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.

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.
JOB TITLE: Case Management Analyst
JOB CODE: 69471
B. U.: 14
EFFECTIVE: 09/06/2015
PAY GRADE: 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 & 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.