

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Class Code: 002012
Grade: 20
FLSA: Non-Exempt**

GOVERNMENT ASSISTANCE ELIGIBILITY SPECIALIST II*

DEFINITION OF SERIES:

The Government Assistance Eligibility Specialist series covers positions responsible for determining eligibility for various programs available to assist individuals, families, children, seniors, and people with disabilities needing financial and/or medical assistance and other support services.

DISTINGUISHING CHARACTERISTICS:

This is human services administrative work at the full performance level in determining eligibility of County residents for various programs available to assist families, children, seniors, and the disabled who are in need of financial and/or medical assistance and other support services.

MAJOR DUTIES:

Employees in this class determine eligibility for aid by interviewing applicants and obtaining and verifying information (e.g., household composition, income, rent receipts, utility bills, bank statements, citizenship, medical status, and similar data) directly from the customer and/or from other sources (e.g., State computer databases, landlords, employers). Once persons are enrolled in programs, employees periodically re-certify their eligibility by obtaining current information and documentation from them. Employees maintain ongoing case management with persons in the programs, responding to inquiries and requests and referring cases to other service units as appropriate.

EXAMPLES OF DUTIES: (Illustrative Only)

- Determines eligibility and need for assistance based on information and documents provided by applicants, their families and relatives, departmental staff, persons in other public and private agencies, and/or from database inquiries.
- Provides active case management of applicants being processed and of persons in programs, by responding to inquiries from applicants/enrollees, other departmental staff, and staff from outside agencies; advises applicants and enrollees regarding their situations and status; facilitates removal of barriers to employment; and arranges for services and/or refers cases to other service units within the department as appropriate.
- Obtains current information and data on persons enrolled in programs to re-certify/re-evaluate their continued eligibility through interviews, database inquiries, document verification and similar means.
- Reviews applicant's financial documents and, as required, tracks the flow of assets over prior years to determine if disposal or transfer of assets were done with the intent of becoming eligible for medical assistance.
- Plans and conducts orientation sessions for applicants at area offices, informing applicants of the various aid programs, their purposes and requirements, and the procedures used to process applications.
- Responds to customer complaints, attempting to establish the pertinent facts and circumstances involved and taking appropriate actions to correct errors and prior determinations when necessary; or refers matters that cannot be resolved to supervisors for action.
- Maintains current and accurate case files, updating case information as needed and entering data into a computerized case management system.

- Participates in case reviews of their assigned cases with supervisors or other staff for the purpose of improving case management quality and reducing error rates, discussing case file information, determinations and other actions taken.
- Keeps informed of changes to and the issuance of new rules, regulations, policies, and procedures pertaining to the eligibility determination process and the various aid programs.
- May make presentations to other agencies, senior centers and other service units regarding programs and their requirements.
- Performs related duties as required.

SUPERVISORY CONTROLS:

Employees in this class work under the general supervision of a unit or program supervisor, with responsibility for independently arranging the sequence of work, obtaining, and verifying information and data, selecting appropriate work methods and procedures, and varying these as necessary to address different case situations. Work is subject to review for accuracy, and production levels are monitored.

SUPERVISION EXERCISED: Employees in this classification do not supervise other positions.

GUIDELINES:

Work is subject to established and specific guidelines in state and federal regulatory and policy and procedural manuals, County policies and procedures, database users' manuals, and the carefully prescribed rules for determining eligibility. Employees select appropriate guides to fit specific cases and refer unusual or nonstandard situations to others if unable to make appropriate determinations.

COMPLEXITY:

The complexity of the work lies in obtaining, verifying, and assessing the information provided by applicants; the presence of multiple financial and/or medical aid programs for which the customer might be eligible; and the multiple database systems that are utilized to retrieve/input data. Dealing with distraught customers who may have limited English proficiency contributes to the complexity of the work.

SCOPE AND EFFECT:

The work of class directly affects the economic and social well-being of County residents by providing financial, medical, and/or other assistance to those in need in accordance with established criteria.

CONTACTS:

Contacts are with applicants, their families, and/or, their representatives; professional social service and related staffs within the department, in State and Federal agencies, other counties, and within community social service agencies; and service providers in order to obtain or verify information, resolve problems, coordinate actions regarding eligibility determinations, refer people and cases to other service units or agencies, and provide information and advice concerning the circumstances of customers in the programs to facilitate appropriate case management.

PUBLIC SERVICE /ASSISTANCE:

Public service and assistance are provided to customers on demand or on an on-going basis and involve sensitive and detailed interviewing to determine their eligibility and the appropriate aid category or categories for which they are eligible. Once eligibility determinations are made, customers are enrolled into the programs and financial and/or medical aid commences.

HAZARDS:

Performance of this work involves some risk resulting from exposure to persons manifesting aggressive and unpredictable behavior.

MINIMUM QUALIFICATIONS:

Education: Graduation from an accredited college or university with a Bachelor's Degree.

Experience: Eighteen (18) months of experience as a Government Assistance Eligibility Specialist I or as a specialist determining eligibility for comparable governmental assistance programs.

Equivalency: An equivalent combination of education and experience may be substituted.

Knowledge, Skills, and Abilities:

Thorough Knowledge of:

- Full performance level knowledge of the laws, rules, procedures, nuances, and forms of the assistance programs applied to independently carry out programmatic functions.
- The economic and social needs of individuals and families and the factors and circumstances that affect their ability to be economically independent.
- Services available through community resources including public and private agencies that serve persons in need to inform, help, and encourage them, and to include resources available to assist customers with limited English proficiency.
- Federal mandates and initiatives related to welfare reform, work incentives programs, and child support programs.
- General understanding of the overpayments claims process.

Skill In:

- Problem solving to obtain and assess information on the economic, financial, social, and/or medical status of customers sufficient to make eligibility determinations and perform related functions.
- Planning, scheduling and managing one's own workload.
- Oral communication to exchange information about assistance programs and economic and social circumstances to inform customers about programs, understand their needs, obtain information needed to make eligibility determinations and perform other functions.
- Written communication to read and understand program documents, prepare brief written summaries of cases, and perform other functions.
- Interpersonal relationships and human relations to work sensitively and positively with people of various backgrounds, socioeconomic situations, physical disabilities, and health or mental health concerns.
- Utilizing state and agency automated systems and data bases to create and maintain records and perform other functions.

Ability to:

- Use arithmetic skill to make and check calculations.
- Process sensitive and confidential information.
- To attend meetings and/or perform assignments at locations outside the office.

Licenses, Registrations, Certifications, or Special Requirements: None

Work Environment:

The work is normally performed in an office environment or institutional setting.

Physical Demands:

Work is sedentary in nature, with some standing, walking and traveling between work sites.

PROBATIONARY PERIOD:

Individuals appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS: Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Limited Core Exam with Drug/Alcohol Screen.

PROMOTION POTENTIAL: Employee who meets the minimum qualifications may be competitively promoted to the Government Assistance Eligibility Specialist III.

CLASS SPECIFICATION HISTORY:

Class Established: August, 1998

Revised October, 2000 (M)

April, 2007 (M)

August, 2013

Classification Study: September, 2021(M)¹

¹**Former Title/Grade:** “Income Assistance Program Specialist II/20.”