies, drafting legislation, and overseeing the use of federal program funds. The position also monitors and analyzes management data and provides consultation to the Governor's Office, Legislators, Administration, and local office administration and local office management. This role serves as the primary liaison with contracted Outreach partners—including Michigan State University Extension, Michigan 211, the Food Bank Council of Michigan, Elder Law, Washtenaw Health Services, and numerous public and private agencies—to support effective statewide program administration.

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: 35

This position serves as the sole subject matter expert and is fully responsible for planning, operating, and overseeing the Food Assistance Program (FAP) Outreach Program at a statewide level. Responsibilities include program design, policy and procedure development, fiscal oversight, and providing authoritative technical direction to leadership, community partners, stakeholders, and customers to ensure successful achievement of program goals. In addition to FAP Outreach, this position has statewide oversight and subject matter expertise for the Restaurant Meal Program (RMP) and the Summer EBT Program. The RMP allows eligible FAP recipients to use their Bridges card to purchase prepared meals at participating restaurants. The Summer EBT Program provides grocery benefits to eligible children during the summer months when school is not in session. This position is the exclusive expert for all three programs—FAP Outreach, RMP, and Summer EBT—and provides comprehensive guidance, direction, and leadership for their effective implementation and ongoing administration.

Individual tasks related to the duty:

- Interprets existing and proposed federal and state laws, policies and procedures as they relate to the FAP Outreach program components. Consults with state, local and federal government as well as interested parties including welfare advocates. This position functions as the Department's leader concerning the FAP Outreach program.
- Develops program content, policies and procedures pertaining to the FAP Outreach Program. Coordinates outreach work requests in Bridges. Creates and maintains Bridges program reports. Accesses the MDHHS data warehouse and provides ad-hoc reports as needed or requested.
- Develop, review, and update program policies for SEBT.
- Analyzes program operations and formulates policy and procedures to meet Department goals. Provides guidance to management on matters pertaining to the program. Proposes modifications to programs, policies and procedures.
- Provides information necessary to other divisions and departments of state government and other interested parties pertaining to the operation of the FAP Outreach Programs. Attends meetings, makes presentations and represents MDHHS at conferences, seminars and meetings involving MDHHS's FAP Outreach Program.
- Collects and maintains program data necessary to meet program reporting and evaluation requirements for the Department and state and federal government.
- Research and evaluates the impact and scope of proposed or enacted laws and regulations for the Outreach program.
- This position has the authority to countermand decisions of local office staff and other departments relating to Outreach.
- Conducts statewide audits.
- Serve as the point of contact for all MDHHS related RMP inquiries. Respond to emails that come to the RMP email box from the public, interested restaurants, and from MDHHS clients.
- Process RMP applications from interested restaurants and provide restaurants with guidance on the process of applying for RMP. Provide clients with requested information related to RMP, including eligibility information.
- Communicate effectively with the Food and Nutrition Service (FNS) on all aspects of RMP.
- Reviews and evaluates applications and supporting documents submitted by potential RMP partners to determine program compatibility, completeness, and compliance with federal and state requirements. Provides authoritative determinations on approval, required revisions, or disqualification of applicants based on established program criteria.
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Duty 2

General Summary:

Percentage: 25

Sole responsibility to analyze program performance and expenditure data to identify trends, evaluate outcomes, and recommend improvements that support program goals. It interprets federal regulations, prepares required federal reports, and serves as the primary liaison with MDHHS and community partners for policy development related to FAP Outreach, RMP, and Summer EBT. The role reviews policy exceptions, collaborates with federal partners on state plans and reporting requirements, and manages system access for federal reporting. It also develops partnerships to expand RMP access, gathers stakeholder feedback, and maintains online program resources. The position oversees sensitive, statewide-impact program assignments and is responsible for preparing the Program Operations Manual, the annual budget, and all required audits for Summer EBT to ensure full program compliance.

Individual tasks related to the duty:

- Research, collect, consolidate, and analyze program performance data comparing planned versus actual data. This involves analyzing complex expenditure reports as well as comparing historical and statewide performance. Identifies trends in program data. Conduct's research to determine cause and effect on the programs. Develop and implement methods for program review. Makes recommendations based on collected data and analysis to ensure program goal achievement.
- Interprets federal laws and regulations, prepares federal reports, and provides updates and recommendations to MDHHS management. Serves as the departmental liaison at both the regional and national level for the FAP Outreach, RMP Programs and Summer EBT Program in the development of policies and procedures related to programs and state plans. Serves as the liaison and program expert with community partners in the development of policies and procedures related to the FAP Outreach, RMP and Summer EBT Programs.
- Reviews and grants program policy exceptions.
- This position works closely with community partners relating to state plan instructions, state plan questions, unique policy issues, federal reports, intermittent correspondence, and grant applications.
- Coordinates system access for federal reports.
- Facilitate the development of collaborative partnerships with restaurants and the business community along with the community partners who work with RMP eligible individuals to expand access to RMP.
- Gather feedback from internal and external stakeholders on improving access to and raising awareness of RMP.
- Maintain and update the existing RMP information available online, including but not limited to the Frequently Asked Questions documents for restaurant owners and RMP eligible customers, the MOU, the FNS application, and the RMP flyer.
- Performs highly sensitive and complex programmatic assignments that have significant statewide impact on FAP Outreach and RMP operations, including decisions that influence federal compliance, public perception, community partner performance, and access to food assistance for vulnerable populations.
- Prepare, update, and submit the Program Operations Manual (POM) and annual budget for SEBT.
- Complete all required audits and ensure compliance with program standards for SEBT.

Duty 3

General Summary:

Percentage: 15

Sole responsibility for the MDHHS FAP Outreach, RMP program and Summer EBT Program components and fiscal oversight, preparation of budget and reports related to funding sources associated with the Outreach, RMP Programs and Summer EBT Program.

Individual tasks related to the duty:

- Monitors billings and special project spending using reports in conjunction with data gathered from other areas or systems.
- Attend committee meetings regarding fund use.
- Attends meetings with outside agencies as the expert on Outreach, RMP and SEBT programs.
- Attends meetings within MDHHS that include planning and coordinating the training of staff in fund use and procedures for accessing and utilizing funds.
- Maintains records and prepares correspondence related to Outreach and RMP.
- Create reports for Outreach, RMP and SEBT, monitor the spending and make monetary recommendations.
- Review, analyze and present special fund use requests.
- Countermands proposed Outreach fund use requests and makes the final decisions on proposed fund usages if outside of normal policy expenditures.
- Works closely with the State and MDHHS budget offices.
- Coordinates system performance and accuracy with other administrations.
- Develop metrics and mechanisms to receive data to measure successes, deficiencies, and to identify areas for improvements in development and delivery of RMP process and services. Additionally, use data to determine which geographic areas need restaurants and work to enroll restaurants in those identified geographic areas of need.
- Review data, monitor progress in developing RMP services and processes, and if implementing new services and processes, then monitor effectiveness of the new services and processes.
- Represent RMP in communications with the local county office management, community partners, key stakeholders, other RMP participating states, and internal and external state programs and departments. This requirement may involve giving RMP-related presentations to both internal and external stakeholders

Duty 4

General Summary:

Percentage: 15

Sole responsibility for analysis, coordination, implementation and integration of the MDHHS FAP Outreach, RMP and Summer EBT Program components into the very highly complex systems that support them. This includes LARA Management Information System, Bridges, Business Objects on demand query system, Egrams and the MDHHS Data Warehouse that independently collects and at times shares data that supports and operates this program. Responsible for working with the Bridges programmers and Technical Coordination and Support in the development and maintenance of the Outreach, RMP and SEBT programs in Bridges.

Individual tasks related to the duty:

- Use reports to monitor the effectiveness of the FAP Outreach Program.
- Spot check reports for accuracy.
- Prepares maintenance or service requests for system upgrades or changes as needed.
- Test system changes for accuracy and effectiveness.
- Trouble shoot reported system deficiencies.
- Design, access and recommend new reports and modifications to existing reports.
- Monitor policy against system data.
- Performs user liaison functions including proposal of Outreach system changes, review and approve training packages, and provide technical expertise.
- Conducts analysis of program performance data, community needs, federal guidance, and stakeholder feedback to develop alternative strategies for enhancing FAP Outreach, RMP and SEBT effectiveness. Identifies and recommends new approaches to increase participation, improve operational efficiency, and address service gaps.
- Coordinate and facilitate all SEBT meetings with internal staff and external partner organizations.
- Build, strengthen, and sustain collaborative working relationships with partner agencies and educational institutions.

Duty 5

General Summary:

Percentage: 5

Correspondence, communication and consultation for administration of the Outreach, RMP and SEBT programs.

Individual tasks related to the duty:

- Represents the program office and/or department at meetings and national, state and local conferences.
- Coordinates contacts and meetings with other staff of the department, governmental departments, businesses, community agencies and other outside groups.
- Serves as a print coordinator responsible for approving forms/publication changes and expenditures.
- Revise and maintain all notices, paper applications, forms, and related correspondence.

Duty 6

General Summary:

Percentage: 5

Coordinate, design, implement and monitor FAP Outreach pilot projects as needed.

Individual tasks related to the duty:

- Plan, organize and coordinate work groups including multiple partners both inside and outside MDHHS. Multiple partners include Michigan 211, Elder Law, Michigan State University Extension, Washtenaw Health Services and others.
- Write, negotiate, coordinate and approve pilot policy guidelines.
- Write position descriptions related to the pilot projects.
- Coordinate budget related expenditures with the State Budget Office and MDHHS Budget Office.
- Establish, write and negotiate Interagency Agreements as required.
- Approve client services related to the pilot.
- Create and approve forms, systems changes and test system changes.
- Review local resources and assist with contracted services

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

Exercise independent judgment in selecting the proper course of action in areas related to the FAP Outreach, RMP and SEBT Programs. Provide clarification on FAP specific outreach policy related questions, which include making decisions on a case-by-case basis when unusual circumstances arise. Independent decisions are made daily on routine business.

Decisions have a great deal of complexity due to the nature of the work and the knowledge required to perform the job duties. Decisions include establishing priorities and allocation of resources. Decision-making is essentially without guidelines. This is exemplified in the establishment of program and policy development priorities through negotiations with inter, intra-agency units and executive management, policy decisions relating to unique program and client circumstances, and the adjustment of resources to cope with national and state issues which impact program planning and development.

As the department's sole expert on the FAP Outreach, RMP and SEBT Programs, this position exercises discretionary power and judgment in making decisions. As a result, the position must demonstrate a high level of trust and integrity, establish, and maintain collaborative working relationships, and communicate effectively with tact and diplomacy.

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

Supervisory guidance is minimal and restricted to unique situations where major statewide budgetary or political considerations are evident. Signature approvals and supervisory consultation are required where there may be a statewide impact on the budget. Guidance is sought when priorities or assignments conflict, issues which may be politically sensitive, areas in which policy or procedure is unclear, and areas where significant amounts of federal or state funds are affected.

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.

Physical Effort: standing, speaking, sitting, considerable computer use, lifting boxes of training materials, equipment, and supplies. Daily, long periods.

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):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | 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?

Yes

23. What are the essential functions of this position?

FAP Outreach expert that provides interpretation and explanation of various policies, procedures, rules, work methods and services. This position is responsible for highly complex statewide research, design, implementation, and evaluation of the Department of Health and Human Services (MDHHS) Outreach and RMP programs including interpretation of federal and state laws and drafts legislation. This position includes statewide responsibility for developing policies and monitoring MDHHS federal funds transferred to the Outreach community partners with funds exceeding \$2.2 million annually, monitoring and analyzing complex management data and aiding and consultation regarding program requirements to the Governor's Office, Legislators, Administration, Local Office Administration, and local office management.

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 Outreach, RMP and SEBT Programs are within the Economic Stability Administration (ESA) - that is responsible for program management and development and oversees the Outreach, RMP and SEBT program contracts as it relates to the agency's Food Assistance Program, including: Food Assistance Program (FAP) MDHHS budget. ESA is responsible for FAP funded Interagency Agreements and contracts using federal funds. This position has sole responsibility for development, maintenance and federal compliance issues related to the state's FAP Outreach, RMP and SEBT program components and development. This position is the primary liaison with other state departments and federal agencies as well as community partners regarding MDHHS's FAP Outreach, RMP programs and SEBT programs. This position is responsible for coordination and collaboration within and outside the department and is critical in ensuring that the state maximizes the number of FAP recipients leaving assistance as they attain self-sufficiency obtained through FAP Outreach, RMP and SEBT programs.

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 Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

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

- Expert knowledge of FAP, RMP, SEBT, and related federal/state laws.
- Policy analysis, program evaluation, budget management, and data analysis.
- Advanced skills in system oversight, including Bridges, data warehouse, Business Objects, and MIS systems.
- Ability to interpret complex regulations, manage federal reporting, conduct audits, and design program improvements.
- Strong communication, negotiation, and coordination skills with federal, state, and community partners.
- High-level independent decision making and problem solving capacity.

The MDHHS mission is to protect and promote the constitutional and statutory rights of recipients of public mental health services and empower recipients to fully exercise these rights.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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.

MATTHEW GORDY

7/21/2026

Appointing Authority

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