

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES**

Case Management Analyst

**SERIES NUMBER**

6947

**MAJOR AGENCIES**

JFS and ODM only

**EFFECTIVE**

09/06/2015

**SERIES PURPOSE**

The purpose of the Case Management Analyst occupation is to analyze and evaluate County Department of Job & Family Services (i.e., CDJFS) implementation of human services programs through a comprehensive case review.

Incumbents analyze and evaluate CDJFS programs (e.g., Ohio Works First; Medicaid; food stamps; child support) through a comprehensive on-site review and develop and monitor corrective action plans.

This class is restricted to use by Department of Job & Family Services and Department of Medicaid only.

**JOB TITLE**

Case Management Analyst

**JOB CODE**

69471

**PAY GRADE**

32

**EFFECTIVE**

09/06/2015

**CLASS CONCEPT**

The advanced performance level class works under general direction & requires thorough knowledge of human services programs, public assistance regulations & policies & case management assessment techniques/methodologies in order to analyze & evaluate CDJFS policies &/or procedures & implementation of county human services programs, conduct on-site reviews, analyze automated computer information systems, provide technical assistance to ODJFS (i.e., Ohio Department of Job & Family Services) or ODM (i.e., Ohio Department of Medicaid) Partnership Account Managers &/or county agencies to assist in improving performance & develop & evaluate corrective action plans.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Case Management Analyst	69471	14	09/06/2015	32

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Analyzes & evaluates CDJFS policies &/or procedures & implementation of county human services programs (e.g., Ohio Works First; Medicaid; food stamps; child support, social services), conducts on-site reviews of county human services records (e.g., participant case records, policies & procedures, hearing decisions), analyzes automated computer information systems to ensure county compliance with federal & state rules & regulations &/or quality assurance policies & provides results of reviews &/or analysis through written reports, planning sessions &/or one-on-one training to ODJFS or ODM staff, Partnership Account Manager &/or team &/or service providers (e.g., CDJFS; Child Support Enforcement Agency; Children Services Board; Health Maintenance Organizations) to assist in improving performance in county programs, develops & evaluates corrective action to provide direction on developing new & revised processes, policies &/or procedures in order to assure quality delivery of all available human services.

Interviews county job & family service clients at home, agency &/or other locations concerning active cases, contacts community leaders, general public & other government agencies to verify case record information; serves as liaison to ODJFS or ODM & CDJFS staff, service providers &/or account managers regarding policy interpretation & applications; assists in developing & implementing new programs &/or performance improvement plans & provides technical assistance &/or conducts specialized reviews as member of account manager team.

Compiles statistics & writes reports on compliance of case records, agency operations & recommendations for each case; assists &/or provides training to CDJFS &/or service provider; attends meetings, conferences &/or workshops to obtain & provide information on techniques, policies & procedures; prepares revisions to human services manuals & makes necessary social service referrals.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of social &/or behavioral science; public assistance regulations & policies; program planning for human service organizations & policy analysis; mainframe databases & automated computer information systems; agency or governmental laws, regulations, policies & procedures on multiple social programs\*; statistical data collection & analysis\*; interviewing\*; public relations. Skill in use of personal computer; applicable software application; mainframe database. Ability to define county human services problems dealing with program compliance; collect statistical data; establish facts & draw complex conclusions in form of corrective action plans; independently develop complex reports; write &/or edit policies & guidelines; handle sensitive inquiries with service providers, county agencies, government officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of undergraduate core coursework in social &/or behavioral science; 12 mos. trg. or 12 mos. exp. in public assistance regulations & policies relative to all public assistance programs; 3 mos. trg. or 3 mos. exp. in technical writing; 3 mos. trg. or 3 mos. exp. in mainframe databases; valid Ohio driver's license.

-Or 36 mos. exp. as public assistance caseworker, with experience in all categories of public assistance; 3 mos. trg. or 3 mos. exp. in technical writing; 3 mos. trg. or 3 mos. exp. in mainframe databases; valid Ohio driver's license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

Extensive travel required which may include overnight stay; required to provide own transportation if state vehicle is not available; may be required to work flexible shift (e.g., early arrival/late departure) & overtime to include weekends &/or holidays; may be exposed to threat of violence, unpleasant living conditions, vicious dogs.