

**ELIGIBILITY SPECIALIST II****NATURE OF WORK IN THIS CLASS:**

This is complex, technical social service work involving determination of eligibility for Old Age Assistance, Aid to the Blind, Aid to Families with Dependent Children, Aid to the Permanent and Totally Disabled, General Assistance, Medicaid, and Food Stamp Programs, under the Bureau of Economic Security, Division of Public Welfare, Department of Public Health and Social Services.

Employees in this class perform the full range of complex technical duties, including independent work in specialized areas of the profession.

**ILLUSTRATIVE EXAMPLES OF WORK:** (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Substantiates eligibility factors by securing supporting documentation through direct interviews or collateral contacts to ascertain the veracity of information on the prescribed application forms, and to ensure completeness and accuracy according to specific instructions and defined procedures.

Analyzes and evaluates information about applicant's case situation to determine the extent of entitlement in accordance with agency policies and procedures; computes applicant/recipient's entitlement amount, and enters case information in cathode ray tubes (CRT) for on-line processing of benefits.

Reevaluates case situations on a monthly basis to determine continued participation in the program(s), and updates case information in the CRT to revise the extent of entitlement based on information reported by the recipient.

Disapproves applications or terminates on-going cases based on information which indicates that client is ineligible for benefits or further entitlements.

Conducts home/field visits when discrepancies on client information are identified, and as a means of front-end detection to prevent fraud or misuse of program benefits.

Analyzes case information and recomputes entitlement amounts based on computer electronic matches, investigative findings, or findings by self or supervisor; prepares claim determination reports on entitlement amounts overissued to recipients to initiate process for recoupment of overissued amounts; prepares restoration forms on amounts underissued to recipients to initiate process to repay benefits owed.

Analyzes Quality Control case review findings in comparison with case data and performs corrective action on error cases; prepares responses on corrective action taken and transmits to quality control unit.

Identifies and prepares appropriate referrals to Department of Labor for work registration, Office of Support Enforcement for location of absent parent(s), Medicaid/MIP Office for medical assistance, Investigation and Recovery Office, Immigration and Naturalization Service (INS) for alien verification, Social Security Office for social security number verification, Department of Vocational Rehabilitation, and other program linkages within the specified time frames.

Entertains client concerns/grievances on agency actions and attempts to resolve differences; informs applicants/clients of their right to appeal adverse actions taken on their case, and assists the client in initiating the fair hearing process; participates in such processes as required.

Maintains and updates case files and program manuals as changes occur.

Prepares monthly activity reports on all case actions taken.

Performs related duties as required.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of local and federal public welfare, medicaid, and food stamp policies, procedures, and program activities.

Knowledge of general office practices and procedures.

Ability to review application forms for completeness and accuracy.

Ability to determine eligibility for program benefits in accordance with agency program requirements.

Ability to make arithmetic computations.

Ability to interpret and apply agency program policies and procedures.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare monthly reports.

Ability to type and operate standard office machines and basic computer related equipment.

Skill in the safe operation of a motor vehicle.

**MINIMUM EXPERIENCE AND TRAINING:**

- A) Two years specialized experience as an Eligibility Specialist I or equivalent work; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

**NECESSARY SPECIAL QUALIFICATIONS:**

Possession of a valid motor vehicle operator's license.

ESTABLISHED: JUNE 1990

PAY RANGE: 30



FELIX P. CAMACHO  
Executive Director  
Civil Service Commission