

1. Position No. 313237	2. Cert / Reclas Request No. 16-0262	3. Agency No. 437
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4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS WI Department of Children and Families DFES/BCS/Ops and Communication	
6. CLASSIFICATION TITLE OF POSITION PROGRAM & POLICY ANALYST	212 E Washington Ave Madison WI 53703	
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT Marc DiBernardo, Child Support Program Specialist	
9. AGENCY WORKING TITLE OF POSITION Program & Policy Analyst	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES	
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Kathy Wellington Human Services Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?	
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84). YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>		

14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	SEE ATTACHED	

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION.

- a. The supervision, direction, and review given to the work of this position is close limited general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

POSITION DESCRIPTION IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3

DISTRIBUTE COPIES OF SIGNED FORM TO:

- P-FILE SUPERVISOR EMPLOYEE CERT REQUEST COPY

POSITION DESCRIPTION

DCF/DFES/Bureau of Child Support (BCS)

Program and Policy Analyst

Operations and Communications Section

Position Number 313237

Position Summary:

Under the general supervision of the BCS Operations and Communications Section Chief, this position analyzes, interprets, develops and disseminates the regulations, policies and procedures of the Wisconsin Child Support (CS) program. This position provides written and oral interpretation of federal and state Child Support laws and regulations to internal and external stakeholders, which include DCF colleagues and managers, county Child Support Agencies (CSAs), state agencies, legislators, CS participants and the public.

This position is responsible for performing several key functions within the section, throughout the bureau and across the Division including development, integration and dissemination of policy, information system support, report development, data output, monitoring and training changes and improvements to the Child Support program. In addition to performing Program and Policy Analyst duties, this position may work on special assignments and serve as a liaison with Division and Department staff to ensure coordination of programs/initiatives with Child Support.

This position develops and manages BCS outreach and information materials and the BCS Public Awareness plan. This position is the primary analyst responsible for the BCSinfo mailbox, which is a high-traffic, public-facing communications tool. This position provides backup for web publishing, bulletin board announcements, KIDPOL and the Partner Services mailbox, all of which facilitate the provision of guidance and technical assistance to the CS agencies and our state and federal partners. This position assists in the evaluation, research, response and/or assignment of incoming inquiries, based on topical area.

Time % Goals and Worker Activities

40% A. Develop and facilitate implementation of the federally required DCF BCS Annual Child Support Public Awareness plan, to provide accurate and helpful information to the public on the availability of IV-D Services.

- A1. Maintain and implement the BCS Annual Child Support Public Awareness Plan, serving as lead analyst for related work groups, work products and work plans.
- A2. Maintain and implement the BCS style guide in compliance with DCF and DFES layout and formatting requirements and recommendations.
- A3. Develop and maintain effective informational pieces to communicate CS program information to various audiences in appropriate formats, including print and digital, using page design and page software.
- A4. Assist in maintenance of the Child Support Partner Resources SharePoint site, the DCF website and the Bulletin Board announcements system by developing/publishing CS information and by recommending improvements or better methods.

- A5. Ensure publications and documents meet all federal and state requirements for accessibility, including services to customers with Limited English Proficiency (LEP).
- A6. Ensure all publications provide accurate and consistent information that is in accordance with BCS policy, state statutes, and guidelines, and federal regulations.

25% B. Provide technical assistance and policy interpretation to DCF staff, county CS agencies, local officials, other state and federal agencies, legislators, local partner agencies, other key stakeholders and the public.

- B1. Serve as the BCS lead proofreader for official correspondence and guidance documents, including CS bulletins and memos, in compliance with the BCS style guide.
- B2. Coordinate with BCS and DFES staff to ensure timely development of high quality manuals, Child Support Bulletins, Child Support Letters, Fact Sheets, training documents, reports, and other documents related to the CS program.
- B3. Research and respond to inquiries from the BCSINFO mailbox.
- B4. Assist the lead analyst in maintaining the KIDPOL system to ensure that it is an efficient communications tool to evaluate, assign and address policy, systems and procedural CS agency inquiries in an accurate and timely manner. Serve as backup to the lead analyst for KIDPOL responses.
- B3. Research issues and formulate responses to participants, DCF legislative staff, the Division Administrator, OCSE/ACF staff, and the public, using comprehensive understanding of CS laws/regulations, CS systems (e.g., KIDS, CSOS, CSPRs), BCS policy/procedure and associated guidance documents.
- B4. Provide guidance and technical assistance in the design and development of CS management reports and/or white papers, and in the planning and implementation of evaluations of CS policy, procedures and outcomes.
- B5. Communicate complex Child Support Program information using clear, concise and accurate methods, both oral and written, to CS stakeholders.
- B6. Assisting the lead analyst in responding to controlled correspondence and other inquiries, by researching issues, writing responses and evaluating the body of inquiries to continually improve CS policy, procedures and outcomes.

20% C. Analyze federal laws/regulations and Wisconsin and other state laws/administrative rules which govern Child Support and related programs and prepare plans and recommendations for program implementation, improvement, and monitoring.

- C1. Identify and prepare policy options and recommendations to management based on analysis of laws and regulations, existing policy, CSA practices, and research in the area of CSA and participant practices, inquiries and feedback. Determine their impact on the Child Support governance structure and present recommendations to management for addressing the issues.

- C2. Participate in research, review, development and maintenance of program requirements, including research papers, policies, procedures and other guidance documents, to facilitate effective Child Support program implementation, monitoring and performance.
- C3. Lead or participate in the development and implementation of projects to ensure orderly and comprehensive policy development and program implementation occurs effectively.
- C4. Consult with internal and external stakeholders to clarify policies and procedures affecting performance monitoring, state audits, federal audits. Provide input on the development of program monitoring tools and reports.
- C5. Brief Section, Bureau, Division and Department Management of progress and issues related to development and implementation of project plans.
- C6. Assist in the preparation and review of Request for Proposals (RFPs), RFP review criteria, and contracts and related documents such as the Scope of Work, and Standard Operating Procedures.

10% D. Assist in the process of updating automated systems to support CS program initiatives.

- D1. Participate in activities to identify business requirements for system fixes, changes, and enhancements to ensure that the automation of policy is accurate, or to assist management in prioritizing among identified potential IT work items.
- D2. Perform assigned user-acceptance testing of systems modifications, including the development of test scenarios; identify test issues and problems.
- D3. Identify automation barriers to program implementation, effective program operation, and more productive program outcomes.

5% E. Perform other functions critical to accomplishing the goals and objectives of the Bureau of Child Support.

- E1. Participate in meetings of the Section, Bureau, Policy Advisory Committee, Wisconsin Child Support Enforcement Association, policy planning groups, technical staff, and others.
- E2. Support and facilitate Child Support related meetings, work groups and committees, including:
 - Scheduling meetings and developing agendas
 - Developing meeting materials and background information
 - Presenting materials, data, and information at designated meetings
 - Taking notes or minutes and documenting action items
 - Conducting follow-up work and activities associated with meeting conclusions
- E3. Provide information and support to Section staff and BCS and Department financial staff and budget analysts in the development of annual or biennial program budgets and cost estimates for other legislation and initiatives.

- E4. Provide coverage during absences of other Section staff, serve as back-up to specialized functions primarily performed by other staff, and assist other sections on a temporary basis due to workload, as needed or assigned.

KNOWLEDGE, SKILLS, and ABILITIES

1. Extensive knowledge, experience or ability to work with federal and state laws, regulations, and administrative rules that govern the CS program.
2. Extensive knowledge and skills in the practice and principles of program planning and analysis.
3. Extensive knowledge of the structure of state and local administration of the CS program, including a general knowledge of county government and courts.
4. Considerable knowledge/experience or ability to work with the Kids Information Data System (KIDS) for inquiry, and to develop business requirements for programming of program policy, and to perform user acceptance testing, as needed.
5. Analytical and problem-solving skills (critical thinking, logical thinking), and ability to accurately and appropriately respond to specific details presented in a case or policy question.
6. Proven ability to communicate effectively and accurately, both verbally and in writing, and to summarize complex information for a wide variety of audiences, both internal and external.
7. Thorough and experienced ability to summarize and condense large amounts of information into clear and concise written documents.
8. Considerable ability to lead and coordinate group or team activities, engage in problem solving and conflict resolution, and work effectively with diverse groups in small or large settings.
9. Advance skill in negotiating agreements and developing compromise among diverse and often conflicting perspectives.