

# Medina County Job and Family Services

## Position Description

Division:	Eligibility Services
Supervisor:	20200.0 Debbie Kiley

Classification:	Eligibility Control Reviewer	Working Title:	Eligibility Control Reviewer
Class Number:	30122-Medina	Position Control Number:	21402.0
Status:	Bargaining	Pay Range:	29

### Summary of Essential Duties

Under the direct supervision of the designated Eligibility Services supervisor, conducts in-house reviews of public assistance cases to detect, assist in correction, and reduce errors in public assistance cases previously processed by Eligibility Specialists. The goal of the eligibility control reviewer is to help eligibility workers, eligibility supervisors, and trainers target error prone areas in all eligibility programs where policy application is weak and/or improper. The eligibility control reviewer in tandem with the division trainer will develop and conduct specialized training to staff or provide specialized tutoring to the individual worker. Individual case reviews can prevent future errors in programs and provide learning experiences that can result in the reduction of overall error rates in program eligibility determination. The reviewer is responsible for coordinating and interpreting state and federal review policies and procedures, and will assist the eligibility division's trainer in appropriately training eligibility staff. The reviewer will be able to identify deficiencies by conducting random audit samples on individual cases for each worker. The reviewer also provides statistical reports on error rates to supervisors along with a suggested corrective action plan to address found deficiencies. Statistical reports will also be used to manage work load issues. The reviewer will promote a proactive stance in the identification of error trends, policy misinterpretation, and support accountability at all levels of eligibility determination. The reviewer is responsible for coordinating and confirming compliance to all review activities associated with state and/or federal QA findings (such as but not limited to: OWF eligibility and sanction reviews, Food Assistance payment accuracy reviews, work activity reviews for Food Assistance and OWF, Medicaid reviews, ME reviews and compliance to hearing instructions). The eligibility case control reviewer may be required to interview public assistance clients for initial and/or ongoing eligibility for all eligibility programs in cases of emergent need. The review will be required to maintain a small caseload in order to remain fluent in case work and CRISE activity.

### Functions of the Position

1. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
2. Presents self in a professional, ethical and culturally sensitive manner to co-workers, staff,

- other agency personnel and the public.
3. Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
  4. Conducts in-house reviews of public assistance cases, detecting and correcting errors. (OWF and/or FA sanctions, work activities, and general eligibility, Medicaid (for families and children), Medicaid for the Aged, Blind or Disabled, and nursing home/Waiver cases)
  5. Will develop and maintain knowledge of federal and state audit procedures for division programs. Assist with compliance to the same.
  6. Will develop and maintain data bases to measure work performance level of eligibility staff.
  7. Collect random samples on a monthly basis of case work completed by individual workers.
  8. Provides statistical reports and graphs on error rates in public assistance cases which will be used to compare accuracy rates of staff. These are to be provided to the unit supervisors on a determined basis.
  9. Defines and establishes minimum performance standards in all eligibility program areas sensitive to high error rates.
  10. Coordinates state reviews and ensures compliance with requests from state QA reviewers and Bureau of State Hearings.
  11. Represents the agency at hearings and/or court and acts as conciliatory worker for hearings requested regarding public assistance programs. Completes required paperwork.
  12. Applies available tools for gathering county data statistical performance levels from Control D, BIC, CRISE, and Hearings.
  13. Develops and maintains an in-house quality control data collection tool highlighting error prone program areas.
  14. Develops and uses worksheets to be used in case reviews.
  15. Assists division trainer in the interpretations of program policy and the development of training for in-house staff regarding program policies and procedures in collaboration with management.
  16. Works with division trainer in the development of desk aids, positive recognition of staff with error free case reviews and posted fliers of error prone areas.
  17. Assists in the training of eligibility workers when determined necessary and practical for the efficient operation of the Department.
  18. Maintains a small ongoing caseload to determine continued eligibility for public assistance for Community Medicaid, Nursing Home, OWF or any other Public Assistance programs, conducting interviews, maintaining case records, entering data into CRISE, filing, completing case dictation and tracking clients enrolled in education and/or training programs and assisting ongoing clients in job search/retention activities.
  19. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties.
  20. Performs other duties as assigned.

### **Knowledge, Skills and Abilities**

**Knowledge of:** Federal, State and local laws, rules and regulations governing eligibility for public assistance programs; basic agency policies and procedures; training and development issues; available training and programs for referrals; research techniques; data processing procedures;

public relations issues; computer operations and systems used in the Agency; Social Welfare Issues; coordinating work activities; process of Benefit Recovery (i.e., overpayments and under issuance, regulations, notification of suspected fraud); office equipment (i.e., copy machine, fax machine, printers); office practices and procedures; interviewing principles; relevant agencies and community programs for referrals; general child support process; development and implementation of a case plan and self-sufficiency contract; assessing medical, physical and psychological barriers to employment (e.g., low self esteem, abusive relationships); vocational career issues; sampling techniques for random selection of case reviews; developing data bases; developing statistical reports and applying to graph type format; performance standards and QA state reviews in all program areas.

**Skill in:** Interviewing; English grammar and composition; oral communication; writing; listening; organization; computer operations; typing; word processing; developing data bases; developing statistical reports and applying to graph type format; public presentation and speaking.

**Ability to:** Learn and use the state available tools for gathering county data from Control D, BIC, CRISE; Use computers; perform computer operations; perform intermediate mathematical operations; gather, collate and summarize data; develop new procedures and policies; interpret policies and procedures; analyze information and detect errors in the work of others; answer routine questions from staff; develop and write reports; extract information from various sources; collect facts; interpret technical material; understand manuals and verbal instructions; complete forms; proofread materials; sort items into established categories according to established methods; resolve recurring problems; type; recurring problems; comprehend a variety of complex, technical, written material; give and exchange facts and routine information; coordinate the work activities of others; recognize unusual or threatening situations; listen to clients for problems and provide responses or explanations in finding a resolution to the problem; interact with hostile or angry individuals; maintain accurate case records; work independently and make decisions; prepare correspondence; work on multiple tasks; explain technical issues, assignments and procedures to clients; keep paperwork and files in order, numerically alphabetically and/or chronologically.

### **Qualifications**

Bachelor's Degree or higher from an accredited institution and one (1) year experience as an Eligibility Specialist 2,

or

Associate Degree or the equivalence of Junior Class standing from an accredited institution and two (2) years experience as an Eligibility Specialist 2,

### **Additional Requirements**

Must successfully undergo BCI background check  
Successfully complete an alcohol and drug screening  
Possess a valid Ohio Driver's License  
Provide proof of eligibility to work in the United States

**Inherently hazardous or physically demanding working conditions:**

May encounter irate clients or individuals; may have some exposure to individuals with contagious or communicable disease; is occasionally exposed to unsanitary conditions (insect infestation, bodily wastes), odors; may have some exposure to common chemicals found in an office environment, such as toner and correction fluid.

Eligibility Control Reviewer 21402.0

<b>List Position Numbers and Class Titles of Positions directly supervised:</b>	<b>Signature of Agency Representative:</b>	<b>Date:</b>
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