

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

Position Code 1. DEPTALTAR65Y

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) Bureau of CSA Administration
4. Civil Service Position Code Description Departmental Analyst-A	10. Division MALTREATMENT IN CARE
5. Working Title (What the agency calls the position) CPS-MIC and DCWL Child Welfare Analyst	11. Section
6. Name and Position Code Description of Direct Supervisor BOOSE, TERRIA (WOC); STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor NEWELL SHAY (WOC); STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work / M-F 8am - 5pm

14. General Summary of Function/Purpose of Position

This recognized resource functions as the centralized analytical and operational hub for the Maltreatment in Care (MIC) Division within the Central Office – In-Home Bureau and Peer Case Review (PCR). The analyst independently manages statewide data functions, coordinates intake and complaint workflows, leads peer case review activities, and provides high-level quality assurance and compliance monitoring. This role ensures accurate statewide reporting, supports cross-program decision-making, and maintains essential tracking systems that directly influence child safety, licensing oversight, and program accountability.

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: 20

Peer Case Review (PCR) - As the statewide peer case review analyst, the position will prepare for quarterly Peer review, facilitate daily peer review conferences, participate in peer review week each quarter, and complete peer review reports.

Individual tasks related to the duty:

- Complete pre-review analysis to identify focus areas and ensure readiness for PCR.
- Lead or support daily check-in conferences to review progress, address questions, and reinforce expectations.
- Review assigned cases for accuracy, compliance, documentation quality, and alignment with policy.
- Document findings and ensure all required elements are captured accurately.
- Prepare detailed written reports summarizing findings, strengths, concerns, and required corrective actions.

Duty 2

General Summary:

Percentage: 20

Directs statewide Quality Assurance activities by overseeing structured case review processes, validating compliance with policy and performance outcomes, and producing actionable analyses that inform leadership decisions. Provides continuous monitoring of statewide data sources (Central Office, DMU, CI, CCR) to ensure accuracy, identify trends, and support continuous quality improvement across MIC, PCU, and DCWL.

Individual tasks related to the duty:

- Assign, manage, and oversee the full Second Line Case Read process, ensuring case selection, data indicators, and review tools meet program and policy requirements.
- Identify key trends, patterns, and areas for improvement from Second Line Case Read results, and translate findings into clear, actionable insights.
- Prepare concise summary reports that support MIC leadership in monitoring performance and guiding program improvements.
- Consolidate, analyze, and maintain accurate tracking of data from Central Office, DMU, and Centralized Intake, ensuring systems remain current and reliable to include but not limited to CCR data.
- Communicate key updates, changes, and emerging data trends to MIC leadership to support informed decision-making.
- Provide high-quality data, documentation, and analysis to support MIC, PCU, and DCWL leadership in Quality Assurance and Continuous Quality Improvement efforts, including MMT and MKN review needs.
- Identify opportunities for practice improvement and help promote consistent adherence to expectations across teams.

Duty 3

General Summary:

Percentage: 20

Serves as the primary statewide intake coordinator for DCWL by independently triaging incoming complaints, issuing urgent safety notifications, and ensuring accurate assignment based on risk level, licensing requirements, and policy alignment. Maintains continuous communication with MIC, DCWL, RCTAU, and Out-of-Home leadership, ensuring timely decision-making and consistent statewide processes.

Individual tasks related to the duty:

- Manage the DCWL Complaints Intake inbox daily, including reviewing, discussing, and assigning incoming complaints to the appropriate staff and completing any urgent safety notifications.
- Conduct thorough reviews of maltreatment in care, foster care, and licensing information using tracking systems, CWLM, and MiSACWIS to support accurate assignment and decision making.
- Manage and update the DCWL Complaints Tracking Log for CCI, CPA, and dismissed complaints.

- Maintain consistent communication across statewide programs to ensure awareness of complaint activity, facilitate collaboration, and support timely coordination on all referrals.
- Send daily CCI tracking updates to leadership.
- Send urgent safety notifications to Out of Home Bureau Leadership.
- Forward misrouted assignments and ensure notifications reach the correct entities.

Duty 4

General Summary:

Percentage: 20

Provides comprehensive program operations support by maintaining high-integrity data systems, coordinating intake processes, producing analytical summaries for leadership, and managing documentation across MIC/PCU. Leads onboarding/offboarding workflows, supports special projects, and maintains organized record-keeping systems that ensure accessibility, compliance, and accurate program communication.

Individual tasks related to the duty:

- Gather, track, identify trends, create summaries as needed for MIC leadership.
- Assist MIC staff and supervision with accessing information for program needs.
- Provide MIC CCI data weekly to MMT.
- Support MIC intake coverage as needed.
- Prepare leadership review sheets for MKN, gathering and analyzing investigative outcomes.
- Support special projects, research tasks, MDLs, and other assignments from MIC program managers and the MIC director.
- Add and update information in all applicable tracking spreadsheets, validating criteria, recording results, and notifying supervisors as needed.
- Assist with employee onboarding and offboarding tasks (access management, MDLs, exit processes).
- Take minutes for CPS MIC/PCU management meetings and maintain records in OneNote.
- Maintain structured, high-quality documentation in all shared drives, spreadsheets, and tracking systems.
- Utilize Teams, Forms, One Note, and other technology platforms to ensure staff are informed and have accessibility to program information, policy information and updates.

Duty 5

General Summary:

Percentage: 15

Manages statewide CCI tracking and analytics by maintaining comprehensive datasets, preparing risk-based analyses for weekly CCI meetings, and ensuring timely delivery of accurate facility-level summaries. Identifies patterns in substantiations, complaint histories, and heightened oversight indicators to support leadership decision-making and ensure appropriate corrective action.

Individual tasks related to the duty:

- Maintain and update the MIC CCI Updates Spreadsheet, including summaries, trending data, substantiation rates, and complaint history.
- Manage weekly MIC/DCWL joint CCI update spreadsheets, ensure accuracy, and distribute updates.
- Prepare and organize all documents, data, trend analyses, and meeting notes for the weekly CCI Risk Review meeting, ensuring accuracy, completeness, and timely distribution to leadership. Include documentation and monitoring of required follow up actions.
- Provide support to leadership regarding urgent needs during CCI Risk Review meetings.
- Maintain tracking and summary preparation for any facility with heightened oversight.
- Maintain and prepare history summaries for both MIC and DCWL upon request on an ongoing basis.

Duty 6

General Summary:

Percentage: 5

Ensures MIC compliance with ICWA requirements by maintaining accurate case tracking, monitoring adherence to federal and state mandates, and providing detailed quarterly ICWA performance data for program communication. Offers guidance on case-specific ICWA issues, ensuring consistent, legally compliant practice statewide.

Individual tasks related to the duty:

- Assist supervisors and case managers with ICWA guidance and case-specific questions.
- Compile quarterly ICWA data for inclusion in the program newsletter.
- Track MIC ICWA cases and monitor ongoing compliance.

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

Independently make decisions regarding complaint triage, data interpretation, risk identification, and PCR case evaluation. Determines appropriate routing for DCWL complaints, identifies high-risk indicators requiring immediate escalation, interprets policy when reviewing case compliance, and advises leadership on trends that require program-wide corrective action.

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

Decisions affecting statewide policy modifications, changes to PCR selection methodology, alterations to complaint routing criteria, or any decisions that directly impact statewide licensing oversight require supervisor review. Strategic program changes, high-risk complaint escalations, or proposed system modifications are submitted to leadership for approval.

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 designated offices and in-person meetings. (As directed by management, Central Office)
Use of applicable extremities for computer practices. (100% of the time)

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?

NA

23. What are the essential functions of this position?

This position performs essential statewide analytic, operational, and compliance functions for MIC, DCWL, and PCU. Core responsibilities include managing statewide intake workflows, conducting policy-aligned case review, analyzing data trends for quality assurance, providing leadership with decision-ready reports, and maintaining critical tracking systems that support legal, safety, and licensing requirements. These functions are essential to statewide program accountability, child safety, and compliance with federal and state mandates.

24.

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

New

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

Central Office oversees both MIC and PCU along with Peer Case Review. This position will serve as both the MIC and DCWL resource and the Peer Review Analyst collecting, analyzing and interpreting data for all three programs, and presenting to leadership.

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.

KNOWLEDGE, SKILLS, AND ABILITIES:

As Per Civil Service Job Specification.

Along with:

Strong analytical and organizational skills.

Ability to interpret policy and apply guidance consistently.

Experience with CWLM, MiSACWIS, One Note, Microsoft Teams, Excel, Teams, Microsoft Forms, and shared drive data systems.

Ability to manage high volume work with precision and attention to detail.

Strong communication skills and ability to collaborate with multiple programs.

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:**

NA

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.

NA

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

LORA ADEE

7/22/2026

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