

## HUMAN SERVICES QUALITY CONTROL REVIEWER

### KIND OF WORK

Specialized work analyzing local human service agency performance in the administration of income maintenance programs.

### NATURE AND PURPOSE

An employee in this class audits individual case findings to determine whether local human services departments have properly granted or denied individual participation in public assistance programs. These reviewers evaluate the process and final decisions of financial assistance staff against established program and quality control criteria. Study of these cases extends to investigation of all factors that may have impact on a potential recipient's eligibility. Results of the review include corrective measures to adjust recipient grants, if necessary. This work establishes county error rates and provides a basis for development of steps to improve performance.

Employees are stationed throughout the State and work with substantial independence. Supervision is received from a Quality Control Manager (Income Maintenance Program Supervisor).

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Analyzes cases to be evaluated, summarizing information available in local records and determining additional information that must be collected.

Interviews recipients to certify that pertinent data was properly and thoroughly documented.

Verifies all recipient factors related to eligibility determination through collateral sources (courts, banks, schools, neighbors, landlords and so on).

Determines client eligibility by applying appropriate programs and quality control guidelines.

Presents findings to local agency management.

Develops corrective action alternatives to remedy specific case errors.

Provides advice and consultation to financial assistance staff in resolving new and/or unusual eligibility questions.

Prepares written summary reports of review findings.

Provides input to overall operations review and corrective action planning.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Considerable knowledge of statute, rule, regulation, policy and procedure governing assigned income maintenance programs.

Considerable knowledge of the principles and criteria of quality control for public assistance operations.

Considerable knowledge of the systems developed to deliver public assistance programs at the county level.

Considerable knowledge of the techniques of investigation and interviewing to gather information from relevant parties.

Working knowledge of statutes ensuring data privacy.

Ability to:

Analyze facts and determine recipient eligibility.

Effectively work with local public assistance program agency staff in determining and correcting errors.

Communicate effectively in oral and written format.

Est.: 12/82  
Ckd.: 11/92, 01/08

T.C.: 7/90  
Former Title(s): Family Financial Support  
Program Operations Reviewer