



WELFARE FRAUD PREVENTION COORDINATOR

EXAM CODE: 7BP06

CLASS CODE: 4228

Department: DEPARTMENT OF SOCIAL SERVICES
Final Filing Date: CONTINUOUS FILING
Exam Type: DEPARTMENTAL OPEN
Salary: MONTHLY SALARY RANGE - \$5,465.00 - \$6,841.00
Location: SACRAMENTO COUNTY

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions(s), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY

This is an OPEN examination for the California Department of Social Services (CDSS). Anyone who meets the minimum qualifications as stated on this examination bulletin may apply. Applications will not be accepted on a promotional basis. Once you have taken the examination, you may not retake it for twelve (12) months.

FILING INSTRUCTIONS

Applicants must submit the [State Examination/Employment Application \(STD. 678\)](#), a copy of unofficial college transcripts (if using education to meet the minimum qualifications) **and** the Qualifications Assessment, found at the end of this examination bulletin, by mail or in person to:

FILE BY MAIL:

California Department of Social Services
Attention: Examinations Unit
P.O. Box 944243, MS 8-15-58
Sacramento, CA 94244-2430

FILE IN PERSON:

California Department of Social Services
Attention: Examinations Unit
744 P Street,
Sacramento, CA 95814
Monday-Friday, 8:00 AM-5:00 PM

NOTE: Only applications with an original signature will be accepted. Facsimile (FAX) or e-mailed applications will not be accepted under any circumstances.

SPECIAL TESTING ARRANGEMENTS

If you require special testing arrangements due to a verified disability, medical condition or religious accommodation, you will be able to request a reasonable accommodation during the exam filing process. Please mark the appropriate box for Question 2 on the State Examination/Employment Application (Std. 678). You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

An eligible list will be established for use by the California Department of Social Services. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of examination date. Eligibility expires twelve (12) months after it is established, unless the needs of the service and conditions of the list(s) warrant a change in this period. Competitors must then retake the examination to re-establish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the experience and/or education requirements for this examination at the time the application is submitted. Your signature on the application indicates that you read, understood and possess the minimum qualifications required.

Applications must include: "to" and "from" dates (month/day/year), time base, hours worked per week, civil service or private sector titles, and the duties performed. Applications without this information may be rejected from this examination. If using education to qualify, applicant must include copies of unofficial transcripts. College course information must include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

MINIMUM QUALIFICATIONS

Experience: Three years of progressively responsible investigative or technical experience in a public assistance fraud prevention program, including the examination of public records for violations of law and identification of persons suspected of violating public assistance laws relating to the disbursement of public funds or conduct of public services. and **Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

NOTE: Applicants must submit a copy of their unofficial college transcripts along with the application when using education to meet the entrance requirements for this examination.

POSITION DESCRIPTION

Under general direction, to plan, organize and administer welfare fraud control programs in a major geographic area of the State. In a major geographic area of the State, provides program direction to county welfare departments, district attorneys and other agencies involved in the control of welfare fraud; assists in the development, implementation and administration of welfare fraud prevention, deterrence, identification and investigation programs; evaluates the effectiveness of investigatory programs within assigned geographical area and makes recommendations to improve their operations; coordinates the activities of local agencies on cases of interjurisdictional or statewide scope; gains support for the Department's welfare fraud control activities through contact with Federal, State, county and other governmental agencies; assists in the conduct of extrasensitive, complex investigations of criminal, civil or administrative violations; provides technical assistance and training to county welfare departments and district attorney welfare fraud investigation units; prepares and conducts welfare fraud prevention

workshops and other training for county welfare department administrative, eligibility and clerical staff; prepares reports and correspondence.

EXAMINATION INFORMATION

Qualifications Assessment Application – Weighted 100%

The examination will consist of a Qualifications Assessment (QA) weighted 100%. Candidates must attain an overall minimum score of 70% to be placed on the eligible list. The QA is designed to elicit specific information regarding each candidate's education and experience relative to the testing classification. Responses to the QA will be assessed based on pre-determined rating criteria. CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT MAY BE DISQUALIFIED.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. General administrative principles and procedures.
2. Criminal, civil and welfare fraud investigation techniques and procedures.
3. Purposes, organization and policies of the Department of Social Services.
4. Federal and State laws regulating the activities of the Department of Social Services and welfare fraud prevention.
5. Business transactions and accounting practices.
6. Methods and techniques for the maintenance of security.

B. Ability to:

1. Plan, organize and administer welfare fraud control programs.
2. Apply investigative techniques and procedures.
3. Establish and maintain cooperative relations with those contacted in the work.
4. Analyze data and draw sound conclusions.
5. Analyze situations accurately and adopt effective courses of action.
6. Write effectively and prepare clear, complete, concise reports.
7. Communicate effectively both to individuals and before large groups.

SPECIAL PERSONAL CHARACTERISTICS

Willingness to work throughout the State and work extended hours.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released. Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference.

CAREER CREDITS

Career Credits do not apply in this examination.

CLASSIFICATION SPECIFICATION

Please click on the link below to review the official California Department of Human Resources (CalHR) classification specification.

[Welfare Fraud Prevention Coordinator](#)

CONTACT INFORMATION

California Department of Social Services
Attention: Examinations Unit
P.O. Box 944243, MS 8-15-58
Sacramento, CA 94244-2430
examinations@dss.ca.gov

California Relay Service for the Deaf or Hearing Impaired from TDD phones call: 1-800-735-2929 or from voice phones call: 1-800-745-2922.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this examination, and all candidates who pass will be ranked according to their scores.

It is the candidate's responsibility to contact the CDSS Examinations Unit at examinations@dss.ca.gov within three weeks after submitting an application if he/she has not received a progress notice.

The California Department of Social Services reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Applications are available at the CalHR's website at [State Examination/Employment Application \(STD. 678\)](#), Employment Development Department offices and the California Department of Social Services.

The California Department of Social Services is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race, color, national origin, ancestry, religion, creed, sex, marital status, sexual orientation, pregnancy, age, veteran status, political affiliation, or disability as required by Title II of the Americans with Disabilities Act (ADA).

Candidates needing special testing arrangements due to a disability, must mark the appropriate option in Question #2 on the Examination Application form STD.678. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, Voice line at 1-800-735-2922.

Criminal Record Clearance Information: Some positions within various divisions of the

California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

TAKING THE EXAMINATION

Please take the Qualifications Assessment examination on the following page. Once completed, print, sign and mail it to the address stated in the Filing Instructions section above along with the completed and signed State Application STD. 678. Both documents must be submitted in order to be considered. After receipt of the completed examination, it will be scored and a notification of results letter will be sent within approximately three weeks.

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
HUMAN RESOURCE SERVICES BRANCH
QUALIFICATIONS ASSESSMENT**

WELFARE FRAUD PREVENTION COORDINATOR

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for the WELFARE FRAUD PREVENTION COORDINATOR classification, with the California Department of Social Services (CDSS). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed on an eligible list for the classification listed above. The list will be used by CDSS locations/facilities statewide to fill existing vacancies. A "Conditions of Employment" form is included in this examination which will allow you to select the location and time bases you are interested in working. It is **required** that you **personally complete** this examination accurately and without assistance.

You will be evaluated based on your ability to follow directions and read, interpret, and respond appropriately to the questions in this Qualifications Assessment. Candidates who fail to follow the instructions will be eliminated from this examination.

THIS AFFIRMATION MUST BE COMPLETED

I hereby certify that the information provided on this Qualifications Assessment is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, have adverse action taken against me which could result in loss of State employment, and/or suffer loss of right to compete in any future State examinations.

Name (Printed): _____

Address: _____

City/State/Zip Code: _____

Home/Work Telephone Number: _____

Signature: _____ Date: _____

Your completed Qualifications Assessment must include your original signature. Print and keep a copy of the completed Qualification Assessment for your records. Applicants must submit the [State Examination/Employment Application \(STD. 678\)](#), Qualifications Assessment and a copy of unofficial transcripts (if using education to meet the minimum qualifications) by mail or in person to:

FILE BY MAIL:

California Department of Social Services
Attention: Examinations Unit
P.O. Box 944243, MS 8-15-58
Sacramento, CA 94244-2430

FILE IN PERSON:

California Department of Social Services
Attention: Examinations Unit
744 P Street,
Sacramento, CA 95814
Monday-Friday, 8:00 AM-5:00 PM

CONDITIONS OF EMPLOYMENT:

If you are successful in this examination(s), your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form. Therefore, before you mark this form, there are some things you should consider. If you are not planning to relocate or are not willing to travel to a distant job location, do not select locations that are a long way from your residence.

LOCATION(S) YOU ARE WILLING TO WORK

JOB IS AVAILABLE AT THE ONLY LOCATION LISTED BELOW:

- SACRAMENTO County

TYPE OF APPOINTMENT YOU WILL ACCEPT

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE.

- (D) Permanent Full-Time
- (V) Permanent Part-Time
- (T) Permanent Intermittent
- (K) Limited-Term Full-Time
- (W) Limited-Term Part-Time
- (X) Limited-Term Intermittent

GENERAL EXAMINATION INSTRUCTIONS:

This process is the entire examination for the WELFARE FRAUD PREVENTION COORDINATOR classification. Therefore, please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a lower score for this examination.

YOUR RESPONSES ARE SUBJECT TO VERIFICATION

Please keep in mind that all information provided on this Qualifications Assessment will be subject to verification at any time during the examination process, hiring process and even after gaining employment. Anyone who misrepresents his/her experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the eligible list
- Loss of State employment
- Loss of rights to compete in any future State examinations

EXAMINATION INSTRUCTIONS AND SCALE FOR QUESTIONS #1 - #9:

This examination is intended to provide candidates the opportunity to demonstrate their frequency and experience in a variety of areas. It is not expected that you will have experience in all areas.

Apply the rating scale(s) below, you will self-rate your frequency and experience performing specific job- related actions.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option for each of the 2 scales provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

SCALE #1 - FREQUENCY RELATED TO PERFORMING THIS ACTION:

Performed Daily

Performed Weekly

Performed Monthly

Performed Annually (or less frequent)

Not performed

SCALE #2 - EXPERIENCE RELATED TO PERFORMING THIS ACTION:

Extensive Experience

I have more than 5 years of experience in performing this action.

Moderate Experience

I have more than 4 years, but less than 5 years of experience in performing this action.

Basic Experience

I have more than 3 years, but less than 4 years of experience in performing this action.

Limited Experience

I have at least 3 years of experience in performing this action.

No Experience

I have never performed this action.

Refer to the scales on page 3 to answer question #1 through #9.

1. Plan, coordinate and conduct field compliance reviews.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

2. Review case files, system records and statistical reports.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

3. Conduct interviews with county welfare departments.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

4. Evaluate counties' programs and make recommendations.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

5. Provide ongoing research, consultation, policy interpretation and advice on various issues regarding Program Administration.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

Refer to the scales on page 3 to answer question #1 through #9.

6. Develop and provide technical training.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

7. Coordinate with Federal, State, and local entities in the development, implementation, and administration of programs.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

8. Coordinate staff for various tasks, projects or work groups.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

9. Examine, analyze and provide summaries of proposed legislation, regulations, policies, and procedures.

Frequency related to performing this action

- Performed Daily
- Performed Weekly
- Performed Monthly
- Performed Annually (or less frequent)
- Not performed

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

EXAMINATION INSTRUCTIONS AND SCALE FOR QUESTIONS #10 - #18:

This examination is intended to provide candidates the opportunity to demonstrate their frequency and experience in a variety of areas. It is not expected that you will have experience in all areas.

Apply the rating scale(s) below, you will self-rate your frequency and experience performing specific job-related actions.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option for each of the 2 scales provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

SCALE #1 - KNOWLEDGE RELATED TO PERFORMING THIS ACTION:

Extensive Knowledge

I possess an expert knowledge level to the extent that I have effectively performed tasks related to this knowledge in the most difficult and complex situations **and** I have instructed others on specific aspects of this knowledge.

Moderate Knowledge

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

Basic Knowledge

I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.

Limited Knowledge

I have some knowledge of how to perform this task, but I may require additional instruction to apply my knowledge effectively.

No Knowledge

I have no knowledge of how to perform this task or what it may entail.

SCALE #2 - EXPERIENCE RELATED TO PERFORMING THIS ACTION:

Extensive Experience

I have more than 5 years of experience in performing this action.

Moderate Experience

I have more than 4 years, but less than 5 years of experience in performing this action.

Basic Experience

I have more than 3 years, but less than 4 years of experience in performing this action.

Limited Experience

I have at least 3 years of experience in performing this action.

No Experience

I have never performed this action.

Refer to the scales on page 6 to answer question #10 through #18.

10. General administrative knowledge of CalWORKS or CalFRESH programs.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

11. General administrative procedures of CalWORKS or CalFRESH programs.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

12. Fraud investigations.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

13. General fraud investigation procedures.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

14. Welfare fraud investigation techniques.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

Refer to the scales on page 6 to answer question #10 through #18.

15. Welfare fraud investigation procedures.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

16. Federal and State laws regulating the activities of the California Department of Social Services and welfare fraud prevention.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

17. Business accounting practices.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

18. Methods and techniques for the maintenance of security and confidential information.

Knowledge related to performing this action

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

**THIS CONCLUDES THE QUALIFICATIONS ASSESSMENT FOR THE
WELFARE FRAUD PREVENTION COORDINATOR
Please refer to first page for filing/mailling instructions.**