City and County of San Francisco

Department of Human Resources

Edwin Lee	Micki Callahan
Mayor	Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: February 11, 2014

Re: **Notice of Proposed Classification Actions –Final Notice No. 21FY 13/14 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective February 11, 2014.

Micki Callahan
Human Resources Director

by: _____

Steve Ponder
Classification and Compensation Manager
Human Resources

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 21
Fiscal Year: 2013/2014
Posted Date: 1/31/14
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	2966	Welfare Fraud Investigator

For additional information regarding this proposed classification action, please contact Cathy Abela, Senior Classification and Compensation Analyst, at (415) 557-4926 or by email at Cathy.Abela@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to **DHR.ClassificationActionPostings@sfgov.org**. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: **http://sfdhr.org/index.aspx?page=109**. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: **http://www.sfgov3.org/index.aspx?page=328**.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Chris Trenschel, Controller/ Budget Division
E-File

Title: Welfare Fraud Investigator
Job Code: 2966

INTRODUCTION

Under general supervision, conducts welfare fraud investigations and manages a criminal investigation caseload related to alleged fraud and intentional program violations in County Adult Assistance Programs, Cal Fresh, CalWORKS and other income maintenance welfare programs; compiles, safeguards and presents evidence for prosecution; interviews witnesses, conducts computer checks and analyzes welfare data; prepares search warrant applications, makes arrests and writes reports; testifies in Superior Court, Small Claims Court, Welfare Diversion Court and administrative hearings as to particular investigations. As a peace officer, the 2966 Welfare Fraud Investigators are well versed in legal standards for detentions, searches, arrests, and court dispositions. Positions in this class require physical ability to make arrests, at times, with the use of escalating force. Performs related duties as required.

DISTINGUISHING FEATURES

This is the journey-level position in the Investigative series. Class 2966 Welfare Fraud Investigator is distinguished from class 2967 Supervising Welfare Fraud Investigator in that the latter class has supervisory responsibilities and incumbents conduct investigations that are more complex than those conducted by incumbents in class 2966.

SUPERVISION EXERCISED

None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Manages an investigative caseload with cases stemming from a variety of welfare income maintenance programs (e.g. County Adult Assistance Program, CalWORKS, and Cal Fresh).

2. Gathers and analyzes existing welfare data, including income maintenance files and welfare databases for evidence of fraud.

3. Conducts confidential criminal history checks through both local and State databases.

4. Conducts computer searches through the use of the California Law Enforcement Telecommunications Systems (CLETS), Department of Motor Vehicles, credit reporting systems, Income and Eligibility Verification Systems (IEVS), Electronic Board Transfer (EBT) and the Internet.

5. Interviews witnesses and suspects and analyzes resulting information with other evidence to make determinations of standards for reasonable suspicion and probable cause.

6. Collects, compiles, preserves and analyzes evidence and written data.

Title: Welfare Fraud Investigator
Job Code: 2966

7. Maintains thorough and accurate case summary notes for each open investigation, documenting all actions taken, evidence collected, and interviews conducted.

8. Makes criminal arrests and detentions, assuring proper cause and using physical force when necessary, using an appropriate escalation of force options. Executes search warrants.

9. Provides supervisors with adequate demonstration of minimum standards for requested detentions, arrests and search warrant applications.

10. Writes investigative reports which demonstrate proper basis for criminal detentions, criminal arrests, and related charges.

11. Properly executes search warrants for the investigatory process.

12. Compiles and analyzes evidence form the Statewide Finger Imaging System (SFIS) in support of welfare disqualification and in support of criminal prosecution.

13. Uses vigorous safety precautions in handling and properly maintaining firearm(s).

14. Tests semi-annually for firearms or verification and maintains passing scores.

15. Assists in receiving and serving subpoenas on appropriate DHS personnel and provides accurate court scheduling to DHS employees to facilitate court appearances.

16. Prepares evidence for presentation in criminal courts and administrative hearings.

17. Operates motor vehicles in order to accomplish timely investigations, transport witnesses and suspects, deliver criminal evidence and court exhibits.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Modern investigative techniques related to criminal, civil and administrative cases such as interviewing witnesses and suspects, conducting searches, collecting and handling evidence, arranging photo line-ups, analyzing handwriting samples, authenticating documents, and computer voice stress analysis; firearm safety; escalating levels of force and arrest techniques; and basic computer word processing.

Skill in: Managing a large caseload, completing various tasks in different cases simultaneously and meeting varied timelines; interviewing witnesses and suspects in both formal and informal settings in order to facilitate the fact finding process.

Ability to: Develop a broad working knowledge of Federal, State and local laws pertaining to welfare fraud and embezzlement; skillfully collect, preserve, and analyze evidence; evaluate "probable cause" and to make proper and legal arrests; evaluate for "reasonable suspicion: and to make proper detentions; test and maintain firearms qualification as required by law; make physical detentions and arrests, using the most minimal physical force necessary to affect the

Title: Welfare Fraud Investigator
Job Code: 2966

arrest; learn specialized computer data systems, including those containing confidential information; conduct computerized criminal history checks and to conduct informational computer searches; prepare accurate, precise and compelling written documents investigative summaries and reports; establish and maintain cooperative working relationships with the Department of Human Services employees, law enforcement personnel, members of the criminal justice systems, Department of Human Services clientele and members of the public; prepare physical exhibits for presentation in the courts and in administrative hearings; provide accurate and persuasive testimony before hearing officers and court officials in local, State, and Federal jurisdictions; effectively communicate orally under pressure and in depositions when required in the course of duties; safely operate a motorized vehicle in accordance with local and State laws.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1) Possession of a baccalaureate degree from an accredited university or college and two (2) years of criminal justice investigative experience as a Peace Officer, Private Investigator, Public Defender Investigator, District Attorney Investigator, Welfare Fraud Investigator or Consumer Affairs Investigator equivalent to City and County of San Francisco class 2966 Welfare Fraud Investigator; OR

2. Possession of a baccalaureate degree from an accredited university or college and one (1) year of full-time criminal justice investigative experience as a Peace Officer, Private Investigator, Public Defender Investigator, District Attorney Investigator, Welfare Fraud Investigator or Consumer Affairs Investigator equivalent to City and County class 2966 Welfare Fraud Investigator; AND two (2) years full-time experience as an Eligibility Worker; AND

3.   Possession of a valid California Driver's License.

SUBSTITUTION: Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). Thirty (30) semester units or forty-five (45) quarter units equal one year.

Desirable Qualification/License: Possession of a private investigator license.

LICENSE AND CERTIFICATION

Peace Officer status (must be attained within one (1) year of appointment).

PROMOTIVE LINES

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Welfare Fraud Investigator
Job Code: 2966

ORIGINATION DATE:	07/07/03
AMENDED DATE:	02/11/14
REASON FOR AMENDMENT	*To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*
BUSINESS UNIT(S):	COMMN, SFUSD, SFCCD, SFMTA