STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	**CLASSIFICATION SERIES** Case Management Analyst	**SERIES NUMBER** 6947
	MAJOR AGENCIES Job & Family Services, Children & Youth, & Medicaid only	**EFFECTIVE** 10/6/2024

SERIES PURPOSE

The purpose of the Case Management Analyst occupation is to analyze & evaluate implementation of Department of Job & Family Services (ODJFS), Department of Children & Youth, or Department of Medicaid (ODM) programs by subrecipient entities (e.g., County Departments of Job & Family Services [CDJFS]; community action agencies; private non-profit agencies; workforce   areas) &/or by ODCY program staff (e.g., Trade; Work Opportunity Tax Credit [WOTC]) programs through a comprehensive case review.

Incumbents analyze & evaluate implementation of ODJFS programs (e.g., employment & training), ODCY programs (e.g. children services, child care, early learning, etc.) or ODM programs (e.g., Medicaid eligibility) by subrecipient entities (e.g., County Departments of Job & Family Services [CDJFS]; community action agencies; private non-profit agencies; workforce areas) &/or by ODJFS program staff (e.g., Trade; Work Opportunity Tax Credit [WOTC]) through a comprehensive on-site review & develop & monitor corrective action plans.

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

JOB TITLE Case Management Analyst	**JOB CODE** 69471	**PAY GRADE** 32	**EFFECTIVE** 10/6/2024

CLASS CONCEPT

The advanced performance level class works under general direction & requires thorough knowledge of human services programs, public assistance regulations & policies or employment & training programs, regulations & policies & case management assessment techniques/methodologies in order to analyze & evaluate implementation of ODJFS programs, ODCY programs, or ODM programs by subrecipient entities (e.g., County Department of Job & Family Services [CDJFS]; community action agencies; private non-profit agencies; workforce areas, public children services agency (PCSA), child care resource & referrals agencies) &/or by ODJFS program staff (e.g., Trade; Work Opportunity Tax Credit [WOTC]), &/or ODCY program staff, conduct on-site &/or phone reviews, analyze automated computer information systems data, provide technical assistance to internal & external entities such as subrecipients, vendors, county agencies, partners, stakeholder groups & program staff to make recommendations for improving performance & develop & evaluate corrective action plans.

JOB TITLE	JOB CODE	B. U.	EFFECTIVE	PAY GRADE
Case Management Analyst	69471	14	10/6/2024	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 policies & procedures & implementation of ODJFS programs (e.g., Supplemental Nutrition Assistance Program [SNAP]; Ohio Works First;; employment & training), ODCY programs (e.g. child care, foster care & adoption) or ODM programs (e.g., Medicaid eligibility) by subrecipient agencies (e.g., County Departments of Job & Family Services [CDJFS]; community action agencies; private non-profit agencies; workforce areas) &/or by ODJFS program staff (e.g., Trade; Work Opportunity Tax Credit [WOTC]), conducts on-site &/or phone reviews of records (e.g., participant case records, policies & procedures; supporting documentation) &/or ODCY program staff (e.g. child care, children services, foster care), analyzes automated computer information systems data to ensure county &/or local area 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. ODCY or ODM staff &/or team &/or service providers (e.g., CDJFS; Public Children Services Agencies [PCSAs]; local workforce areas) to assist in improving performance; reviews, evaluates & monitors corrective action plans & provides technical assistance on new & revised processes, policies & procedures to ensure quality delivery of programs.

OR

Analyzes & evaluates policies &/or procedures & implementation of ODJFS employment & training programs by subrecipient agencies (e.g., workforce areas) &/or by ODJFS program staff (e.g., Trade; Work Opportunity Tax Credit [WOTC]) through comprehensive case reviews, conducts on-site reviews of records (e.g., participant case records; policies & procedures; supporting documentation), analyzes automated computer information system data to ensure 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 staff &/or team, &/or service providers (e.g., workforce areas) to assist in improving program performance; reviews, evaluates & monitors corrective action plans & provides technical assistance on new & revised processes, policies & procedures to ensure quality delivery of programs.

Interviews clients concerning active cases; contacts various entities to verify case record information (e.g., general public; workforce areas; CDJFS; PCSA other government agencies); provides technical assistance & conducts specialized reviews.

Attends meetings, conferences &/or workshops to obtain & provide information on techniques, policies & procedures; prepares & revises instructional manuals & technical guides.

MAJOR WORKER CHARACTERISTICS

Knowledge of social &/or behavioral science or public administration or business administration; public assistance regulations & policies or employment & training regulations & policies; program planning for human service organizations or employment services organizations & policy analysis; mainframe databases & automated computer information systems; agency or governmental laws, regulations, policies & procedures on multiple social programs* or multiple employment & training programs*; statistical data collection & analysis*; interviewing*; public relations. Skill in use of personal computer; applicable software application; mainframe database. Ability to define 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 external entities (e.g., service providers; county agencies; local workforce areas; government officials & general public.)

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

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 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 equivalent of Minimum Class Qualifications for Employment noted above.

<u>-</u>Or for ODJFS employment & training program case management:
Completion of undergraduate core coursework in public administration or business administration; 12 mos. trg. or 12 mos. exp. in employment & training regulations & policies relative to all employment & training 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 equivalent of Minimum Class Qualifications for Employment noted above.

<u>TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT</u>
Not applicable.

<u>UNUSUAL WORKING CONDITIONS</u>
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.