

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Quality Compliance & Improvement Specialist

Class Code: 51556
Pay Grade: GH

A. Purpose:

Conducts quality assurance reviews by analyzing and verifying the accuracy of eligibility and benefit level determinations made by agency economic assistance benefits specialists and ensuring compliance with state and federal regulations.

B. Distinguishing Feature:

The Quality Compliance & Improvement Specialist conducts interviews and audits of multiple programs leading to the improvement of program delivery; and ensuring accurate program delivery and correctly spent dollars.

The Economic Assistance Benefits Specialist assesses individuals and families to identify needs and problems, providing eligibility services for multiple programs and services, and counseling and referring clients to other resources to help them work towards self-sufficiency.

C. Functions: *(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)*

1. Analyzes financial and personal information to determine if eligibility for social services benefits such as Food Stamps (FS), Temporary Assistance to Needy Families (TANF), and various medical programs is accurate.
 - a. Establishes and maintains an investigative file on randomly selected and targeted quality review cases.
 - b. Maintains, reviews, and interprets all program policy memorandums, program manuals, and quality control manuals for numerous social service programs to keep up-to-date with program rules.
 - c. Gathers relevant information from numerous data systems and collateral contacts to collect and verify relevant asset information.
 - d. Interprets computer and/or hard copy case file information compiling documentation and maintaining case files detailing actions associated with a case for the required investigative file.
 - e. Interviews household recipients to determine that pertinent data was properly reported and documented.
 - f. Ensures final decisions of eligibility and benefits for multiple federal and state funded programs are correct.
 - g. Evaluates evidence when the household received more or less benefits than they were entitled.
 - i. Reviews documents that the household completed.
 - ii. Examines reports and computer systems for inaccuracies or fraudulent actions.
 - iii. Contacts and corresponds with the household and other agencies to reconcile discrepancies.
 - h. Identifies and notifies the local agency of any event or circumstance, which has the potential to cause a future change in benefits or eligibility for the case under review.

- i. Prepares a final report regarding findings and submits all FS active, FS negative, and problematic reviews to their supervisor for approval.
2. Provides information on how to obtain necessary information on any additional benefits that could be available to the client from social services or other community resources.
3. Responds to public inquiries on procedures for obtaining benefits and services provided by the department such as Food Stamps, TANF, energy assistance, child care, and various medical programs.
4. Performs other work as assigned.

D. Reporting Relationships:

The incumbent does not typically supervise.

E. Challenges and Problems:

Challenges include obtaining information from clients with a wide and varying range of education and social skills and who may come from diverse cultures or ethnic groups; coordinating a changing monthly caseload and auditing various types of cases, which require different documentation, verifications, and deadlines for completion; and adapting to frequently changing program policies and procedures and technological advancements. The incumbent must have evidence to support their determination of correct or incorrect, which has been substantiated by reliable sources, so that the state is not improperly penalized in a federal review for misspent federal dollars. This is important because the federal reviewers re-review approximately one out of every three reviews. If a federal food stamp review renders an incumbent's decision incorrect, that incorrect case is viewed as representative of the non-reviewed cases and is factored into the error and accuracy rates determined for South Dakota Stamp program based on the incumbent's determinations.

Typical problems include clients and collateral contacts presenting different facts that appear equally reliable and determining the correct and timely path for an investigation; and identifying from the case record or collateral contacts circumstances, which may create uncomfortable and/or unsafe situations when conducting face-to-face interviews.

F. Decision-making Authority:

Decisions include determining which eligibility, budgeting, and reporting system should have been used for each recipient/household; which information from collateral contacts is the most reliable; whether eligibility and benefits were correctly issued; the cause of any error; the amount of any error; and events or circumstances with potential to affect a future change in benefits or eligibility.

Decisions referred to the supervisor include interpretation of unclear policies and procedures; and changes to department policies and procedures determined necessary by quality control specialists' findings such as preventative action for future errors.

G. Contact with Others:

Daily contact with clients, other government agencies, employers, banks, schools, landlords, or other social services staff to determine client circumstances.

H. Working Conditions:

The incumbent usually works in a typical office environment. However, the incumbent may be required to conduct interviews in client's homes and visit collateral contacts, which will require some travel and could involve entering homes and situations that may be unsafe or potentially life threatening due to cleanliness, hostility, and paraphernalia.

I. Knowledge, Skills and Abilities:

Knowledge of:

- interviewing techniques and methods for obtaining and communicating information;
- various social, cultural, economic, psychological, and emotional factors influencing the behavior and attitudes of families and individuals;
- concepts related to client's rights, confidentiality, and professional ethics.

Ability to:

- learn and understand social service programs;
- conduct investigative interviewing, maintain composure and work objectively with clients who may be hostile, verbally abusive or uncooperative;
- communicate with individuals and groups to provide information and give assistance;
- understand, comprehend, and apply policies and procedures in eligibility determination process;
- maintain accurate case records and documentation;
- keep up to date on program policy memorandums and manuals for all eligibility programs;
- provide customer service and build and establish effective working relationships and rapport with clients, their families, and other social service personnel, public officials, and private citizens;
- work with a computerized data system and various software applications;
- schedule and manage work time by assigning appropriate priorities to work activities based on organizational goals and pressures to ensure timely completion of work projects;
- show initiative, make decisions, resolve problems, and work independently with minimal supervision;
- analyze and evaluate case records and computer information for compliance with relevant federal and state statutes and to identify and define errors and fraudulent cases;
- prepare clear, concise documents with clearly organized thoughts consisting of detailed examinations of household eligibility and financial circumstances to determine whether benefits were authorized accurately.