

### **Eligibility Worker I**

1. Provides in-office services to clients and program data management information.
2. Assessing varying client populations for eligibility according to program guidelines.
3. Coordinating and referring to other social service programs.
4. Communicating effectively in both written and oral form, must be bilingual (Spanish/English).
5. Maintaining current and accurate records.
6. Working with shelter providers to develop appropriate care at motels.
7. Providing problem solving with shelter and motel managers.
8. Providing culturally appropriate services to varying client populations including information and referrals for safety net health and human services. (Medi-Cal related outreach - 4)
9. Supporting the goals and standards of CAB and the Shelter Project.
10. Providing both in-office and outreach case management.
11. Providing data-entry, analysis, and reports.
12. Ability to deal with hostile and aggressive people when necessary.
13. Gathering statistical information.
14. Maintaining accurate financial records for the motel voucher program using Microsoft Excel.
15. Preparing documentation for audits.
16. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)

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**Eligibility Worker I - cont'd.**

17. Coordinates Medi-Cal covered health services for a client. (6)
18. Assists individuals and families with aspects of the Medi-Cal application process. (8)
19. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
20. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

### **Eligibility worker I - Trainee**

1. Assessing varying client populations for eligibility according to program guidelines.
2. Coordinating and referring to other social service programs. (Medi-Cal related outreach/referral – 4)
3. Communicating effectively in both written and verbal form (must be bilingual Spanish/English).
4. Maintaining current and accurate records.
5. Working with providers to develop appropriate care at motels.
6. Providing problem solving with agencies, landlords, and motel managers.
7. Providing culturally appropriate services to varying client populations.
8. Supporting the goals and standards of CAB and the Shelter Project.
9. Providing both in-office and outreach case management. (Medi-Cal related outreach, case coordination – 4, 6)
10. Providing data-entry, analysis, and reports.
11. Ability to deal with clients in crises when necessary.
12. Gathering statistical information.
13. Maintaining accurate financial records for the various TSP programs using Microsoft Excel.
14. Preparing documentation for audits.
15. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (Medi-Cal related outreach, eligibility assistance – 4, 8)
16. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)

**Eligibility worker I - Trainee – cont'd.**

17. Coordinates Medi-Cal covered health services for a client. (6)
18. Assists individuals and families with aspects of the Medi-Cal application process. (8)
19. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
20. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

## **Eligibility Worker II**

1. Provides oversight for the Housing for Medical Emergencies (HOME) Program.
2. Provides eligibility and case work services for the following four The Shelter Project services:
  - a. Housing for Medical Emergencies (HOME) Program,
  - b. Emergency Rent Assistance to Prevent Eviction,
  - c. Shelter Hot Line, and
  - d. The Message Center
3. Providing culturally appropriate services to varying client populations including information and referrals for safety net health and human services. (Medi-Cal related outreach - 4)
4. Provide on-going review of service delivery systems and make recommendations to improve them.
5. Provide on-going review of client eligibility documentation for accuracy and contract compliance.
6. Provide contract client eligibility documentation review and recommendation for client forms and procedures for compliance with new contracts and/or new guidelines.
7. Assess varying client populations for eligibility according to program guidelines.
8. Apply casework skills to identify clients' strengths and needs.
9. Gather information and manage assigned caseloads.
10. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
11. Coordinates Medi-Cal covered health services for a client. (6)
12. Assists individuals and families with aspects of the Medi-Cal application process. (8)

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**Eligibility Worker II – cont'd.**

13. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
  
14. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

### **Program Coordinator**

1. Providing direct client assistance as well as oversight of RAP services including limited case management, application processes, eligibility requirements, reporting, tracking committed funds, and client services including information and referral.
2. Some data entry as well as oversight of RAP data entry needs.
3. Supervision of volunteers and staff.
4. Maintaining relationships with local funding source personnel and other service providers.
5. Providing outreach to advertise or promote the services of RAP.
6. Participating in budget development and monthly fiscal meetings.
7. Preparing documentation for audits.
8. Problem solving with shelter and motel managers.
9. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. Medi-Cal. (Medi-Cal related outreach, eligibility assistance – 4, 8)
10. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
11. Coordinates Medi-Cal covered health services for a client. (6)
12. Assists individuals and families with aspects of the Medi-Cal application process. (8)
13. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
14. Works with community and government agencies to identify and fill gaps in health and Medi-Cal services by collaborating and planning for clients and families in need of such services. (15, 17)

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**Program Coordinator – cont'd.**

15. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

### **RAP Program Coordinator**

1. Providing direct client assistance as well as oversight of TSP services including limited case management, application processes, eligibility requirements, reporting, tracking committed funds, and client services including information and referral. (Medi-Cal related outreach, case coordination, eligibility assistance – 4, 6, 8)
2. Some data entry as well as oversight of TSP data entry needs.
3. Supervision of volunteers and staff.
4. Maintaining relationships with local funding source personnel and other service providers.
5. Providing outreach to advertise or promote the services of TSP.
6. Participating in budget development and monthly fiscal meetings.
7. Preparing documentation for audits.
8. Problem solving with shelter and motel managers.
9. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (Medi-Cal related outreach, eligibility – 4, 8)
10. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
11. Coordinates Medi-Cal covered health services for a client. (6)
12. Assists individuals and families with aspects of the Medi-Cal application process. (8)
13. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
14. Works with community and government agencies to identify and fill gaps in health and Medi-Cal services by collaborating and planning for clients and families in need of such services. (15, 17)

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**RAP Program Coordinator – cont'd.**

15. Assists to administer MAA claiming, including development of claim plans, overseeing time survey and invoice process. (19)
16. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

### **SCHC Program Coordinator**

1. Providing direct client assistance as well as oversight of RAP services including limited case management, application processes, eligibility requirements, reporting, tracking committed funds, and client services including information and referral.
2. Some data entry as well as oversight of RAP data entry needs.
3. Supervision of volunteers and staff.
4. Maintaining relationships with local funding source personnel and other service providers.
5. Providing outreach to advertise or promote the services of RAP.
6. Participating in budget development and monthly fiscal meetings.
7. Preparing documentation for audits.
8. Problem solving with shelter and motel managers.
9. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. Medi-Cal. (Medi-Cal related outreach, eligibility assistance – 4, 8)
10. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
11. Coordinates Medi-Cal covered health services for a client. (6)
12. Assists individuals and families with aspects of the Medi-Cal application process. (8)
13. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
14. Works with community and government agencies to identify and fill gaps in health and Medi-Cal services by collaborating and planning for clients and families in need of such services. (15, 17)
15. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

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Employee Name (Printed)

### **Temporary Eligibility Worker I**

1. Assessing varying client populations for eligibility according to program guidelines.
2. Coordinating and referring to other social service programs.
3. Communicating effectively in both written and verbal form (must be bilingual Spanish/English).
4. Maintaining current and accurate records.
5. Working with providers to develop appropriate care at motels.
6. Providing problem solving with agencies, landlords, and motel managers.
7. Providing culturally appropriate services to varying client populations.
8. Supporting the goals and standards of CAB and the Shelter Project.
9. Providing both in-office and outreach case management. (Medi-Cal related outreach, case coordination – 4, 6)
10. Providing data-entry, analysis, and reports.
11. Ability to deal with clients in crises when necessary.
12. Gathering statistical information.
13. Maintaining accurate financial records for the various TSP programs using Microsoft Excel.
14. Preparing documentation for audits.
15. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (Medi-Cal related outreach, eligibility – 4, 8)
16. Provides information to high risk, high need populations to provide information about services offered by Medi-Cal, and directs clients to application and eligibility staff for eligibility determination. Refers Medi-Cal eligible individuals and families directly to provider services. (4)
17. Coordinates Medi-Cal covered health services for a client. (6)

**Temporary Eligibility Worker I – cont’d.**

18. Assists individuals and families with aspects of the Medi-Cal application process. (8)
19. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
20. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date