



CWDA

Advancing Human Services
for the Welfare of All Californians

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CWDA Recruitment Announcement **Director of Information Technology Policy**

The County Welfare Directors Association of California (CWDA) is recruiting for a Director of Information Technology Policy. Depending on experience, this position may also be hired at the Deputy Director level. This position will be responsible for leading the association's engagement and strategy on a range of activities including policy, functionality, best practices and funding related to current and proposed automation systems serving county human services programs.

About CWDA

The County Welfare Directors Association of California (CWDA) is a non-profit association representing the human services directors from each of California's 58 counties. CWDA's mission is to promote a human services system that encourages self-sufficiency of families and communities, and protects vulnerable children and adults from abuse and neglect. To accomplish this mission, the Association:

- Advocates for policies that will further the mission of the organization.
- Educates state and federal policy-makers and the public regarding the impact of human services policies on individuals, communities, and county social services operations.
- Collaborates with government agencies, elected officials and their staff, and community-based organizations to ensure efficient and effective service delivery.

About the Position

The Director of Information Technology Policy is a critical member of the CWDA team. The Director supports the advocacy work in which CWDA is engaged, reporting directly to the Managing Director, Special Projects. The position offers the opportunity to work on technology policy and project issues encompassing the full range of county human services programs, including CalWORKs, CalFresh, Medi-Cal, employment services, child welfare, In Home Supportive Services, and fiscal, as well as data analysis.

Technology policy issues cross over multiple domains in the human services field, giving the Director an opportunity to work with multiple staff at CWDA as appropriate on projects that are of critical importance to county human services agencies and their customers. This will include but is not limited to: legislative efforts; budget issues; implementation of policy changes enacted at the state or federal level; and other duties as assigned. The Director will work particularly closely with the CWS-CARES project, the CalSAWS Consortium staff and vendors and the Self Sufficiency team at CWDA to coordinate the technology support for counties' and Legislature's key budget and legislative priorities and to advocate for necessary technology changes to support evolution in county practices.

CWDA is an association that represents all 58 counties. The Director of Information Technology Policy will work directly with county directors and staff in each policy area within the assignment. This includes leading the planning and support for the IT Committee, presenting at and participating in monthly Board and Executive Committee meetings, attending relevant program committee meetings to discuss IT and data topics, gathering feedback from counties related to proposed policy changes and implementation of enacted changes, developing collaborative solutions to issues counties are facing, and

advocating for those solutions to be adopted. The Director of Information Technology Policy will also work closely with state information technology projects and serve on a variety of project governance and stakeholder committees.

The Director of Information Technology Policy also manages a variety of contracts that support CWDA liaisons embedded in various state projects. This includes developing and/or reviewing contract terms, reviewing deliverables including monthly time reports and approving payments, ensuring that state deliverables are submitted timely, and tracking contract deadlines, costs, and revenues. This position also oversees the embedded liaisons and provides supervision, feedback, and guidance as appropriate.

Position Duties

Under the supervision of the Managing Director, Special Projects, this position leads CWDA advocacy and education efforts related to information technology automation issues of interest to county human services agencies. This includes, but is not limited to, the following:

- Lead work within the CWDA office with respect to automation policy, functionality, best practices and system funding.
- Anticipate and identify automation issues of concern for county human service agencies and work collaboratively within CWDA and with other organizations to develop recommended options and strategies for resolving those issues.
- Perform fiscal and policy analysis of proposals, legislation, regulatory actions, and court decisions that impact current and prospective automation systems supporting human services programs and develop recommendations as appropriate. Work with members of the association (i.e., county human services directors and their staff) to understand impacts of proposed policy changes and develop responses.
- Communicate with CWDA members, the Legislature and staff, and state oversight agencies through written budget memos, updates and letters, and position statements on automation related issues.
- Present information and updates to CWDA members and stakeholders regarding issues of interest to the membership and monitor member feedback on policies for advocacy, collaboration, and education efforts with the state.
- Stay abreast of changing program rules, requirements and practice and continuously seek effective ways to use automation to support county human services.
- Work with the California Statewide Automated Welfare System (CalSAWS) leadership to promote system development in a manner that continues to enhance functionality in support of self-sufficiency programs including CalWORKs, CalFresh, and Medi-Cal.
- Work with key Department of Social Services (CDSS), Department of Health Care Services (DHCS), Covered California, Office of System Integration (OSI) and the California Department of Technology staff as needed to ensure county operations are fully considered in state automation system priorities and policy decisions.
- Represent CWDA on state automation system steering committees, change control boards, stakeholder forums, and other committees where automation policy or priorities are decided that affect county human services.
- Represent CWDA on other task forces and working groups created by county, Legislative, or Administration initiatives.
- Facilitate information sharing among counties on best practices for using automation locally to support human services.
- Chair and/or facilitate CWDA workgroups on automation issues as needs are

identified.

- Staff and support the CWDA Information Technology Committee. Participate in and present at CWDA Board of Directors meetings and other regular and ad hoc Association committee meetings.
- Manage contracts for CWDA liaisons embedded in statewide automation projects, and supervise, guide, and provide feedback to the liaisons as appropriate.
- Special projects as assigned.

Desired Qualifications

- Minimum of 10 years of progressively responsible experience administering human services programs in one or more California counties. Related experience in state or federal government and/or the private or non-profit sector may be considered, but an operational understanding of and familiarity with California county human services programs and operations is strongly desired.
- Strong analytical skills, including policy analysis, budget analysis and program evaluation
- Excellent written and verbal communication skills, including ability to synthesize complex information into clear and concise presentations
- Ability to establish and foster productive, collaborative relationships with the wide array of county, state, advocates, non-profit organizations, Information Technology companies, and private individuals involved in human services automation, policy development and program operations
- Familiarity with best practices for automation project management, system development, and maintenance and operations.
- Familiarity with the California budget, legislative, regulatory, and program implementation processes
- Ability to take initiative and perform assigned tasks timely.
- Ability to thrive in a fast-paced, fun environment.
- Ability to work in a self-directed manner and consistently meet deadlines.
- Collaborative approach to addressing issues and seeking common ground across multiple different stakeholders.
- Ability to spot opportunities and potential challenges for the Association and its members.
- Bachelor's degree, ideally in public policy, social work, or a related field. A Master's degree in public policy/administration or a related field is desirable.

Type of Work Environment

This position offers opportunities to meet and work with many county staff leaders, legislative and state departmental staff, and advocates in a fast-paced and dynamic environment. CWDA staff are encouraged to be innovative and largely work autonomously. While CWDA's physical office is located in Sacramento, California, the office offers a mix of remote and in-person work. The ideal candidate is comfortable working remotely and also willing and able to work in person on a regular, though likely not full-time, basis.

Commitment to Diversity

Diversity is a core value at CWDA. We are passionate and committed to building and sustaining an inclusive and equitable working environment for all employees. Additionally, we support our member agencies to do the same for their staff while promoting equity and inclusion for the individuals and families served by county

human services programs. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, design policy solutions and deliver effective advocacy for our members. We especially encourage people who come from, or are otherwise familiar with, the communities impacted by our work to apply for open positions on our team.

Compensation Package

CWDA offers a competitive salary and benefits package. The anticipated starting salary for this position is \$130,000 - 150,000 DOE and whether the hire is made at the Director or Deputy Director level. Benefits include health, dental and vision. CWDA offers an employer-sponsored 401(a) retirement plan, which provides pension-like benefits, through our relationship with CSAC.

To Apply

Those interested in applying should address a letter of interest to: Carlos Marquez, Executive Director, CWDA, 925 L Street, Suite 350, Sacramento, CA 95814.

Send the letter along with your resume via email to tmetcalf@cwda.org to ensure timely receipt.

Position Availability

The position is immediately available. We encourage interested, qualified applicants to apply ASAP. While the position will remain open until filled, an initial review of applications will be conducted beginning December 15, 2025.