

COUNTY OF SOLANO
CLASS SPECIFICATION
CHIEF WELFARE FRAUD INVESTIGATOR

Effective Date of Revision: 6/12/2017

CLASS SUMMARY:

Under general direction, the Chief Welfare Fraud Investigator manages the Special Investigations Bureau of the Department of Health and Social Services by supporting prosecution of cases involving public assistance eligibility, theft, and fraud, managing technical and support staff engaged in the investigations and prosecutions, ensuring compliance with Federal and State welfare regulatory and statutory authority, and developing operational policies and procedures for the prevention, detection and resolution of welfare fraud and program integrity; conducts internal investigations involving department employees; and functions as the department's Safety and Security Coordinator.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Director of Health and Social Services** class which manages the Department of Health and Social Services consisting of the Child Welfare Services Division, Employment and Eligibility Services Division, Older and Disabled Adult Services Division, Mental Health Services Division, and Public Health Services Division as well as the Special Investigations Bureau; and the
- **Welfare Fraud Investigator Supervisor** class which supervises Welfare Fraud Investigators in the Special Investigations Bureau who conduct in-depth felony criminal investigations, as well as administrative investigations, primarily involving public assistance fraud; coordinates investigative and training efforts with local, state and federal law enforcement agencies; conducts felony level criminal and internal investigations when a conflict of interest exists; testifies in both judicial and non-judicial proceedings; and serves as a member of the department's management/supervisory team.

SUPERVISION RECEIVED AND EXERCISED:

- Receives general direction from the Director of the Department of Health and Social Services.
- Exercises supervision over the Welfare Fraud Investigator Supervisor, Special Program Supervisors, and assigned accounting and clerical supervisors.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Supports the mission of the Bureau by:
 - ensuring compliance with Federal and state welfare regulatory and statutory authority;

- developing operational policies and procedures for the prevention, detection and resolution of welfare fraud and program integrity
- providing technical assistance and advice on difficult and complex cases;
- coordinating multi-agency investigations for alleged or suspected violation of laws where multiple jurisdictions are involved;
- establishing and maintaining inter-agency rapport and cooperation;
- providing information to Federal, state and local agencies and responds to inquiries from the public;
- coordinating with prosecuting attorneys on investigative support needs, presentation of evidence, credibility/sequence of witnesses, and other matters related to pre-trial preparation; and
- examining and approving reports of investigation for accuracy, pertinence and consistency with laws and regulation.
- Exercises management authority for assigned services and activities of the Special Investigations Bureau and performs managerial responsibilities such as:
 - monitoring purchases and expenditures;
 - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
 - providing input to the Bureau's budget;
 - monitoring goals and objectives of the unit and taking corrective actions as appropriate;
 - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service; and
 - coordinating and monitoring the work of consultants and contractors by reviewing the performance and quality of work to ensure compliance with the applicable contract and by reviewing and approving claims for payments to ensure conformance with contract provisions and to prevent cost overruns.
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as:
 - establishing standards for acceptable work products and evaluating performance;
 - interviewing applicants and making selections;
 - reviewing, approving and implementing disciplinary actions and terminations;
 - providing career development mentoring;
 - assigning work and planning and scheduling staff's work activities and deadlines;
 - reviewing work and recognizing employees' work efforts and accomplishments;
 - providing career development mentoring and recommending training and career development opportunities;
 - ensuring that employees are properly trained;
 - reviewing and approving timesheets and requests for leave; and
 - supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Serves as the department's Safety and Security Coordinator by:
 - providing advice and recommendations regarding security and safety issues to department management;

- developing and implementing departmental safety plans in accordance with OSHA regulations and directives;
- ensuring the security of department staff, property, facilities and members of the public by serving as the contract manager for the security firm contracted to provide security services at department facilities;
- serving as chairperson of the department's Safety Committee;
- conducting safety and security training for new employees; and
- conducting fire drills at all department facilities.
- Conducts investigations, particularly where a conflict of interest may be involved, to include:
 - reviewing and analyzing complex financial records, locating and examining both physical and documentary evidence;
 - interviewing suspects and witnesses;
 - preparing detailed chronological investigative reports;
 - performing both static and dynamic surveillances of suspects;
 - preparing, obtaining and executing both search and arrest warrants;
 - making probable cause arrests; and
 - testifying in both judicial and non-judicial proceedings;
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** A Bachelor's degree from an accredited college or university in Criminal Justice, Sociology, Public Administration, or a closely related field.
- **Experience:** Five (5) years of experience in investigations work, two of which must have been as a Supervising Welfare Fraud Investigator in Solano County or its equivalent in another agency.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.

Note: All licenses must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of management, supervision, leadership, motivation, team building, organization, training, and conflict resolution.
- Laws, regulations and policies applicable to unit managed such as: California Penal Code, Health and Safety Code, Welfare and Institutions Code, Evidence Code, Federal Rules of Criminal Procedures, and California Department of Social Services Manual of Policies and Procedures.
- Practices and techniques of civil and criminal investigation with emphasis on welfare fraud and including: interviewing and interrogation techniques, methods used in identification, evaluation and presentation of evidence, fraud detection programs, and investigative report writing techniques.

- Courtroom practices and procedures.
- Law enforcement/criminal justice and other automated information systems used in criminal investigation activities.
- Role of the fraud investigator within the welfare service delivery system.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- Principles and practices of budgeting, cost analysis, and fiscal management.
- Formats and appropriate terminology for written communications such as business correspondence, investigative reports, and narrative reports.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Supervise, evaluate, train, and develop investigative and support staff and organize and manage their work.
- Plan, organize and administer an effective Fraud Prevention Detection and Investigative Program.
- Understand, interpret, explain to others, comply and apply applicable laws, regulations, policies and professional practices governing investigative operations and use good judgment in their application.
- Maintain currency in operational laws, regulations and policies.
- Research laws, regulations, procedures and/or technical reference materials; analyze, evaluate and interpret the data gathered; draw logical conclusions; develop reasonable and deliverable options, and make appropriate recommendations.
- Determine proper channels of case disposition.
- Coordinate policy with prosecuting attorneys.
- Consult with department staff on matters related to detection and prevention of fraud.
- Develop and implement operational procedures.
- Identify and analyze administrative problems and implement operational changes.
- Determine the appropriate course of action in emergency or stressful situations.
- Prepare, review and evaluate investigative reports.
- Project the consequences of decisions.
- Independently plan, organize and conduct criminal and civil investigations to include: locating and interviewing people to ascertain facts and evidence verifying/refuting allegations of public assistance fraud; analyzing and evaluating the statements of witnesses and suspected violators; and securing and presenting evidence in verbal and written form.
- Establish and maintain effective working relationships with those contacted in the performance of required duties, particularly in securing cooperation and teamwork among law enforcement personnel from other jurisdictions.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Communicate information and ideas clearly and concisely, both orally and in writing.

- Prepare a variety of written communications to include thorough, complete and concise investigative reports.
- Deal with potentially hostile people of diverse socio-economic backgrounds.
- Recognize and respect limit of authority and responsibility.
- Work effectively with others who have objectives counter to assigned role.
- Understand program objectives in relation to department goals and procedures.
- Maintain accurate records and document actions taken.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Properly use and safeguard firearms as well as other less-lethal weapons such as batons, asps, and pepper spray.
- Use and operate police radios and modern office equipment to include computers and related software applications.
- Operate office equipment including a personal computer, copy and fax machines and printers.

PHYSICAL REQUIREMENTS :

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling – Heavy work:** Positions in this class require exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and /or up to 20 pounds of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, view a computer terminal, read, etc. Positions in this class also required employees to have depth perception in order to operate a motor vehicle. Employees in this class must have the visual acuity to make observations of surroundings and must demonstrate color vision sufficient to distinguish colors in order to describe events in an accurate manner.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word. Detailed or important instructions must often be conveyed to others accurately, loudly, and/or quickly.

WORKING CONDITIONS:

- **Office Work:** Employees in this class will often be working in an office setting preparing reports, researching laws and regulations, examining evidence, etc.
- **Outdoor Work:** Employees in this class will occasionally be working outdoors and thus will be subject to exposure to intense noises, fumes, odors, pollens, dust, inadequate lighting, and to unpleasant field conditions including rainy, windy, cold, or hot weather.
- **Traffic Hazards:** Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Disruptive/Confrontational Human Contacts:** Employees in this class are subject to disruptive and confrontational people.

- Working Alone: Employees in this class may be working in remote areas and/or may be working on night shifts and/or on weekends, and thus may working alone for extended periods of time.
- Working in Areas Which Restrict Movement: Employees in this class will be working in cars, small interview rooms, etc. and may need to conduct searches in attics, crawl spaces under homes, etc.

OTHER REQUIREMENTS:

- Candidates for Chief Welfare Fraud Investigator will be required to pass a an extensive background investigation, physical examination and psychological evaluation in accordance with applicable law, regulation and/or policy.
- Peace Officer Requirements:
 - Incumbents in this class have limited peace officer powers as delineated in the California Penal Code and must, therefore, meet training requirements in accordance with Penal Code, Section 832 which includes the successful completion of a P.O.S.T. approved firearms training program and continuing on-the-job weapons familiarization and qualification and situational training and demonstrated proficiency in the use of firearms.
 - Applicants must meet minimum peace officer standards concerning citizenship, age, character, education and physical/mental condition as set forth in Section 1029 and 1031 of the California Government Code.
- Investigator Requirement: In accordance with Section 832.25 (a) of the California Penal Code all Chief Welfare Fraud Investigators shall attend and complete a California Commission on Peace Officer Standards and Training (POST) approved Specialized Investigator Basic Course (SIBC) or Regular Basic Course (RBC) within one year of being hired as the Chief Welfare Fraud Investigator. Possession of a Basic Course Waiver (BCW) or possession of a POST Basic, Intermediate, or Advanced Certificate fulfills this requirement. All training must be in compliance with the POST three year rule.
- Child Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.
- Independent Travel: Incumbents are required to travel independently, for example, to perform investigative work such as interviewing witnesses, conducting surveillance, etc.; to attend meetings with other County employees; to attend meetings with employees in other law enforcement agencies; etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, and after normal business hours.

Note: Incumbents hold peace officer powers pursuant to Section 830.35 of the California Penal Code, however, this is not considered an active law enforcement classification for such personnel administrative matters as retirement, industrial disability or workers' compensation.



Director of Human Resources

- Date Approved by the Director of Human Resources: June 13, 2017
- Date Adopted by the Board of Supervisors: June 30, 2003
- Date(s) Revised: February, 2003, June 2017
- Date(s) Retitled and Previous Titles of the Class: Welfare Fraud Investigator Manager
- Class Code: 417010