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PART II. POSITION FUNCTIONS

ITEMS 1-7 If additional space is required, attach a separate sheet.

MAIN PURPOSE OF THE JOB: Briefly describe the main purpose of this position and how it relates to the mission of the agency.

The main purpose of this position is to assist local department administration and case management staff in achieving the 50% Federal work participation rate and maintaining 100% Universal Engagement Rate. Critical to this purpose are the monitoring and tracking of the local department's success in having Temporary Cash Assistance (TCA) recipients participate in work activities, identifying the systemic and individual reasons why participation is not occurring and the recommendation to senior management of effective strategies (such as operational changes and/or procedures) to ensure an ongoing work participation rate of 50% or greater. It is of importance to note that if Maryland does not reach a statewide participation rate of 50% or greater in Federal Fiscal Year 2007, the State will be subject to Federal penalties that could be as high as \$34 million per year.

2. **ESSENTIAL JOB FUNCTIONS AND OTHER ASSIGNED DUTIES** - List duty and responsibility statements that identify the essential job functions and other assigned duties. Essential job functions are the fundamental job duties of a position that if not performed will alter the job. (Identify essential job functions by highlighting, underlining, etc.)

% OF TIME AND WEIGHT OF IMPORTANCE

1. Monitors and tracks performance of service delivery vendors and local department staff who are responsible for work activities (referral, assessment, enrollment, etc.). Keeps local department administration apprised of vendor performance and the status of program participants.
 - a. Reviews and analyzes weekly and monthly reports from the Work Opportunities Management Information System (WOMIS) of customer status received from Agency vendors and work program staff.
 - b. Reviews vendor contracts to ensure that services are provided to meet the needs of the recipients and are designed to ensure that the local department or office meets the required participation rate.

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- c. Monitors vendor services and performance through a variety of means including on-site visits to ensure compliance with the contract and with work participation requirements, policy and law.
- d. Monitors vendor and case manager compliance adherence to all data entry and reporting procedures. As required, develops corrective actions plans and an assessment of training needs.

% OF TIME: 20%

- 2. Monitors and tracks all data management reports (WOMIS, CARES, DataWatch, Quality Control and others) that impact FIP Performance Measures and compliance with Work Program goals and requirements. In addition, the individual is responsible for ensuring that the local processes are operating according to design by determining overall performance and the recommendation of individual and systemic corrective actions, in areas, such as but not limited to the following:

- a. The number of customers referred to a specific activity;
- b. The number of customers who were actually enrolled in a specific activity;
- c. The names and number of customers in each activity
- d. The names and the number of customers that are participating in the required number of hours each week
- e. The names and the total number of the non-participants and the reason(s) for non-participation, e.g. good cause that may require changing an activity;
- f. The number of job placements;
- g. The number of customers in a Federal work activity; and,
- h. The number of customers universally engaged.

% OF TIME: 20%

- 3. Reviews case records and case management systems, discusses the results of this review and its analysis with local supervisory and management staff as well Family Investment Administration staff, and makes recommendations for improvements based on this review and analysis to ensure customer compliance with State and Federal requirements regarding:

- a. Substance abuse requirements;
- b. Attendance and attendance reporting;
- c. Universal engagement; and,
- d. Conciliation and sanction procedures.

% OF TIME: 15%

- 4. Reviews case records and case management systems to ensure staff compliance with State and Federal requirements regarding the proper implementation of:

- a. Case assessment and the development of a Family Independence Plan that flows from that assessment;
- b. Substance abuse requirements;

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- c. Attendance and attendance reporting;
 - d. Universal engagement;
 - e. Conciliation and sanction procedures, ensuring that recipient behavior is properly treated in accordance with Maryland policies;
 - f. Discusses the results of this review and its analysis with local supervisory and management staff as well Family Investment Administration staff; and,
 - g. Makes recommendations for improvements based on this review and analysis.
% OF TIME: 15%
5. On the basis of the reviews of case records and data management systems:
- a. Provides consultation, technical assistance and training to supervisors, workers and employment specialists in the local office on proper procedures, policies, etc.;
 - b. Provides consultation and assistance to case managers in creating, updating and ensuring compliance with recipient Family Independence Plans (FIP);
 - c. Works with staff completing CARES and WOMIS data entry to ensure information is entered correctly and timely; and,
 - d. Ensures through a variety of means that information concerning recipients is consistent across all paper and electronic systems maintained by the local office.
% OF TIME: 15%
6. Reviews legislation, laws, policy and procedures and other jurisdictions' best practices to assist the local department in developing strategies to ensure compliance with Federal requirements and improve work participation. **% OF TIME: 5%**
7. Meets with Family Investment Administration policy, systems, quality control and work program staff and local department data managers to discuss the status of state and local office performance regarding participation requirements and ways to improve local office and statewide performance regarding the operation and interaction of eligibility determination, case management and work program functions. **% OF TIME: 5%**
8. Assists in the management of the local department's plan to provide incentives for recipients to report attendance and employment. **% OF TIME: 5%**