

CLASSIFICATION TITLE- SUB-TITLE

PROGRAM AND POLICY ANALYST –ADVANCED

POSITION SUMMARY

Under the general direction of the Program & Policy Manager in the Office of Research and Project Management (ORPM), this position is responsible for a wide range of lead planning, program and policy analysis and facilitation activities for the development of strategies and policies for Wisconsin programs and systems. The position completes complex analysis for reporting and review of department level programs or assigned division specific programs. Results of such analysis will determine program continuation and funding maintenance. The position spends time researching or otherwise maintaining an awareness of best and emerging practices in the corrections environment to facilitate adopting these new or improving current policies and programs. While functioning independently as part of the ORPM, the position also works collaboratively with the division level Program & Policy Analysts to complete shared or non-routine tasks. The position functions as part of the data analysis team along with counterpart staff from divisions and the ORPM, budget staff and IT staff to ensure a robust measurement and assessment plan for the Department of Corrections including issue identification, measurement, evaluation and reporting of the findings. As an additional expected outcome of review and analysis of programs, policies or processes within the Department, the position will also routinely identify factors for improvement, cost savings or stream-lining. This position acts as the Department's representative in cross-systems development of coordination and collaboration between outside agencies and DOC internal reference groups identifying and implementing the recommended changes.

*(Rated PD
Only)*

<u>TR1</u>	<u>TR2</u>	<u>TIME %</u>	<u>GOALS AND WORKER ACTIVITIES</u>
		40%	A Perform complex analysis, audits and reviews of Department programs to determine if they are effectively managed and controlled. Revise and participate in or lead implementation of ongoing division policies. These policies affect and are related to division and Department plans, budgets, programs, projects and procedures.
			A1. Review previously adopted division policies; develop and participate in additional analysis and make recommendations that may lead to changes or continued endorsement of those policies.
			A2. Conceive and conduct complex analytical studies, audits and reviews of departmental programs.
			A3. Collect and analyze program performance data.
			A4. Develop recommendations for new or revised policies and procedures to maximize program performance.
			A5. Devise and conduct policy studies to analyze or address program performance issues.
			A6. Perform a variety of complex analyses of factors affecting Department initiatives, including operational program reviews, policy studies, cost/benefit analysis and process alternatives analysis.
			A7. Develop written reports with recommendations for Department management with results of analysis and other studies.
			A8. As a team member or leader, help other departmental units implement adopted policies by identifying analytic techniques, converting analytical techniques to departmental procedures or rules and preparing other staff to use the appropriate techniques.

- A9. Advise and work with the ORPM or other like staff in other divisions on the appropriate use of policy, planning, statistical, socioeconomic analysis and evaluation techniques.
 - A10. Develop or modify analytical techniques to meet specific operating needs of division units or other departmental units.
 - A11. Work with management and staff of other departmental units on research analysis and evaluations pertaining to Department programs and procedures adhering to practices established by the ORPM.
- 15% **B Conduct research and analysis on corrections issues used in developing department and division policies, programs, plans, budgets, projects and procedures including the preparation of responses to requests from within the Division and Department, and from external parties for reports, information, and data.**
- B1. Develop program goals and objectives. Identify issues that merit analysis. When responsible as team leader, set priorities, schedules and deadlines for projects.
 - B2. Prepare study design, selecting appropriate analytic techniques.
 - B3. Collect necessary data and information; choose, adapt, develop and apply analytical techniques; draw conclusions; develop policy alternatives and make recommendations for departmental actions.
 - B4. Discuss the analysis, policy options, and/or conclusions with management.
 - B5. Prepare reports, communicating the results of the analysis and the division's action concerning the issue. Make oral presentations and prepare reports necessary to summarize efforts and results.
 - B6. Receive, analyze, and clarify requests for information about and data in DOC information systems.
 - B7. Develop written and graphical reports and presentation materials for use in responding to requests for information/data.
 - B8. Work with division to implement policies and practices adopted by management.
 - B9. Assist DOC staff in their responses to requests for information about and data in DOC information systems.
 - B10. Provide technical support and direction to program administration and staff in the appropriate use and interpretation of DOC data.
- 25% **C Plan, coordinate, facilitate, and evaluate the work of managers, staff, and contractors/vendors to develop, implement, and maintain optimal business processes and data quality.**
- C1. Develop, maintain, and demonstrate a thorough understanding of the department's operations.
 - C2. Develop, maintain, and demonstrate a thorough understanding of the paper and electronic tools staff, managers, and contractors/vendors use to carryout the department's business processes.
 - C3. Lead and contribute to the work of Division and Department information system

advanced user groups. Coordinate and facilitate meetings, preparation of agendas and minutes, and completion of group projects and products.

- C4. Draft policies and procedures related to business process improvements to ensure accurate and timely information collection and analysis that meet specific business needs. Provide technical assistance and training for staff and managers to aid in implementation.
- C5. Identify training needs, develop training plans and materials, and deliver training on department policies, procedures, paper forms/records, and electronic tools.
- C6. Develop and implement recommendations to address problems related to data quality.
- C7. Investigate, remediate and strive to capture and maintain quality data, including facilitating correction of errors and discrepancies.

15% **D This position will participate in the development, implementation, management, maintenance, and enhancement of information technology tools for the Department.**

- D1. Analyze, document and consult with BTM and vendors regarding business processes, information flow, job responsibilities, organizational structures, and computer equipment.
- D2. Develop and recommend application updates as required to meet DOC operational and reporting needs.
- D3. Prepare and/or review requirements documents and specifications for enhancements to application components.
- D4. Identify business process, data entry, and reporting changes or application/user problem areas necessitating staff training or technical assistance.
- D5. Prepare information, manuals, handouts, demonstrations, and training formats for effective presentation.

5% **E Other duties as assigned.**

KR1 KR2 KNOWLEDGE AND SKILLS

1. Knowledge of methods to conduct interviews to gather, assemble, correlate, and analyze facts; draw conclusions there from; devise solutions to assigned problems; and make recommendations.
2. Knowledge of methods to recognize and evaluate information management and procedural problems and recommend solutions.
3. Knowledge of systems analysis processes and techniques.
4. Knowledge of Business Objects or other tool set used to access data warehouses.
5. Skill in oral and written communication.
6. Skill in interpersonal communication.
7. Ability to establish and maintain effective working relationships with management of the Department and other professionals.
8. Knowledge in the use of information systems; data extraction, preparation and analysis; and report generation.
9. Knowledge of group leadership and facilitation techniques.
10. Knowledge of business process documentation, evaluation, and improvement principles and techniques.
11. Knowledge of project management principles and methods.
12. Knowledge of policy and program evaluation principles and practices.
13. Knowledge of Department of Corrections policies, rules, directives and procedures.