

# **DCFS AGENCY-SPECIFIC PERFORMANCE EXPECTATIONS FOR CONSIDERATION**

**September 26, 2012**

The performance expectations contained in this document are provided for your consideration to assist you with developing the specific, job-related expectations you deem appropriate and applicable to the Agency-Specific positions for which you supervise.

You may use these provided and/or develop some of your own. This is not an all inclusive list of expectations. Not all of the expectations listed herein have to be used.

Many other examples may be found on the Civil Service Website, PES, Bank of Performance Expectations.

If you apply some of these recommended expectations and/or choose to develop some of your own for positions/functions named in this document, you **MUST** also include all of the mandatory expectations as well.

## **TASKS & BEHAVIORS AS APPLICABLE TO ASSIGNED FUNCTIONS:**

### **ADMINISTRATIVE COORDINATORS**

- Take calls/messages in a timely and accurate manner. Quickly relay/transfer to appropriate person.
- Provide clear and accurate information to those requesting assistance.
- Collect, date, log, sort, and distribute material to the appropriate persons in a timely manner.
- Insure that outgoing correspondence/material is correctly documented, addressed, and has all necessary attachments.

### **ADMINISTRATIVE ASSISTANTS**

- Serve as assistant to a supervisor/manager.
- Keep appointment schedule, prepare travel arrangements and assist with filing reimbursements, issue directives to others on supervisor's behalf, and relieve the supervisor/manager of other administrative matters (be specific).

### **SAFETY COORDINATOR function**

- Serve as safety coordinator in the org unit. Conduct audits to ensure compliance with safety rules and regulations for DCFS. Prepare safety audits and reports (how often).

### **CHILD WELFARE SERVICES ASSISTANT (TRANSPORTATION STAFF)**

- Provide safe transportation for clients to visits with siblings, schools, clinics, doctor's offices or other places where services are available.
- Maintain state vehicle along with the recording of related records such as fuel, repair, and inspection of vehicles as needed.
- Assist professional staff in providing child welfare services to clients by observing and reporting clients' behavior to professional staff to aid in the assessment and treatment plan of the case.
- Instruct caretakers in the practical application of improved standards of housekeeping, shopping, financial planning, personal hygiene, medical care, childcare and other necessary home management skills.
- Shop and purchase clothing, school supplies, etc. for children.

## **CHILD WELFARE SPECIALIST TRAINEE, 1, & 2 (HOME DEVELOPMENT)**

- Complete family certifications within 90 days.
- Number of families re-certified – 95% done within required timeline.
- Maintain a caseload of foster and adoptive homes.
- Provide support and services to both the foster/adoptive parents and the agency staff to work toward the best interests of the children placed in these homes.
- Travel within and outside of the official domicile, and when work is required outside of the traditional 40-hour work week.
- Develop corrective action agreements to correct deficiencies with these homes and recommend approval or denial of prospective certifications and re-certification for certified foster and adoptive homes.
- Recruit, orient, train and certify new foster and adoptive families, per Policy, using highly skilled interviewing and assessment methods.
- Complete home studies, upon request, for ICPC families and report findings/home study assessments to the requesting ICPC section in State Office.
- Participate in Placement, Preservation and TPR staffings throughout the region.
- Handle intake calls on a routine basis to offer assistance and to make referral contacts.
- Offer assistance for placement.
- Participate in agency staffings and prepare cases for presentation to the multi—disciplinary team for consultation and coordinate with other professionals regarding the service needs of the family.
- Exercise broad daily decision-making regarding the outcomes of the cases, require minimal supervision and guidance from the supervisor.
- Provide supportive counseling and other supportive services for clients and arranges for the provision of services from community resources based on the case plan.
- Serve as the agency liaison to other social service, educational, or law enforcement agencies.

## **CHILD WELFARE SPECIALIST TRAINEE, 1, & 2 (FAMILY SERVICES)**

- Arrange concrete/foundation services for families based on needs identified in FATS (Family Assessment Tracking System) and outlined in family case plan; and provide supportive counseling during monthly family contact(s) determined by SDM (Structured Decision Making) instrument, all to reduce level of risk of harm to the children in the home and ensure the children reside in a safe environment.
- Arrange and assess the need for services to families when abuse and or neglect has been validated, is voluntary or court ordered, and the children remain in their homes.
- Develop and monitor case plans.
- Provide supportive counseling and other preventative supportive services for family.
- Testify in court proceedings.
- Service clients almost exclusively in their homes or place of residence; make home visits with children and families often in high-risk situations and in dangerous locations.
- Participate in agency staffings and prepare cases for presentation to the multi—disciplinary team for consultation and coordinate with other professionals regarding the service needs of the family.
- Exercise broad daily decision-making regarding the outcomes of the cases, require minimal supervision and guidance from the supervisor.
- Provide supportive counseling and other supportive services for clients and arranges for the provision of services from community resources based on the case plan.
- Serve as the agency liaison to other social service, educational, or law enforcement agencies.

## **CHILD WELFARE SPECIALIST TRAINEE, 1, & 2 (CHILD PROTECTION INVESTIGATION)**

- Assure the safety and well-being of children by initiating timely investigations of child abuse/neglect reports which shall be initiated within 24 hours for Immediate response, 3 calendar days for High Priority response and 5 calendar days for Non-Emergency response; completion of Safety Assessments within 5 calendar days of report, validation or invalidation of allegations within 30 calendar days of report and case closure within 60 calendar days of report.
- Provide short-term social services through referrals to family services or community resources.
- Serve on 24-hour on-call duty to respond to child abuse and or neglect reports as assigned.
- Conduct investigations and/or alternative response assessments for safety and risk to children where allegations of abuse and or neglect of children have been made in accordance with Policy and state law.
- Design and implement safety plans to protect children from immediate danger of serious harm.
- Prepare and submit appropriate affidavits and reports to the court and or district attorneys, and testify at court proceedings.
- Present investigative findings to child death review, citizen review and internal child fatality review panels.
- Conduct joint investigations with law enforcement, Licensing, and others as appropriate.
- Participate in agency staffings and prepare cases for presentation to the multi—disciplinary team for consultation and coordinate with other professionals regarding the service needs of the family.
- Exercise broad daily decision-making regarding the outcomes of the cases, require minimal supervision and guidance from the supervisor.
- Provide supportive counseling and other supportive services for clients and arranges for the provision of services from community resources based on the case plan.
- Serve as the agency liaison to other social service, educational, or law enforcement agencies.

## **CHILD WELFARE SPECIALIST TRAINEE, 1 & 2 (FOSTER CARE)**

- Make sure all children are accounted for monthly and placement authorizations and all other demographic information is updated in the computer system and all other records.
- All clients are visited according to policy, parents according to risk level, 1 - 3 visits per month at least 1 visit is in the home. All Foster children shall be visited in their current placements at least 1 time per month, according to policy, face to face with the worker alone, and together with the caretaker. The worker will also meet with the caretaker in the home alone in order to monitor the child's placement. Discuss case plan progress with all parties at all visits.
- Track, schedule and participate in all mandatory staffings according to agency policy such as pre and post-removal, supervisory, quarterly, termination and permanency staffings to assure the child's permanency needs are being addressed by the agency.
- Work with families who enter the foster care system due to a valid report of abuse and or neglect and those who enter the system voluntarily or through FINS or other proceedings.
- Locate and select the most appropriate placements for children entering care, as well as children in need of placement changes.
- Assess, develop and execute a case plan to achieve permanence.
- Conduct thorough home studies and makes appropriate recommendations as to suitability of these resources, including out of state-ICPC requests.
- Assess current functioning and compliance with the case plan goals, as well as issues that still need to be addressed for permanency and safety of foster children.
- Conduct on-going risk assessments, determine treatment needs, and provide services to the parents through referrals to community resources.

### **CHILD WELFARE SPECIALIST TRAINEE, 1 & 2 (FOSTER CARE), continued**

- Prepare and submit appropriate affidavits and reports to the court and or district attorneys, and testify at court proceedings.
- Prepare foster parents for the adoptive process and assist with moving foster children through grief with the use of life books.
- Participate in agency staffings and prepare cases for presentation to the multi—disciplinary team for consultation and coordinate with other professionals regarding the service needs of the family.
- Exercise broad daily decision-making regarding the outcomes of the cases, require minimal supervision and guidance from the supervisor.
- Provide supportive counseling and other supportive services for clients and arranges for the provision of services from community resources based on the case plan.
- Serve as the agency liaison to other social service, educational, or law enforcement agencies.

### **CHILD WELFARE SPECIALIST 3 (Use Child Welfare Specialist Trainee, 1 &2 program-specific expectations then add any one or more of the following, as applicable)**

- Serve as sole assistant supervisor of a unit (if applicable).
- Serve as leadworker of a unit (if applicable).
- Perform specialized functions/tasks requiring exercise of greater independence, thinking skills, and professional judgment.

### **CHILD WELFARE SPECIALIST 3 (ADOPTIONS)**

- Identify adoptive resource for foster children legally available for adoption, timely prepare all required legal and agency documents to ensure adoptions are finalized within 24 months of the child's entry into foster care.
- Timely recruit for children in your caseload who are freed for adoption with no identified adoptive resource. Register all children on your caseload on LARE within 30 days of receiving the case and timely complete the DCFS form 427 B's for children in adoptive placements. Submit adoption subsidies for approval. Timely complete adoption finalizations and process required DCFS forms. Close all finalized adoptions within 5 days, per agency policy. Maintain regular monthly visits with children and caretakers ensuring safety and reviewing policy and preparing for adoption finalization.
- Maintain a caseload of foster children legally available for adoption.
- Complete assessments of children available for adoption.
- Prepare children and adoptive families for adoptive placements.
- Provide post-adoptive services to children and families through the subsidy program.
- Complete comprehensive background histories and life books that are made available to children and adoptive families.
- Recruit adoptive homes for children who are legally available for adoption and do not have adoptive resources.
- Develop case plans and participate in staffings.
- Represent the agency in court proceedings by presenting service plans and progress reports on children in Adoption caseloads, including the preparation of confidential court reports, which is necessary to finalize the adoptions.
- Participate in agency staffings and prepare cases for presentation to the multi—disciplinary team for consultation and coordinate with other professionals regarding the service needs of the family.
- Exercise broad daily decision-making regarding the outcomes of the cases, require minimal supervision and guidance from the supervisor.

### **CHILD WELFARE SPECIALIST 3 (ADOPTIONS), continued**

- Provide supportive counseling, direct counseling, and other supportive services for clients and arranges for the provision of services from community resources based on the case plan.
- Serve as the agency liaison to other social service, educational, or law enforcement agencies.

### **SOCIAL SERVICES ANALYST 1 & 2 (ADOPTION PETITION)**

- Review adoption petitions for accuracy and to assure they comply with the laws and to assure legal availability of the child for adoption.
- Gather information by conducting home visits and complete and submit confidential reports including criminal background checks, state central registry clearances, and court-ordered home studies.
- Interview children age twelve and over to obtain and report their personal feelings regarding the adoption to the judge.
- Attempt to locate natural parents of adoptive children who are not part of the adoption petition to inform them about the proposed adoption and to determine their feelings.
- Complete and review court reports and make home visits in order to finalize agency independent adoptive placements.
- Contact attorneys and judges to resolve problems.
- Review the final decree of adoption and the birth certificate information for accuracy upon adoption.

### **SOCIAL SERVICES COUNSELOR 1 & 2 (ADOPTION SUBSIDY)**

- Set up subsidy cases after initial approval, complete subsidy forms, and notify State Office of new authorizations and renewals. Initiate and follow up on payment authorizations.
- Notify adoption subsidy families of subsidy renewals within time frames set in policy, maintain tickler system for notification, and prepare renewal forms. Receive subsidy applications from adoptive families and process for renewal.
- Answer inquiries from providers, adoptive parents, etc. regarding subsidy payments, bills, insurance reimbursements, items or services covered in subsidy, etc. Contact adoptive parents for reassessment of special board.
- Input all TIPS data related to subsidy cases in an accurate and timely manner.
- Maintain case records and timely close as per agency policy.

### **SOCIAL SERVICES ANALYST 1 & 2 (IV-E)**

- Independently review, examine, evaluate and determine client's eligibility in relation to complex eligibility factors of Federal, State and Agency criteria for clients in the care and custody of state agencies for funding under Title IV-E, Title XIX-Medicaid and State General Funds.
- Review initial custody court orders and/or transcripts to assure the agency is in compliance with Federal criteria relative to the judicial determinations and assure the agency has responsibility for the child's placement and care.
- Calculate a budget based upon information acquired and apply other non-financial criteria to determine funding category of eligibility.
- Submit referrals for federal benefits including SSI, VA and Social Security for children in custody.
- Re-evaluate Title IV-E cases, Title XIX and State funded cases annually.
- Review judicial determinations annually on Title IV-E cases for specific finding for continuation of eligibility.

## **SOCIAL SERVICES ANALYST 1 & 2 (IV-E), continued**

- Provide medical cards to and maintain responsibility for Medicaid certifications.
- Coordinate efforts to seek parental financial support through assessments or through referrals to Child Support Enforcement for child support.

## **SOCIAL SERVICES ANALYST SUPERVISOR (IV-E)**

- Supervise a unit of Social Service Analysts responsible for determining Title IV-E eligibility.
- Based on the outcome of reviews, identify error trends, develop and implement corrective action plans, and follow up to make sure that the errors are corrected and do not occur in the future.
- Correspond with State Office, Eligibility Section, to obtain clearances or policy interpretations on situations where policy is vague and advise staff of the correct course of action.

## **SOCIAL SERVICES ANALYST 1 & 2 (CHILD SUPPORT ENFORCEMENT--CSE)**

### **General Expectations for both CSE Intake and Collection Workers**

- Gather and evaluate information in order to determine the appropriate legal action necessary to establish, enforce, or modify an order of paternity, child support, medical support or to locate absent parents.
- Recommend cases for prosecution, prepare referrals for court, assist attorneys in preparing cases for court, and testify in court, as necessary.
- Execute notarial authority related to the administration of the child support program.
- Perform financial and accounting activities to calculate child support and audit financial payment records to determine the accuracy of the financial data.
- Respond and takes corrective action on internal, departmental, legislative and federal case reviews and audits.
- Work cases with money in suspense using ticklers and monthly suspense reports, and submit journal requests to the supervisor for approval and submission to SES-Financial for processing.
- Explain policy and procedures so client knows and understands expectation to maintain eligibility.
- Use initiative to explore and develop all available resources to meet the needs of clients/customers.

### **Intake Worker - specific**

- Review, assess and update (LASES) 95% of all applications assigned to worker and make dispositions (schedule, establish paternities, obligations, refer to legal, close and/or set for review) on cases in a timely manner.
- Achieve 97% accuracy on data reliability based upon supervisory reviews conducted quarterly which include documented accuracy ratings.
- Customer Service Center – respond to customer notifications and phone calls per agency guidelines in order to ensure very minimum to no escalated calls.

### **Collection Worker - specific**

- Collect a minimum of 1% above the annual office collections (per Collection Analyst). Employee's performance is to be monitored on a monthly and/or quarterly basis to assure compliance.
- Achieve 97% accuracy on data reliability based upon supervisory reviews conducted quarterly which include documented accuracy ratings.
- Customer Service Center – respond to customer notifications and phone calls in a timely manner, per agency guidelines, in order to ensure very minimum to no escalated calls.

## **SOCIAL SERVICES ANALYST SUPERVISOR (CSE)**

- Supervise a unit of Social Service Analysts performing CSE functions
- Conduct quarterly case readings, per Policy. Note error trends and prepare corrective action plans, as needed, to correct and avoid future errors.
- Review and processes analysts' requests for journal entries to distribute suspense money for submission to CSE-Financial for processing.
- Review production and monitor caseloads to determine which Analysts need guidance and or training in specific areas to assist them in working more efficiently.
- Serve as interim Program Operations Manager, as assigned, during the unavailability or absence of the Manager.

## **SOCIAL SERVICES ANALYST 1 & 2 (ECONOMIC STABILITY & SELF SUFFICIENCY -- ES)**

### **General Expectations for both ES Intake and Maintenance Analysts**

- Determine initial and on-going eligibility for any one or more ES programs accurately and timely and in accordance with policy requirements/standards.
- Explain policy and procedures so client knows and understands expectation to maintain eligibility.
- Use initiative to explore and develop all available resources to meet the needs of clients/customers.

### **Intake Analyst-specific**

- Zero out of conformity cases (they will not have any applications past 30 days or 6 days, if expedited) generated by agency error.
- Supervisor Case Reading Findings – 95% correct cases on case reviews requires:
  - Cases with no payment errors
  - Cases with no negative errors
  - Cases with no timeliness errors
  - Cases must have correct eligibility decisions

### **Maintenance Analyst-specific**

- Zero out of conformity cases (no redets pending past the end of the month).
- Supervisor Case Reading Findings – 95% correct cases on case reviews requires:
  - Cases with no payment errors
  - Cases with no negative errors
  - Cases with no timeliness errors
  - Cases must have correct eligibility decisions

## **SOCIAL SERVICES ANALYST SUPERVISOR (ES)**

- Supervise a unit of ES Analysts who determine eligibility for benefits for 1 or more ES programs.
- Review 40 cases per month of subordinate's work for accuracy, timeliness, and completeness in determining eligibility for any one or more ES programs.
- Based on outcomes of the reviews, identify error trends, develop and implement corrective action plans and design individual training when and where appropriate.
- Serve as interim Program Operations Manager, as assigned, during the unavailability or absence of the Manager.

## **CHILD WELFARE SPECIALIST 5-A (CW Program Consultant/Program Specialist)**

- Serve as primary technical Child Welfare program consultant for the region.
- Set goals and objectives to achieve the mission of the programs, with specific emphasis on development of practices needed to reach those goals.
- Assess local practices and procedures to insure clients are receiving appropriate services in the most efficient manner possible.
- Evaluate other regional service delivery models and incorporate those practices which would enhance the local region's ability to meet state and federal guidelines.
- Assist in the development of corrective action plans.
- Lead and work on special projects.
- Review policy changes and/or assist in policy development.
- Coordinate and/or conduct internal investigations for personnel infractions, write and track letters of counseling, reprimands, supervisory plans, pre-disciplinary and disciplinary letters and actions through the process of pre-deprivation through final issuance; and serve as an expert at the regional level on disciplinary matters. Complete each disciplinary letter assigned according to prescribed timeframes agreed upon by the RA and State Office Operations Section for completion.
- Review staffing assignments to insure equitable and reasonable work distribution. Identify areas needing staffing adjustment with regard to hiring of new employees or movement of employees within the workforce.
- Conduct periodic policy education meetings.
- Participate in staffings as program consultant.
- Serve as Random Moment Sampling coordinator.
- Monitor monthly completion of Youth surveys.
- Lead Performance Quality Improvement (PQI) Regional Team in quarterly committee meetings.
- Complete special case reviews at the request of the RA according to quantity specified in the RA request and within timeframes specified in the RA request.

## **PROGRAM COORDINATOR – SS (ES Program Consultant/Program Specialist)**

- Serve as primary technical Economic Stability program consultant for the region.
- Set goals and objectives to achieve the mission of the programs, with specific emphasis on development of practices needed to reach those goals.
- Assess local practices and procedures to insure clients are receiving appropriate services in the most efficient manner possible.
- Evaluate other regional service delivery models and incorporates those practices which would enhance the local region's ability to meet state and federal guidelines.
- Assist in the development of corrective action plans.
- Lead and work on special projects.
- Review policy changes and/or assist in policy development.
- Coordinate and/or conduct internal investigations for personnel infractions, write and track letters of counseling, reprimands, supervisory plans, pre-disciplinary and disciplinary letters and actions through the process of pre-deprivation through final issuance; and serve as an expert at the regional level on disciplinary matters. Complete each disciplinary letter assigned according to prescribed timeframes agreed upon by the RA and State Office Operations Section for completion.
- Review staffing assignments to insure equitable and reasonable work distribution. Identify areas needing staffing adjustment with regard to hiring of new employees or movement of employees within the workforce.
- Conduct periodic policy education meetings.

### **PROGRAM COORDINATOR – SS (ES Program Consultant/Program Specialist), continued**

- Complete special case reviews at the request of the RA according to quantity specified in the RA request and within timeframes specified in the RA request.
- Complete semi-annual corrective action plans by State Office mandated due dates.

### **PROGRAM COORDINATOR – SS (CHILD SUPPORT ENFORCEMENT Program Consultant/Program Specialist)**

- Serve as primary technical Child Support Enforcement program consultant for the region.
- Set goals and objectives to achieve the mission of the programs, with specific emphasis on development of practices needed to reach those goals.
- Assess local practices and procedures to insure clients are receiving appropriate services in the most efficient manner possible.
- Evaluate other regional service delivery models and incorporates those practices which would enhance the local region's ability to meet state and federal guidelines.
- Assist in the development of corrective action plans.
- Lead and work on special projects.
- Review policy changes and/or assist in policy development.
- Coordinate and/or conduct internal investigations for personnel infractions, write and track letters of counseling, reprimands, supervisory plans, pre-disciplinary and disciplinary letters and actions through the process of pre-deprivation through final issuance; and serve as an expert at the regional level on disciplinary matters. Complete each disciplinary letter assigned according to prescribed timeframes agreed upon by the RA and State Office Operations Section for completion.
- Review staffing assignments to insure equitable and reasonable work distribution. Identify areas needing staffing adjustment with regard to hiring of new employees or movement of employees within the workforce.
- Conduct periodic policy education meetings.

### **PROGRAM COORDINATOR – SS (Community Specialist)**

- Meet and collaborate with service providers, community leaders, and other key individuals regarding proposed and ongoing projects to address community needs and the needs of low-income individuals and families.
- Assist the Regional Administrator in the development and coordination of activities and operations for Disaster Supplemental Nutrition Assistance Program (DSNAP) sites.
- Coordinate DCFS initiatives and their implementation by assisting in developing Request for Proposals (RFP) and Cooperative Endeavor Agreement (CEA) packages, participating in RFP and CEA evaluation and reviews, negotiating DCFS initiative contracts, and monitoring contracts and service delivery through site visits and communication with providers.
- Recruit community partners to mentor children in state's custody.

### **CHILD WELFARE SPECIALIST 5-A (Regional Placement Specialist)**

- Manage statewide Residential Treatment Services within the Child Welfare area of DCFS.
- Serve as Coordinated System of Care (CSOC) and educational liaison.
- Participate and/or lead in special projects.

### **CHILD WELFARE SPECIALIST 5-A (Regional Placement Specialist), continued**

- Monitor service delivery through regular provider site visits, quarterly placement treatment, staff/client interviews and data management.
- Manage and authorize approvals for extraordinary cost expenditures, policy and licensing regulations, as necessary.
- Meet with administrative staff, subordinate staff, personnel from public and private agencies, providers, and private individuals to discuss issues/problems concerning residential treatment and agency behavioral health needs.

### **PROGRAM COORDINATOR – SS (Measurement)**

- Develop and prepare at the regional level, data collection, compiling of data and analysis of data to establish performance benchmarks for the multi-programs (Child Welfare, Economic Stability, and Child Support Enforcement).
- Assist in the development of the Performance Improvement Plan based on findings and trends through evaluation.
- Assist in the development of corrective action plans for all programs and upon demand at special requests.

### **FS PARISH MANAGER 2 (Program Operations Manager--POM)**

- Plan, direct and ensure proper implementation and operation of **Child Welfare** or **Economic Stability** or **Child Support Enforcement** program for multiple supervisory units in one or more parish office(s).
- Serve as property manager for the parish office(s), including negotiating leases, landlord relations to assure proper building maintenance, equipment inventory control, and proper usage of property and equipment by staff and clients.

### **FS REGIONAL ADMINISTRATOR (Area Director)**

- Direct all administrative, operations, and service delivery activities for an area in a region.
- Oversee all major workforce and resource decisions across all DCFS programs (Economic Stability, Child Welfare, and Child Support Enforcement) for assigned area.
- Assist Regional Administrator in development of strategies, goals, and objectives to accomplish the mission of DCFS.
- Provide guidance and oversight to DCFS Program Operations Managers in assigned service areas to ensure that all programs are properly administered.

### **FAMILY SUPPORT PROGRAM EXECUTIVE DIRECTOR (Regional Administrator)**

- Direct all administrative, operations and service delivery activities within a region.
- Oversee all major workforce and resource decisions across all DCFS programs (Economic Stability, Child Welfare, and Child Support Enforcement).
- Plan and execute strategies to enhance and improve overall regional performance, focusing on performance based outcomes for service delivery.
- Oversee all Human Resources matters for the region, such as hiring, turnover management, compensation, performance evaluation, and discipline.
- Manage the region's budget to ensure that expenditures do not exceed available resources and that these resources are used effectively and efficiently.

### **ADMINISTRATIVE PROGRAM SPECIALIST A (Budget-Region/Field Services)**

- Assist the Regional Administrator in preparing and tracking the annual budget for the DCFS region.
- Prepare monthly expenditure analysis; Advise Regional Administrator of potential shortfalls and make recommendations on spending adjustments.
- Perform monthly reconciliation of LaCarte and travel card purchases.
- Determine correct procurement method to be used and ensure that it is processed at the proper level.
- Enter requisitions and purchase orders into state system.
- Provide technical assistance and training as needed to administrative support staff in the region on budget reports, purchasing rules and policies, and LaCarte tracking.

### **HUMAN RESOURCES ANALYST A & B (HR Liaison-Region/Field Services)**

- Serve as the Human Resources Liaison for a region.
- Provide procedural information on Civil Service rules and DCFS Human Resources policies and procedures.
- Prepare and/or review a variety of Human Resource related forms for completion and accuracy.
- Post job announcements on LaCareers website within 2 days of approved HR-1. Screen applications for minimum qualification requirements and test scores and provide lists of eligibles to hiring managers/supervisors within 2 days of closing date of posting. Verify eligibility of candidate selected.
- Oversee and/or obtain selected applicants' and students interns' fingerprints and submit reports on criminal records checks to State Office.
- Oversee new hire orientation in the region.
- Make arrangements and/or provide information to supervisors for drug testing of applicants, and submit forms to supervisors for random drug testing of current employees.
- Track status and follow up on pending personnel actions/activities.
- Maintain public and confidential Human Resource files for the region in accordance with DCFS policy of records retention.

SEE HELPFUL INFORMATION ON SETTING PERFORMANCE EXPECTATIONS, ON NEXT PAGE.

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## SETTING PERFORMANCE EXPECTATIONS

- How do I establish the performance expectation?
  - Use the primarily assigned duties and responsibilities of the position
    - S (Specific)
    - M (Measurable)
    - A (Attainable)
    - R (Reasonable)
    - T (Timely)
    - Standards set by regulating Agencies (Civil Service, COA, Federal, Safety, Policy, etc.);
    - Averaging of quality and quantity produced among staff with same duties;
    - Grading system / Report Card – production rate and error rate;
  
- How do I collect performance data?
  - Observation
  - Productivity Reports
  - Staffings
  - Quality Assurance (QA) Reviews
  - Client feedback or surveys / Customer complaints or commendations
  - Communication / email
  
- When do I collect performance data?
  - Regularly throughout the evaluation period
  - At least monthly
  - Give immediate feedback a noteworthy actions (favorable and constructive criticism)
  
- How do I measure the performance data collect?
  - See “Establishing” expectations above