

**DESCRIPTION:** Under immediate to general supervision, determines eligibility for a single program and/or a limited number of cases for several assistance programs; performs related work as assigned.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Reviews application and referral forms to evaluate information provided by clients/applicants for completeness, consistency, and conformance with agency intake policy and procedural guidelines for client/applicant data.

Collects collateral information by phone, written request or visit to verify and obtain applicant background data, information not immediately available to the applicant, and data on resources and income.

Examines and compares information from application forms, referral forms, applicant interviews, and collateral sources with eligibility factors to determine eligibility for income maintenance, Supplemental Nutrition Assistance Program, Medicaid, and child support enforcement programs.

Reviews information from case files and collateral sources to prepare budgets, complete and code appropriate paperwork, compute amount of payment benefits, and issue payment certification, utilizing agency guidelines and standards for assistance.

Re-determines case status at specified intervals to ensure that case information is up to date and eligibility criteria are still being met, to re-compute budgets, and to check for any necessary adjustment of payment benefits.

Certifies eligibility for the Supplemental Nutrition Assistance Program relying on information from applications and interviews to prepare budgets and to compute authorizations.

Notifies clients/applicants by phone, letter, or home visit, of eligibility determination, changes in payment benefits, reasons for case status changes, and their rights concerning fair hearings.

Reviews and evaluates requests concerning issuance, loss, or theft of warrants, or change in client status to determine the necessity for issuance or replacement of a warrant or whether a warrant should be continued, discontinued, or changed.

Issues authorization for medical cards and medical forms to ensure that clients have access to medical services.

Refers clients/participants to the appropriate social service staff or outside agencies for services not specifically available in the income maintenance, Supplemental Nutrition Assistance, and/or Medicaid programs.

Answers general inquiries from applicants, recipients, or other persons to provide information on agency services, eligibility requirements, and application procedures.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: office practices and procedures.

Skill in: interviewing clients to collect and elicit essential information; communicating with others so they will understand.

Ability to: learn and apply agency assistance programs, policies, procedures and eligibility requirements; learn and apply child support policies, procedures and referral processes; interact with reticent or hostile clients/applicants; recognize and understand the potential impact of cultural differences; organize and utilize a filing system; code information on forms and documents; organize personal work time to handle assigned work loads; calculate solutions to arithmetical problems involving addition, subtraction, multiplication, division, fractions, decimals, and percentages; write clear and concise reports, letters and other materials.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in eligibility screening/determination, community organization or other areas of social services delivery involving close contact with clients/applicants; OR post high school coursework/training in: social work, counseling/guidance; psychology; sociology; human development; mental health care; education; or closely related area.

**SPECIAL NOTES:**

Specific positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or the ability to provide independent authorized transportation, in order to perform work-related travel such as client visits or transportation of clients.

State agencies must evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).