

### **Ombudsman Program Coordinator**

1. Provides information and community education to clients, families and the public. (4)
2. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
3. Coordinating Medi-Cal covered health services for a client. (6)
4. Coordinates and monitors transportation if client has a physical or mental limitation, to Medi-Cal covered health services to meet their identified needs. (6)
5. Assists individuals and families with aspects of the Medi-Cal application process. (8)
6. Preparing data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)
7. Assists and promotes continuing development of the Ombudsman program. (15,17)
8. Preparing proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
9. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)
10. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (printed)