

DEPARTMENT: Personnel By: Jeffrey G. Green PHONE: 209/966-3222

RECOMMENDED ACTION AND JUSTIFICATION: Policy Item: Yes () No (X)

Resolution revising the class specifications for Eligibility Worker I/II, Eligibility Worker III, and Eligibility Supervisor. Effective January 1, 2000, Merit System Services updated these class specs to more appropriately reflect the functions of the positions. For consistency sake, it is important that the County adopts the revised class specs as approved by Merit System Services.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

Per section 4.02 "Classification Plan Amendment" of the Mariposa County Personnel Policies and Procedures Handbook, the Board may create new classes, revise, or abolish existing classes.

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

- Adopt the class specs as proposed.
- Do not approve, however, a negative action would result in a conflict of job descriptions between Merit Systems and the County.

COSTS: (X) Not Applicable

A. Budgeted current FY \$ _____

B. Total anticipated costs \$ _____

C. Required additional funding \$ _____

D. Internal transfers \$ _____

SOURCE: () 4/5ths Vote Required

A. Unanticipated revenues \$ _____

B. Reserve for contingencies \$ _____

C. Source description: _____

Balance in Reserve for Contingencies, if approved: \$ _____

SPECIAL INSTRUCTIONS:
List the attachments and number the pages consecutively:

Class specifications.

CLERK'S USE ONLY:

Res. No.: 00-352 Ord. No. _____

Vote - Ayes: 5 Noes: _____

Absent: _____ Abstained: _____

Am Approved () Denied

() Minute Order Attached () No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.

Date: _____

ATTEST: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California

By: _____
Deputy

ADMINISTRATIVE OFFICER'S RECOMMENDATION:
This item on agenda as:

Recommended

Not Recommended

For Policy Determination

Submitted with Comment

Returned for Further Action

Comment: _____

A.O. Initials: MMW

ELIGIBILITY WORKER I/II

DEFINITION

Under direct supervision, employees in this class determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; maintain current knowledge of program regulations and procedures necessary for multi-program caseload administration; initiate and process casework through an automated system; identify needs and make appropriate referrals for health, social and/or employment services; and perform related work as required.

DISTINGUISHING CHARACTERISTICS

Eligibility Worker I is the entry/trainee level in the Eligibility Worker class series. Incumbents in this class initially perform work under close supervision and receive extensive in-service training. As requisite skills and knowledge are developed, greater independence is exercised. The incumbent is expected to advance to the journey level Eligibility Worker II after one year of satisfactory performance at the I level. Incumbents at the II level are expected to manage a full, multi-program caseload independently, referring non-procedural questions to the supervisor.

The Eligibility Worker series uses SAWS (Statewide Automated Welfare System) for determining eligibility and processing casework. Use of this automated system necessitates the ability to navigate through a multitude of screens; the ability to recognize when system output is incorrect; the ability to elicit information from clients through an interactive interview with limited structure; and knowledge of multiple aid programs.

EXAMPLES OF DUTIES

- Perform interactive interviews to elicit eligibility information and identify need for public assistance programs and services.
- Analyze financial and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Explain regulations, rules, and policies to clients and apprise them of their rights, responsibilities and eligibility for participation.
- Ensure accuracy and completion of application and declaration forms.

- Resolve discrepancies by securing documentation, medical records and confirmation from other agencies.
- Initiate a total-household assistance case.
- Enter and retrieve numerical and narrative data, and issue benefits from an automated computer system.
- Read and interpret computer printouts and information on computer screens.
- Prepare correspondence and reports.
- Organize caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including telephones, calculators, copiers, facsimile, computers and other related peripheral equipment such as printers and scanners.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment and includes continuous contact with staff and the public. Work may involve stressful situations and include dealing with erratic and sometimes threatening behavior.

MINIMUM QUALIFICATIONS

Knowledge of:

- General goals and purpose of public social services programs.
- Techniques of interviewing and information gathering.
- Computer terminology and computer keyboard arrangement.
- Modern office practices, methods, and procedures.

- Basic record keeping practices and procedures.
- Basic mathematics.

Ability to:

- Learn and apply the policies, procedures, and programs of the County Social Services Department.
- Learn and apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Learn resources available, and communicate with others to obtain and verify information concerning eligibility.
- Learn fact finding techniques and perform in-depth and interactive interviewing.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Analyze and interpret written, numerical and verbal data from various sources.
- Enter data accurately into a computerized system.
- Navigate through computer screens and complete and review basic computer documents and other forms.
- Identify when computer output is incorrect and make corrections.
- Process cases manually as required.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives.

- Perform a variety of mathematical computations accurately and rapidly.
- Prepare, clear, concise and accurate records and reports.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships with the public and staff.
- Follow written and oral directions and instructions.

Education and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Eligibility Worker I

Completion of 60 semester or 90 quarter units of college.

OR

Two (2) years of experience performing clerical duties. Experience must include substantial public contact with clients and basic interviewing for the purpose of gathering information and explaining policies or clarifying information needed.

OR

One (1) year of experience with responsibility for one or more of the following: determining eligibility for loans, financial assistance, unemployment, veterans benefits, or publicly or privately financed health counseling and/or social services programs.

Eligibility Worker II

One year of experience performing duties comparable to the Eligibility Worker I classification.

ELIGIBILITY WORKER III

DEFINITION

Under general supervision, employees in this class perform the most complex work and specialized assignments requiring an advanced level of technical knowledge in multiple public assistance programs, departmental processes, and automated caseload administration. Incumbents may be responsible to perform the local help desk functions, provide leadwork, and/or training to a unit of workers determining eligibility of applicants and recipients for public assistance programs; perform interactive interviewing and fact gathering; identify needs and make appropriate referrals for health, social and/or employment services; and perform related work as required. Other assignments may include quality control and/or quality assurance reviews, early fraud prevention programs, representing the county in administrative appeals and fair hearings, or performing other specialized assignments.

DISTINGUISHING CHARACTERISTICS

Eligibility Worker III is the advanced level in the Eligibility Worker series. Incumbents in this class are expected to manage a complex multiple program caseload and/or perform specialized technical assignments independently. The Eligibility Worker III is distinguished from the Eligibility Worker II by the complexity and scope of work performed and the responsibility for lead work and other specialized functions.

The Eligibility Worker III uses SAWS (Statewide Automated Welfare System) for determining eligibility and processing casework. Use of this automated system necessitates the ability to navigate through a multitude of screens; the ability to recognize when system output is incorrect; the ability to elicit information from clients through an interactive interview with limited structure; and knowledge of multiple aid programs.

EXAMPLES OF DUTIES

- Perform interactive interviews to elicit eligibility information and identify need for public assistance programs and services.
- Analyze financial and eligibility information to determine initial or continuing eligibility for multiple aid programs.

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- Explain regulations, rules, and policies to clients to apprise them of their rights, responsibilities and eligibility for participation.
- Ensure accuracy and completion of application and declaration forms.
- Resolve discrepancies by securing documentation, medical records and confirmation from other agencies.
- Initiate a total-household assistance case.
- Enter and retrieve numerical and narrative data, and issue benefits from an automated computer system.
- Read and interpret computer printouts and information on computer screens.
- Prepare correspondence and reports.
- Organize caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation.
- May provide services to drop-in clients, perform local help desk functions, provide leadwork and training to unit staff and assist with the more complicated cases, or perform specialized assignments in the areas of investigations, quality assurance and control, and fair hearings.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including telephones, calculators, copiers, facsimile, computers and other related peripheral equipment such as printers and scanners.

TYPICAL WORK CONDITIONS

Work is performed in an office environment and includes continuous contact with staff and the public. Work may involve stressful situations and include dealing with erratic and sometimes threatening behavior.

MINIMUM QUALIFICATIONS

Knowledge of:

- Laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and related case administrative techniques.
- Policies, procedures and programs of the county social services department.
- Techniques for performing in-depth, interactive interviewing and information gathering.
- Terminology, screens, and operating procedures of SAWS.
- Resources available to obtain and verify information concerning eligibility.
- Principles of training and staff development.
- Modern office practices, methods, and procedures.
- Record keeping practices and procedures.
- Basic mathematics.

Ability to:

- Lead, direct, and train other eligibility staff.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Analyze and interpret written, numerical and verbal data from various sources.
- Enter data accurately into a computerized system.

Eligibility Worker III Page 4

- Navigate through computer screens and complete and review computer documents and other forms.
- Identify when computer output is incorrect and make corrections.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives.
- Perform a variety of mathematical computations accurately and rapidly.
- Prepare clear, concise and accurate records and reports.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships with the public and staff.
- Follow written and oral instructions.

Education and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One year of experience performing duties comparable to the Eligibility Worker II classification.

ELIGIBILITY SUPERVISOR

DEFINITION

Under direction, employees in this class plan, organize, and supervise the work of a unit determining eligibility of applicants and recipients for multiple public assistance programs utilizing the Statewide Automated Welfare System (SAWS); and perform related work as required.

DISTINGUISHING CHARACTERISTICS

Eligibility Supervisor is the first supervisory level in the Eligibility Worker class series. The Eligibility Supervisor supervises a unit which uses SAWS (Statewide Automated Welfare System) for determining eligibility and processing casework. Use of this automated system necessitates the ability to navigate through a multitude of screens; trouble shoot system problems; recognize when system output is incorrect; and knowledge of multiple public assistance programs.

EXAMPLES OF DUTIES

- Plan, assign, supervise, and review the work of a unit of employees determining eligibility of applicants and recipients for multiple public assistance programs. May supervise staff responsible for operation of the local help desk function.
- Select, train, evaluate, and discipline subordinate staff.
- Review and monitor cases by navigating through the automated system.
- Hold individual and group conferences to discuss or interpret rules, regulations and policies.
- Confer with workers regarding discrepancies in the system.
- Determine need for training and oversight and provide appropriate training and direction.
- Represent the department at meetings, attend conferences, and participate in studies and research projects as assigned.
- Interview complainants and address performance and personnel problems.
- Receive and prepare correspondence and required reports relating to unit activity and other matters.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including telephones, calculators, copiers, facsimile, computers and other related peripheral equipment such as printers and scanners.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment and includes continuous contact with staff and the public. Work may involve stressful situations and include dealing with erratic and sometimes threatening behavior.

MINIMUM QUALIFICATIONS

Knowledge of:

- Laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and related case administration techniques.
- Policies, procedures and programs of a county Social Services Department.
- In-depth and interactive interviewing and information gathering techniques.
- Terminology, screens, and operating procedures of the Statewide Automated Welfare System.
- Resources available to obtain and verify information concerning eligibility.
- Supervisory and staff development techniques and practices.
- Computer terminology and computer keyboard arrangement.
- Modern office practices, methods, and procedures.
- Record keeping practices and procedures.
- Basic mathematics.

Ability to:

- Exercise sound judgment when organizing, directing and prioritizing unit activities.
- Select, train, supervise, evaluate, and discipline subordinate staff.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Analyze and interpret written, numerical, and verbal data from various sources.
- Enter data accurately into a computerized system.
- Navigate through computer screens and complete and review computer documents and other forms.
- Identify when computer output is incorrect and make corrections.
- Interpret and explain regulations and policy directives.
- Prepare, clear, concise, and accurate records and reports.
- Explain complex rules and programs so they can be understood by people from diverse socio-economic and cultural backgrounds.
- Establish and maintain cooperative working relationships with the public and staff.
- Follow written and oral directions and instructions.

Education and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One year of experience performing duties comparable to the Eligibility Worker III classification.

OR

Two years of experience performing duties comparable to the Eligibility Worker II classification.