



**CALHR**  
invites applications for the position of:

## **Eligibility Specialist I/II**

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<b>SALARY:</b>	\$16.07 - \$21.66 Hourly
<b>DEPARTMENT:</b>	Glenn County Health and Human Services Agency
<b>OPENING DATE:</b>	04/28/21
<b>CLOSING DATE:</b>	05/12/21 11:59 PM

### **POSITION INFORMATION:**

The Eligibility Specialist classifications 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 automated systems; identify needs and make appropriate referrals for health, social, and/or employment services; and perform related work as required.

The Eligibility Specialist I is the entry-level classification in the Eligibility Specialist series. Incumbents may have prior experience determining eligibility for loans, financial assistance, unemployment or veterans benefits, or publicly or privately funded health, counseling or social services programs; have completed initial classroom training provided as part of the Eligibility Specialist Trainee training program; or may have the required level of education. Incumbents will be placed in a work team and initially may receive classroom instruction prior to being assigned casework and/or tasks. Incumbents will work under close supervision while learning to independently determine public assistance eligibility, and apply knowledge and skills learned from their training in completing eligibility tasks and applying complex regulations. As incumbents gain experience and work toward the journey level in the series, they are expected to work with more independence and have the ability to complete more complex tasks and/or handle larger client caseloads. Incumbents are expected to progress to the journey-level Eligibility Specialist II upon completion of one year of satisfactory performance in the entry-level Eligibility Specialist I classification.

### **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Eligibility Specialist I and II classifications typically receive supervision from an Eligibility Supervisor and may receive lead direction from an Eligibility Specialist III.

### **EXAMPLES OF DUTIES:**



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### **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Eligibility Specialist I and II classifications typically receive supervision from an Eligibility Supervisor and may receive lead direction from an Eligibility Specialist III.

### **EXAMPLES OF DUTIES:**

**Duties may include, but are not limited to, the following:**

(For Eligibility Specialist I, duties are performed at the entry level.)

- Performs interactive interviews to elicit eligibility information, obtain and/or verify financial, employment, tax and personal demographic information and determine eligibility for public assistance programs and services
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs
- Explains regulations, rules and policies to clients and apprises them of their rights, responsibilities and eligibility for participation in various public assistance programs and services
- Ensures accuracy and completion of application and declaration forms
- Resolves discrepancies by securing documentation, medical records and confirmation from other agencies
- Enters and retrieves numerical and narrative data and issues benefits from an automated computer system
- Determines the level of benefits to which the client is entitled by making complex computations and/or computer entries and then analyzing the results
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determination
- Evaluates clients for and answers questions on Advanced Payment Tax Credits (APTC) related to health care reform
- Explains a variety of plan options, costs and individual plan features through Covered California
- Monitors on-going eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies to assist clients toward self-sufficiency and directs clients accordingly
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication
- Provides pertinent forms and pamphlets to clients as required
- Identifies suspected fraud and makes referrals for investigation
- Makes referrals to social service workers as needed
- Participates in special projects, studies, work assignments and committees
- Prepares correspondence and reports
- Performs related duties as assigned

**EMPLOYMENT STANDARDS**

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

**Knowledge of:**

- General goals and purpose of public social services programs
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques
- Methods and techniques of conducting an investigative interview and information gathering
- Computer terminology and computer keyboard arrangement

**Duties may include, but are not limited to, the following:**

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- Computer terminology and computer keyboard arrangement

- Modern office practices, methods and procedures
- Record keeping practices and procedures
- Principles of mathematical calculations
- Intricacies of health insurance plans, medical health plan options and associated terminology
- Regulations and rules regarding household filing status related to the Affordable Care Act
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff
- Principles and practices of effective customer service
- Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar
- Modern equipment and communication tools used for business functions and program, project and task coordination
- Computers and software programs (e.g., Microsoft software applications) to conduct research, assess information and/or prepare documentation

**Ability to:**

- Apply the policies, procedures and programs of the County Social Services Department
- Apply the laws, rules and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs
- Identify available resources and communicate with others to obtain and verify information concerning eligibility
- Use 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
- Utilize multiple electronic information, social services systems and analyze and interpret such information
- Enter and maintain data accurately and timely into a computerized system
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks
- 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
- Function effectively in a system with strict deadlines and constant changes
- Read, understand, apply and explain complicated and detailed correspondence, 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, cultural and educational backgrounds
- Gather, record and correctly evaluate tax filing data, income and additional necessary information required for the determination of eligibility for one or more programs
- Explain health insurance plan options and plan details available to clients through the Affordable Care Act
- Review a variety of tax documents to obtain needed household filing information
- Explain health care reform tax credit implications to clients
- Refer clients to other community services as needed
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate
- Interact with people in a courteous manner in person, on the telephone, by mail or email
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion

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- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax
- Establish and maintain cooperative working relationships with the public and staff
- Follow written and oral directions and instructions

## MINIMUM QUALIFICATIONS:

**Pattern 1:** One year full-time experience in an Eligibility Specialist Trainee classification in an Interagency Merit System (IMS) county;

**OR**

**Pattern 2:** One (1) year of full-time experience determining eligibility for health programs, loans, financial assistance, unemployment, or other benefits **and** two (2) years of clerical work involving public contact;

**OR**

**Pattern 3:** Two (2) years of full-time experience determining eligibility for health programs, loans, financial assistance, unemployment, or other benefits;

**OR**

**Pattern 4:** Four (4) years of full-time clerical work involving public contact, interviewing, math computations, completion of forms or eliciting information from the public;

**OR**

**Pattern 5:** Graduation from an accredited four-year college or university.

Qualifying experience or education may be combined in order to meet the above requirements. When combining education and experience; fifteen (15) semester units or twenty-two and a half (22.5) quarter units equals six months of experience.

While the above requirements outline the minimum qualifications, applicants may be further evaluated for qualifications beyond those listed. Those applicants that are determined to be most highly qualified will be invited to participate in the next step of the selection process.

***For more information regarding the job of an Eligibility Specialist, you are invited to watch this job preview at: <https://www.youtube.com/watch?v=EXPj06XVnAc&feature=youtu.be>***

***To view the Eligibility Specialist Nature of Work Performed, [Click Here](#)***

## SUPPLEMENTAL INFORMATION:

### ADDITIONAL INFORMATION

- The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the bilingual proficiency examination administered by CalHR. A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Position may require pre-employment drug testing, physical examination, and fingerprinting for a background investigation.
- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A

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background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

### **VETERANS PREFERENCE**

If you would like to request Veteran's preference points as part of the application packet, please attach a copy of your DD-214 to your application.

### **EXAMINATION INFORMATION**

If supplemental questions are included as a part of this job bulletin, applicants may be rated based upon their responses to the supplemental questions. If rated, only those that are determined to be highly qualified will be invited to participate in the next step of the selection process.

### **SPECIAL TESTING ARRANGEMENTS**

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at [mssprogram@calhr.ca.gov](mailto:mssprogram@calhr.ca.gov) or 310-926-3193 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

### **ABOUT GLENN COUNTY**

Glenn County is located in the United States about half way between Sacramento and Redding in Northern California. Glenn County is primarily an agricultural community with mountains on the west, the Interstate 5 corridor taking you through rich farm land, and the Sacramento River bounding the east side of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. Major commodities include rice, almonds, milk products, prunes and livestock. Glenn County was incorporated on March 5, 1891. The County seat, Willows, was created March 11, 1891. Glenn County was developed out of the northern portion of Colusa County and was named for Dr. Hugh J. Glenn, who was the largest wheat farmer in the state during his lifetime, and a man of great prominence in political and commercial life in California. Glenn County has a population of 28,122.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.governmentjobs.com/careers/mss>

Position #MSS01918  
ELIGIBILITY SPECIALIST I/II  
MW

CalHR, Attn: Merit System Services  
1515 S Street, North Building, Suite 500  
Sacramento, CA 95811  
916-323-2360

[mssprogram@calhr.ca.gov](mailto:mssprogram@calhr.ca.gov)

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### **Eligibility Specialist I/II Supplemental Questionnaire**

- \* 1. Do you have experience determining eligibility for health programs, loans, financial assistance, unemployment, or other benefits?

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- \* 1. Do you have experience determining eligibility for health programs, loans, financial assistance, unemployment, or other benefits?

**PLEASE ENSURE THAT THESE DUTIES ARE REFLECTED IN THE EXPERIENCE SECTION OF THE APPLICATION.**

- Yes  
 No

- \* 2. Please check all the duties you have performed in an office setting. (An office setting does **NOT** include cashiering or customer service in retail, grocery, video, or other type of store or serving or cashiering in a restaurant.)

**PLEASE ENSURE THAT THESE DUTIES ARE REFLECTED IN THE EXPERIENCE SECTION OF THE APPLICATION.**

If you have not worked in an office setting, check **NOT APPLICABLE**.

- Typing/Data Entry  
 Filing  
 Photocopying  
 Reception/Public Contact  
 Interviewing/Eliciting information from the public  
 Performing math computations  
 Completing Forms  
 Not Applicable

- \* 3. As of today, have you received a Bachelor's degree from an accredited college or university in the United States?

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency with the application. Organizations that provide foreign education credential evaluation services can be found at [www.naces.org](http://www.naces.org). CPS HR Consulting will accept verification of degree and/or course equivalency from any of the listed member agencies. You must attach all pertinent documents before submitting the application.

- Yes  
 No

4. If no, will you obtain your Bachelor's degree within the next three months?  
Applicants who anticipate receiving their Bachelor's Degree within three months of the application deadline may apply, but will not be eligible for appointment until they have received their degree.

- Yes  
 No

5. If you have completed college courses, but have not received your Bachelors Degree, please indicate the number of college units you have completed. Please specify if the units are Quarter or Semester.

\* Required Question

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- Yes  
 No

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