

**County of ABC  
Public Health Administration  
MAA Duties/Activities Description for  
Human Services Specialist**

**Human Services Specialist**

Performs a wide variety of Social Services or Child Support program duties and determines the eligibility for public assistance benefits or child support benefits, obligations, and payments through interactive interviewing and fact gathering; maintains current knowledge of program laws, regulations, and procedures necessary for multi-program caseload administration; initiates and processes casework through an automated system; identifies needs and makes appropriate referrals for health, social, and/or employment services; and performs related work as required.

- **Medi-Cal Outreach** - Outreach may consist of discrete campaigns or may be an ongoing activity with the goal to bring potential eligible people into the Medi-Cal system for the purpose of determining eligibility and bring Medi-Cal eligible people into the Medi-Cal system to obtain Medi-Cal services. **(Code 4)**
  1. Providing information to Medi-Cal eligible people about Medi-Cal covered services at a health fair.
  2. Informing Medi-Cal-eligible and potential Medi-Cal-eligible children and families about the benefits and availability of services provided by Medi-Cal (including preventive treatment and screenings), including services provided through the EPSDT program.
  3. Informing children and their families on how to effectively access, use, and maintain participation in all health resources under the Medi-Cal program.
  4. Informing individuals or the general public about the benefits and services that the Medi-Cal program offers and encouraging and referring them to apply for Medi-Cal benefits.
  5. Providing initial referral assistance to families to Medi-Cal services.
  
- **Referral, Coordination, and Monitoring of Medi-Cal Services (Code 6)**
  1. Making referrals for, coordinating, and/or monitoring the delivery of Medi-Cal covered services.
  2. Providing follow up contact to ensure that a client has received the prescribed medical/dental/mental health services covered by Medi-Cal.
  3. Gathering any information that may be required in advance of these referrals.
  
- **Facilitating Medi-Cal Application (Code 8)**
  6. Explaining the Medi-Cal eligibility rules and/or process to prospective clients and their families.
  7. Assisting an applicant to fill out a Medi-Cal eligibility application.
  8. Gathering information related to the application and eligibility determination or redetermination from a client
  9. Providing necessary forms and packaging all forms in preparation for the Medi-Cal eligibility determination (does not include eligibility determination).

10. Verifying a client's Medi-Cal status.

- Program Planning and Policy Development for Medi-Cal Services for Medi-Cal Clients **(Code 15)**
  1. Developing strategies to assess and increase Medi-Cal system capacity and close Medi-Cal service gaps, including planning staff training to implement strategies.
  2. Analyzing Medi-Cal data related to a specific Medi-Cal program or a specific Medi-Cal eligible group.
  3. Interagency coordination to improve delivery of Medi-Cal services.
  4. Developing resource directories of Medi-Cal services/providers.
  5. Monitoring the medical/dental/mental health/chemical dependency counseling service delivery systems specific to Medi-Cal clients.
  6. Evaluating the need for medical/dental/mental health/chemical dependency counseling services in relation to specific Medi-Cal populations or geographic areas.
  
- Program Planning and Policy Development for Medi-Cal Services for Medi-Cal Clients and Non-Medi-Cal Clients **(Code 17)**
  1. Developing strategies to assess and increase Medi-Cal system capacity and close Medi-Cal service gaps, including attending/facilitating planning meetings with community partners and other agencies which work with clients.
  2. Analyzing Medi-Cal data related to a specific Medi-Cal program or a specific Medi-Cal eligible group.
  3. Interagency coordination to improve delivery of Medi-Cal services, including attending meetings with countywide agencies to coordinate health services.
  4. Developing resource directories of Medi-Cal services/providers.
  5. Preparing for attending a board of supervisors meeting at which the expansion and/or improvement of existing healthcare services are discussed and, potentially, voted on.
  
- Participating in MAA Time Survey Training. **(Code 20)**

Signature \_\_\_\_\_ Date \_\_\_\_\_