

**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-WAYNE COUNTY DSS
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) ESA
4. Civil Service Position Code Description Departmental Analyst-A	10. Division
5. Working Title (What the agency calls the position) Departmental Analyst- Payment Accuracy Analyst	11. Section Waye County
6. Name and Position Code Description of Direct Supervisor BAKER, TERRENCE J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor DENSON-SOGBAKA, NICOLE T; SOCIAL SERVICES DIVISION ADMIN	13. Work Location (City and Address)/Hours of Work 3040 W GRAND BLVD; DETROIT, MI 48202 / M-F; 8-5

14. General Summary of Function/Purpose of Position

This position serves as the recognized resource for Wayne County on Supplemental Nutritional Assistance Programs (SNAP) Accuracy and payment data analytics within Wayne County. This position collaborates with all Wayne County local offices on identifying and correction deficiencies. The role ensures program accuracy by reviewing quality assurance findings and monthly audit results, then developing corrective actions and strategies to prevent future errors. This position is responsible for analyzing cash program data, reviewing FAP Accuracy Power BI dashboards and integrating data from the FAP Case Read Application, BRIDGES, local offices and the Compliance Division. This position interprets outcomes from special projects, provides guidance to Wayne Central Administration and local office on payment data issues, and maintains tools used both statewide and within Wayne County. This role requires a strong understanding of payment accuracy initiatives and the ability to provide directions that support departmental goals. This position works closely with local office staff to assess needs, improve efficiencies, and communicate findings to Wayne County Central Administration leadership to inform staffing reviews, follow-up activities and audits that support ongoing accuracy.

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: 50

This position serves as Wayne County's recognized resource for SNAP accuracy, quality assurance, and payment error data analysis and interpretation. The position provides guidance and consultation on accuracy trends, policy application, quality assurance, and data driven opportunities to improve program administration and oversight.

Individual tasks related to the duty:

- Function as the recognized resource applying multiple data-sampling methods to evaluate the accuracy, completeness, and reliability of information related to SNAP eligibility and payment accuracy.
- Provide guidance and consultation to local leadership and FIS specialists regarding accuracy trends, policy application and quality assurance expectations and identified areas requiring corrective action.
- Perform detailed analysis of sampled case results and error patterns to identify and interpret payment-error trends and root causes and support the development of corrective-action planning.
- Evaluate high risk cases including cases with prior errors, complex income scenarios, and cases affected by recent policy changes to identify trends, assess potential causes of payment errors, and support accuracy, compliance, and error reduction efforts. Develop training materials, job aids, and other learning resources based on identified accuracy trends, policy issues, the error patterns to support Wayne County staff in the accurate and efficient administration of SNAP policy and procedures.
- Analyze statistical data from departmental databases and prepare reports that identify SNAP error trends and provide information to support management review, program oversight, and corrective action.
- Evaluate existing data strategies and recommend new data sources, analytical methods, and approaches to improve data quality, reliability and usefulness for program analysis and oversight. Review and interpret SNAP statistical outputs and program reports to identify trends, data issues, and opportunities for improvement and recommend enhancements to training, quality assurance, and program administration and oversight.

Duty 2

General Summary:

Percentage: 30

Evaluate the ongoing operations of the SNAP and MA programs and develop, recommend and implement new strategies to resolve identified issues and improve performance.

Individual tasks related to the duty:

- Identify and investigate SNAP issues in Wayne County and assess the impact on accuracy to develop corrective actions.
- Collect and analyze Medicaid data and quality control measures to recommend operational changes and to help train staff in related processes.
- Coordinate county wide efforts on all revisions and corrections to local office accuracy errors. Analyze the training and coaching impacts of error prevention to improve cash program accuracy.
- Collaborate with lead workers for error correction procedures to improve consistency across the county on error response and to adhere to quality control requirements.
- Analyze data to identify best practices for SNAP and Medicaid, support error prevention efforts and communicate findings across the local offices.

Duty 3

General Summary:

Percentage: 10

Demonstrate a thorough understanding of BRIDGES functionality, SNAP program policy by identifying gaps and recommend revisions that ensure compliance and accuracy.

Individual tasks related to the duty:

- Provide timely and effective problem resolution support to local offices to ensure accurate eligibility determinations.
- Maintain effective communication with local offices to ensure clarity and transparency across all cash program payment accuracy initiatives.
- Provide reliable oversight of BRIDGES changes by ensuring all required updates are communicated and trainings completed according to department standards.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned

Individual tasks related to the duty:

- Train staff and lead discussions on special projects and initiatives related to SNAP & MA accuracy.
- Provide analytical and statistical information for targeted program area case reviews.

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

This position supports SNAP, Medicaid and payment accuracy efforts through policy interpretation, program evaluation and report development. The role provides consultation to local office staff who encounter challenges related to SNAP program policies, payment issues and eligibility determination. Decisions made in this role directly impact both staff and SNAP customers.

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.

Normal office environment. This position may require in-state travel.

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?

YES

23. What are the essential functions of this position?

The position serves as the recognized resource for Wayne County on Supplemental Nutritional Assistance Programs (SNAP) Accuracy and payment data analytics within Wayne County. Responsibilities include monitoring compliance, standardizing business processes to ensure operational efficiency. Additionally, performs special assignment duties as identified by the Wayne County DHHS Director.

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

New position being established.

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

The position reports to the State Administrative Manager in Wayne County Central Administration. This work area is responsible for Wayne County payment accuracy. An analyst position is a vital support role for strategies on accurate financial assistance programs benefit issuances within Wayne County Central Administration by using operational oversight to improve decision making and execution This position uses up to date knowledge of policies and procedures to carry out the plan of the Wayne County Central Administration

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 required by Civil Service

Strong analytical and planning skills, public speaking, leadership, and task orientation to ensure successful program performance.

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:

N/A

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.

SHANIKA DENNIS

9/9/2026

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