

Benefits Services Representative

1. Provides assisted referrals to employment services, child support, childcare, social workers, and other community and agency programs involved with providing direct services for clients and their families. (4,6)
2. Initial and/or ongoing eligibility and authorizes benefits for public employment and benefit services programs (4,6) or evaluates cases referred for unreported income to establish intent to commit fraud; handles the more difficult and complex cases. (8)
3. Contacts school, employers, insurance companies and other public and private organizations to verify eligibility data and to clarify documentary omissions or discrepancies. (6)
4. Discusses cases and recommendations for collection or fraud referral with supervisor (6)
5. Directs clients to other agencies if necessary (6)
6. Identifies and refers applicants and clients to Social Services staff for mental health, domestic violence or substance abuse and may track treatment participation levels as defined in individual Welfare-to-Work Plans, in conjunction with information provided by Employment and Training staff or specialized Social Services staff. (6)
7. Verifies school attendance and child immunizations. (6)
8. Interacts in a collaborative manner with other service providers. (6)
9. Contacts school, employers, insurance companies and other public and private organizations to verify eligibility data and to clarify documentary omissions or discrepancies. (6)
10. Discusses cases and recommendations for collection or fraud referral with supervisor (6)
11. Refers cases to collections or to the Special Investigative Unit for fraud action. (6)
12. Updates and modifies case records to reflect changes in income, property, benefits, family composition, support payments, and various other factors.(6)
13. Assists applicants and clients in applying for and verifies receipt of other income and benefits, such as veteran's benefits, social security, unemployment, and retirement. (8)

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14. Conducts extensive interviews with applicants or clients to timely and accurately determine initial eligibility or eligibility redetermination for public assistance programs. (8)
15. Assists clients in filling out necessary forms with sufficient detail to enable accurate eligibility determination explains rights and obligations, explains public assistance programs, elicits, verifies and reviews pertinent social, personal and financial data necessary to determine eligibility and extent or amount of benefits. (8)
16. Conducts interviews in County offices in person or by phone, private homes, hospitals, nursing homes and other locations. (8)
17. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)
18. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Employee Name (printed)