COUNTY OF SOLANO
CLASS SPECIFICATION
WELFARE FRAUD INVESTIGATOR (ENTRY)

CLASS SUMMARY:

Under general supervision, employees in this entry level class conduct routine investigations to verify eligibility for Public Assistance, theft and forgery; may, in a training capacity, participate in and conduct more complex welfare fraud investigations.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:
- **Welfare Fraud Investigator** class which conducts routine and complex investigations, regarding public assistance eligibility, theft, and fraud, as well as other investigations such as threats against department employees and theft of and damage to public property; prepares cases substantiated for administrative and/or formal legal action; testifies in both judicial and non-judicial proceedings.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by a Welfare Fraud Investigator Supervisor and may receive training and project lead direction from a Welfare Fraud Investigator.
- No supervision is exercised over others.

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

- Conducts routine investigations to verify eligibility for Public Assistance by:
    - reviewing applications for CalWORKS, CalFRESH, and General Assistance to determine the information to be verified including possible income resources, assets, number of dependents, residency and living arrangements;
    - conducting field investigations which may include limited surveillance activity to verify information provided for determination of initial and continuing program eligibility;
    - interviewing client, landlord/property managers, neighbors and employees;
    - obtaining signed statements, as needed, to document information;
    - reviewing records and documents maintained by financial institutions, utilities and governmental agencies to determine financial resources of household;
    - collecting records and documents as evidence; and
    - preparing written reports on findings of investigations for unit and department use in event of possible prosecution for the District Attorney's Office; may appear in court or administrative hearings as needed.
- Assists with, participates in and/or conducts, under close supervision, more complex welfare fraud investigations
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** Associate's Degree or higher from an accredited college or university in Criminal Justice, Criminology, Law Enforcement, Police Science, or a closely related field; or a California Intermediate Post Certificate can substitute for education requirements. AND
- **Experience/Training:** One year of full-time paid investigative experience in criminal investigations in a government agency; AND

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Possession of a valid and current P.O.S.T Specialized Investigator Basic Course (SIBC), valid and current California Peace Officer Standards and Training (P.O.S.T.) Basic, Intermediate or Advanced Peace Officer Certificate, or Possession of a Basic Course Waiver (BCW) is required.
- Applicants are required to possess a valid California Driver's License, Class C.

Note: All training must be in compliance with the POST three-year rule and all licenses, certificates and registrations must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Methods and techniques of investigation including research of financial records and employment history, interviewing and interrogation techniques writing investigative reports, and gathering and presenting evidence.
- Courtroom practices and procedures.
- Laws, regulations and policies applicable to work performed such as: laws of search and seizure.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, investigative reports, and narrative reports.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Plan, organize and conduct investigations to verify eligibility for Public Assistance.
- Locate and interview people to ascertain facts and evidence verifying/refuting public assistance eligibility.
- Analyze and evaluate the statements of witnesses and suspected violators.
- Secure and present evidence in verbal and written form.
- 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.
- Project consequences of decisions.
- Deal with potentially hostile people of diverse socio-economic backgrounds.
- Recognize and respect limit of authority and responsibility.
- Maintain confidentiality of records and information per pertinent laws/regulations.

- 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.
- Determine the appropriate course of action in stressful and/or emergency situations.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Prepare a variety of written communications to include thorough, complete and concise investigative reports.
- Maintain accurate records and document actions taken.
- 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.

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 occasionally be working in an office setting preparing reports, researching laws and regulations, examining evidence, etc. as well as in homes, office buildings, businesses, etc. interviewing witnesses, conducting surveillance, collecting evidence, etc.
- Outdoor Work: Employees in this class will often 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 Welfare Fraud Investigator (Entry) will be required to pass an extensive background investigation, physical examination, and psychological evaluation in accordance with applicable law, regulation and/or policy.
- Peace Officer Requirements:
    - 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.
- 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.
- Language Proficiency: Positions allocated to this class may require bilingual skills. Some positions allocated to this class will require the applicant to speak, read and write in a language other than English.
- Independent Travel: Independent travel may be required. 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 expected to work outside of normal office hours. Incumbents may be required to work weekends, holidays, irregular hours, on-call, 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 or workers' compensation.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 6/11/2015
- Date (s) Revised: TBD
- Date(s) Retitled and Previous Titles of the Class: 11/1994; Welfare Fraud Investigator I
- Class Code: 413120