

INCOME MAINTENANCE QUALITY ASSURANCE ANALYST

Employees in this class are responsible for conducting quality control reviews of Aid to Families with Dependent Children (AFDC), Food Stamps and Medical Assistance income maintenance cases administered by county Departments of Social Services. Work involves in-depth review and evaluation of randomly selected income maintenance cases and related records to determine if errors were made in processing the cases and to determine the cause of such errors. Employees recommend corrective action to prevent further errors. Work may include conducting special corrective action reviews or other studies designed to improve the income maintenance process. Employees conduct interviews with income maintenance clients, contact collaterals to verify information, interpret and evaluate the data gathered to determine the correctness of decisions. Employees report to an Income Maintenance Quality Assurance Supervisor.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees are responsible for ensuring the quality of income maintenance case reviews for the AFDC, Food Stamp and Medical Assistance programs which are administered by the county Department of Social Services. Work includes conducting an in-depth review and evaluation of cases assigned to the analyst on a monthly basis. Employees may be required to provide training and technical assistance to county income maintenance staff on problem areas which are reflected by error trends detected during the case review process.

Intricacy - Work involves the review of income maintenance case files and records to determine if there were any errors in the intake, processing or review of cases. Employees review each case utilizing a standard element checklist. Clients and all collateral sources of information are interviewed in order to verify information contained in the case record. Employees compile, interpret and evaluate the data gathered in order to determine if the correct eligibility decision was made. A final report on each case reviewed, along with the case record and related documentation is then submitted to the Income Maintenance Quality Assurance Supervisor. Employees may conduct periodic corrective actions training sessions based upon regional or statewide error trends.

Subject Matter Complexity - Work requires considerable knowledge of the income maintenance programs and related policies which impact upon the assigned program area, as well as the quality assurance process.

Guidelines - Program policy manuals, state and federal program regulations, administrative letters and the quality assurance manual are used as guides in case reviews, technical assistance and corrective action activities.

II. RESPONSIBILITY:

Nature of Instructions - Work is performed with considerable independence. Formal training sessions are conducted by regional supervisors on a periodic basis. Employees receive verbal and written instructions with regard to changes in policies and procedures on an as needed basis.

Nature of Review - Completed base reviews are submitted to the Income Maintenance Quality Assurance Supervisor for review. In addition, weekly status reports of outstanding cases may be reviewed by the regional supervisor in order to ascertain any problem areas or trends in the untimely processing of case reviews.

Scope of Decisions - Employees determine if income maintenance staff are making correct eligibility decisions in accordance with state and federal guidelines governing the administration of income maintenance programs. Work requires contact with public and private collateral agencies and persons who may effect the eligibility decision.

Consequence of Decisions - Employees' decisions directly affect the efficiency and cost effectiveness of the delivery of income maintenance programs to clients applying for these benefits through county Departments of Social Services. Fiscal sanctions against the State may be imposed if the error rate exceeds a predetermined tolerance level. Error rates are controlled as a direct result of effective and efficient quality control activities carried out by these employees.

II. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work involves contact with county income maintenance staff, clients and collateral contacts.

Nature and Purpose - Employees are responsible for the review and evaluation of all information contained in an income maintenance client's case file in order to ensure that the correct eligibility decision has been made. Work includes verification of this information through direct interviews with clients, collaterals and county social services staff.

III. OTHER WORK DEMANDS:

Work Conditions - Employees work in a regular state office setting, out of their homes and at various county social services, public and private agency sites within an assigned geographic region.

Hazards - Employees are required to travel to various social services agencies within an assigned geographic region.

IV. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the income maintenance program area o assignment. Working knowledge of the State Quality Control process and procedures. Ability to establish and maintain effective working relationships with staff from local Departments of Social Services as well as clients, public and private agencies involved in income maintenance decisions. Skill in interviewing techniques. Ability to express oneself clearly in oral and written form.

Minimum Training and Experience Requirements - Graduation from a four-year college or university wit a degree in a human services old, business administration or public administration and two years of experience as an income maintenance caseworker or investigator; or graduation from an associate degree program in human services technology, social services associates, paralegal technology, business administration, secretarial science and four years of experience as an income maintenance caseworker or investigator; or graduation from high school and three years of paraprofessional, clerical, or other public contact experience which included negotiating, interviewing, explaining information., gathering and compiling data, analysis of data and/or performance of mathematical or legal tasks and four years of experience as an income maintenance caseworker; or an equivalent combination of training and experience.