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TO: Barbara Levin Bergman
Chair, Ways & Means Committee

THROUGH: Robert E. Guenzel
County Administrator

FROM: Ellen J. Clement
Health Officer

DATE: November 19, 2008

SUBJECT: Integration of the Maternal and Infant Health and Women and Infant
Children Programs and Adjustments to Public Health Fees

BOARD ACTION REQUESTED:

The Public Health Department requests that the Washtenaw County Board of Commissioners approve the integration of the Maternal Infant Health Program (MIHP) and Women and Infant Children (WIC) Program including related position and budget modifications and authorize adjustments to Public Health fees.

BACKGROUND:

The Michigan Department of Public/Community Health (MDCH) funds local public health programs through the Comprehensive Planning, Budgeting and Contracting (CPBC) agreement, approved annually by the Board of Commissioners, which includes seven required services: General Communicable Disease Control, Drinking Water Supply, Hearing Screening, Immunizations, On-Site Sewage Treatment Management, Sexually Transmitted Diseases, Vision Screening, and Food Service Sanitation. Various other optional public health programs and services are funded through a variety of mechanisms (staffing grants, fee for service, performance based) and are determined based on local community public health needs and policy decisions, targeted competitive grants and Medicaid funding rules.

The WIC and MIHP programs fall into the optional category but have historically been provided based on local policy and identified health needs for the maternal, infant and child population including infant mortality and low birthweight rates. Neither WIC (federal) nor MIHP (Medicaid) funding is sufficient to cover the full cost of the program and local funds have been allocated to cover the overhead and other unreimbursed costs of providing these services. Current and anticipated County budget reductions have made it critical to reduce our need for local funding for these two programs to the lowest level possible to assure that we will be able to continue these critical services.

External changes have facilitated the opportunity to transition to an integrated WIC/MIHP Program model which will also reduce the need for local funding. These changes include moving from WIC paper coupons to an electronic "Bridge" card for issuing benefits and implementing an updated MIWIC program computer system. Both changes enable us to provide more efficient service delivery. Existing integrated programs in the state offer proven models for us to implement and have paved the way for us with tools such as an integrated client assessment process. A Board Working Session presentation on September 17, 2008 covered the integrated WIC/MIHP model in detail.

The Public Health Department is a critical provider of immunizations and some clinic services related to health protection in our community. Periodic reviews of the cost of vaccines we must purchase show that we are not recovering the direct costs of purchasing vaccines. Our customer base is more than able to pick up these direct costs and make a nominal contribution to clinic services with our charges remaining well below private medical care providers and most local health departments.

DISCUSSION:

The programmatic and financial changes reflected in this budget amendment and their impacts on the community are as follows:

- **Integration of the MIHP and WIC programs** – The new program model is based on combining WIC clinic visits with maternal support visits formerly done as separate home visits. This change reduces costs through reducing travel and "not-at-home" visits. Clients receiving two services in one clinic visit will be more likely to keep their appointment and the total amount of time involved will be reduced for them. Elimination of one position is possible as only one supervisor will be needed and due to the upcoming retirement of the MIHP Supervisor no layoffs will occur. The partial year savings anticipated from the employee retirement were incorporated into the original 2008-09 budget approved by the Board of Commissioners on September 17, 2008 (Resolution #08-0154). One currently vacant Enrollment Eligibility specialist position will be placed on Hold Vacant until such time as funding and service levels warrant filling that position. Positions have been re-factored by Human Resources to reflect the changes associated with integrated program duties. These position reclassifications will result in additional personnel costs for the 2008-09 fiscal year, which were not originally budgeted. However, since the savings from the elimination of the MIHP Supervisor position following the retirement of the current occupant substantially exceed the cost of these position reclassifications, there will be an overall reduction to the program budget in future years.

Community Impact: Public Health currently provides services to over 5,000 women, infants and children in WIC and 827 cases in MIHP in a year. No impact to other MIHP providers is anticipated as increased services provided are expected to come from the under-served population and through eliminating "not-at-home" visits. Overall the community should receive more service. Clients will have the benefit of combining separate home and clinic visits into a single office visit and, when possible, receiving their WIC benefits at the time of the home visit versus having to come into an office appointment. This model has

proven to be more efficient, cost effective and customer friendly in the local health departments who have implemented it.

- **Adjust Public Health fee schedule**– Over the past several years the purchase costs of vaccines have risen rapidly. Whenever possible we provide free vaccines but those are limited by kind and by eligible population based on the various federal and state programs that supply them to local health departments. With the current economic conditions many adults are either losing their jobs or losing medical benefits. More adults are being seen in our clinics for immunizations and clinic services. In order to maintain and, where possible increase the services we provide, a review of our fee schedule was done including costs of vaccine and services and surveying comparable counties. The following changes keep up with costs while still keeping our fees affordable and below most other health departments:

Proposed Public Health Fee Schedule Effective January 1, 2009

VACCINE	CURRENT PRICE/CHILD	RECOMMENDED PRICE/CHILD	CURRENT PRICE/ADULT	RECOMMENDED PRICE/ADULT
DTap	\$30	\$30 (no change)	NA	NA
Hepatitis A	\$20	\$30	\$30	\$40
Hepatitis B	\$20	\$25	\$35	\$45
HIB	\$30	\$30 (no change)	NA	NA
MMR	\$50	\$55	\$50	\$60
Pneumovax	\$30	\$50	\$30	\$50
Polio	\$30	\$40	\$30	\$45
PPD	\$10	\$15	\$10	\$15
TD	\$25	\$35	\$25	\$40
TDap	\$40	\$50	\$40	\$55
Varicella	\$75	\$90	\$75	\$95
Flu Vac.	\$20	\$20 (no change)	\$20	\$20 (no change)
Flu Mist	\$25	\$20 (decrease)	\$25	\$20 (decrease)
Vaccine Administration Fee	\$10	\$10	\$10	\$15
Office Visit	NA	\$10	NA	\$10

Community Impact: We do not expect these changes to pose a barrier to anyone seeking services. When we did our survey of clients we serve earlier this year, the average person made \$35,000 and told us they would be willing to pay \$20-25 per office visit. Our policies provide for waiving fees for clients when it is determined that the fees would pose a barrier to service.

IMPACT ON HUMAN RESOURCES:

Public Health is requesting the creation of new job descriptions as well as position reclassifications within the combined WIC and MIHP program to better align positions with new job duties. There will be a net decrease of 1.0 FTE positions due to the elimination of a position upon the retirement of a current employee who is electing to retire in 2009.

The following positions will be created: a 1.0 FTE WIC/MIHP Supervisor, a 1.0 FTE MIHP Service Coordinator, a 1.0 FTE Lead Enrollment & Eligibility Specialist, and five (5) 1.0 FTE Enrollment & Eligibility Specialist I/II.

The following positions will be eliminated: a 1.0 FTE Program Supervisor-WIC, a 1.0 FTE Health Services Supervisor, a 1.0 FTE Social Worker-Health, a 1.0 FTE Fiscal Assistant I/II and five (5) 1.0 FTE WIC Program Associate positions.

IMPACT ON BUDGET:

This amendment reflects an increase in both revenues and expenditures totaling \$40,900. The 2008-2009 Public Health budget as originally submitted in October 2008 to the Board of Commissioners already reflected the projected savings for the elimination of one supervisor position. Costs for the required position reclassifications identified by Human Resources factoring are offset by increased revenue from Medicaid fee for service resulting from the increased number of visits provided by the professional staff as well as more effectively recovering the actual costs for vaccines provided to clients.

IMPACT ON INDIRECT COSTS:

None.

IMPACT ON OTHER COUNTY DEPARTMENTS OR OUTSIDE AGENCIES:

None.

CONFORMITY TO COUNTY POLICIES:

This request is in conformance with County policies.

ATTACHMENTS/APPENDICES:

Job description for the WIC/MIHP Supervisor
Job description for the MIHP Service Coordinator
Job description for the Lead Enrollment & Eligibility Specialist
Job description for the Enrollment & Eligibility Specialist I/II

A RESOLUTION APPROVING THE INTEGRATION OF THE MATERNAL AND INFANT HEALTH AND THE WOMEN, INFANT AND CHILDREN'S PROGRAMS; AUTHORIZING ADJUSTMENTS TO PUBLIC HEALTH FEES; AUTHORIZING POSITION MODIFICATIONS; AMENDING THE 2008-2009 PUBLIC HEALTH BUDGET; AND ADOPTING NEW JOB DESCRIPTIONS

WASHTENAW COUNTY BOARD OF COMMISSIONERS

December 3, 2008

WHEREAS, the Public Health Department requests that the Board of Commissioners approve the integration of the Maternal and Infant Health Program (MIHP) and the Women, Infant and Children's Program (WIC) along with position modifications, adjustments to fees and budget amendments; and

WHEREAS, the WIC and MIHP Programs and Immunizations are critical services designed to meet the health needs of our community; and

WHEREAS, federal and state funding for these programs does not fully cover the cost of services; and

WHEREAS, local budget reductions make it imperative to provide these services in the most efficient and effective manner possible; and

WHEREAS, integrating WIC and MIHP is a proven model and the State Department of Community Health encourages the implementation of this model; and

WHEREAS, various public health fees have not been adjusted for several years; and

WHEREAS, this matter has been reviewed by Corporation Counsel, the Finance Department, Human Resources, the County Administrator's Office, and the Ways and Means Committee.

NOW THEREFORE BE IT RESOLVED that the Washtenaw County Board of Commissioners hereby approves the integration of the Maternal and Infant Health Program and the Women and Infant Children's Program effective January 1, 2009.

BE IT FURTHER RESOLVED that the Washtenaw County Board of Commissioners hereby authorizes the following fees:

Proposed Vaccine Fee Schedule Effective January 1, 2009

VACCINE	CURRENT PRICE/CHILD	RECOMMENDED PRICE/CHILD	CURRENT PRICE/ADULT	RECOMMENDED PRICE/ADULT
DTap	\$30	\$30 (no change)	NA	NA
Hepatitis A	\$20	\$30	\$30	\$40
Hepatitis B	\$20	\$25	\$35	\$45
HIB	\$30	\$30 (no change)	NA	NA
MMR	\$50	\$55	\$50	\$60
Pneumovax	\$30	\$50	\$30	\$50
Polio	\$30	\$40	\$30	\$45
PPD	\$10	\$15	\$10	\$15
TD	\$25	\$35	\$25	\$40
TDap	\$40	\$50	\$40	\$55

Varicella	\$75	\$90	\$75	\$95
Flu Vac.	\$20	\$20 (no change)	\$20	\$20 (no change)
Flu Mist	\$25	\$20 (decrease)	\$25	\$20 (decrease)
Vaccine Administration Fee	\$10	\$10	\$10	\$15
Office Visit	NA	\$10	NA	\$10

BE IT FURTHER RESOLVED that the Washtenaw County Board of Commissioners authorizes the creation and elimination of positions as follows effective January 1, 2009:

<u>POSITION</u>	<u>NOT</u>	<u>POSITION TITLE</u>	<u>GROU</u>	<u>GRAD</u>	<u>CREATE</u>	<u>Eliminate</u>
	<u>E</u>		<u>P</u>	<u>E</u>		
7748-0001	a	Program Supervisor -WIC	10	77		1.0
8008-0001	a	WIC/MIHP Supervisor	10	80	1.0	
7740-0021	b	Health Services Supervisor	10	77		1.0
2136-0003	a	Social Worker-Health	11	21		1.0
2528-0001	a	MIHP Service Coordinator	11	25	1.0	
1333-0009	a	Fiscal Assistant I/II	12	13		1.0
1748-0001	a	Lead Enrollment & Eligibility Specialist	12	17	1.0	
1358-0001	a	WIC Program Associate	12	13		1.0
1358-0002	a	WIC Program Associate	12	13		1.0
1358-0003	a	WIC Program Associate	12	13		1.0
1358-0004	a	WIC Program Associate	12	13		1.0
1358-0005	a	WIC Program Associate	12	13		1.0
	c	Enrollment & Eligibility Specialist				
1461-0001		I/II	12	14	1.0	
	a	Enrollment & Eligibility Specialist				
1461-0002		I/II	12	14	1.0	
	a	Enrollment & Eligibility Specialist				
1461-0003		I/II	12	14	1.0	
	a	Enrollment & Eligibility Specialist				
1461-0004		I/II	12	14	1.0	
	a	Enrollment & Eligibility Specialist				
1461-0005		I/II	12	14	1.0	

- a. Reclassification
- b. Effective date for this position elimination is to coincide with the current occupant's retirement date.
- c. Position to be placed on Hold Vacant Status

BE IT FURTHER RESOLVED that the Washtenaw County Board of Commissioners takes the following actions:

1. Amending the budget, as attached hereto and made a part hereof
2. Adopt the job descriptions as attached hereto and made a part hereof

Public Health
Fund Summary- 2960
October 1, 2008 - September 30, 2009

<u>Object</u>	<u>Description</u>	<u>Current Budget</u>	<u>Revised Budget</u>	<u>Variance</u>
Revenue:				
50000	Federal Revenue	\$32,776	\$32,776	\$0
54000	State Revenue	\$2,056,505	\$2,056,505	\$0
58000	Local Revenue	\$2,337,664	\$2,337,664	\$0
60000	Fees & Services	\$1,324,017	\$1,364,917	\$40,900
67000	Other Revenue & Reimbursement	\$66,900	\$66,900	\$0
69000	In-Kind Contributions	\$959,800	\$959,800	\$0
69500	Transfers In	\$2,466,427	\$2,466,427	\$0
	Total Revenue	\$9,244,089	\$9,284,989	\$40,900
Expenditures:				
70050	Personal Services	\$6,095,510	\$6,127,910	\$32,400
72600	Supplies	\$220,563	\$229,063	\$8,500
80000	Other Services & Charges	\$1,105,245	\$1,105,245	\$0
93500	In Kind Charges	\$959,800	\$959,800	\$0
94000	Internal Service Charge	\$855,471	\$855,471	\$0
95000	Capital Outlay	\$7,500	\$7,500	\$0
98000	Reserves	\$0	\$0	\$0
	Total Expenditures	\$9,244,089	\$9,284,989	\$40,900

Washtenaw County

JOB DESCRIPTION

Job Code: 8008

Authorization: 08-

Employee Group: 10

Reference: 04-0232

CLASS TITLE: WIC / MIHP PROGRAM SUPERVISOR

DEPARTMENT: Public Health

FLSA STATUS: Exempt

JOB SUMMARY:

Under the general supervision of a higher-classified employee, supervises and coordinates the activities of supervisory, professional and other staff in a multi-program division. Employee makes assignments to staff, evaluates job performance, counsels employees and participates in the hiring and training of personnel. In addition the WIC / MIHP Program Supervisor is responsible for all aspects of program management including but not limited to, budget development, Michigan Department of Community Health Accreditation and other program reviews and audits. This employee will provide specialized program reporting, liaison with contractors and other community agencies.

EXAMPLES OF DUTIES

Essential Duties:

- Supervises and monitors the activities of program employees. Evaluates and verifies employee performance through the review of work assignments in progress or upon completion.
- Keeps the Program Administrator or Director informed of Program activities through written and oral reports.
- Conducts interviews of job applicants. Makes recommendations to the Program Administrator or Director concerning which applicants to hire.
- Closely monitors the job performance of marginal or unsatisfactory employees. Provides guidance and counseling to such employees in order to improve job performance. Completes annual performance appraisals for assigned employees. As necessary, recommends the discharge of unsatisfactory employees to the Program Administrator or Director.
- Develops and monitors program schedules and makes adjustments as needed.
- Closely monitors the service delivery of contractual provider agencies to insure quality of service delivery and financial integrity.

WIC / MIHP Program Supervisor

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- Gathers statistical data and reads and analyzes reports to discover problems related to the delivery of services. Meets and confers with the Program Administrator/Director and other agency staff to assess on-going programs and services and plan new activities.
- Monitors problem areas and formulates new policies and procedures to better utilize agency and community resources and meet community needs.
- Develops program budgets with assistance of finance office staff.
- Monitors expenditures to conform to budget guidelines and prepares reports as required by funding sources.
- Assesses the knowledge and skills of assigned staff and makes provision for applicable staff training which would result in the improved delivery of services.
- Assists with departmental labor relations activities.
- Takes initiative in the development of special projects in response to the changing needs of the community or federal, state or local requirements within the specified scope of responsibility.
- Consults with community agencies to assist them with accessing programs for clients and develops partnerships with selected community agencies.
- Meets and confers with representatives of community service agencies, government officials and members of the community to discover community needs.
- Prepares verbal, written and statistical reports.
- Participates in workshops, meetings and conferences and serves on committees.
- Speaks before interested groups on WIC and Maternal / Child Health related topics.

- Performs other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

EMPLOYMENT QUALIFICATIONS

Knowledge of:

Principles and practices, applicable laws and regulations covering service delivery in Public Health.

Administrative principles and practices, including goal-setting, work teams approach, and general management methods.

Public Health policies, procedures, rules and regulations.

Techniques of dealing effectively with individuals of varying socio-economic backgrounds.

General knowledge of common office computer software programs as well as applications, which are specific to the assigned Human Services area.

Programmatic knowledge in relation to specific program components/populations served by division programs.

Skill in:

Performing variety of professional level analytical work without close supervision.

Setting priorities coordinate multiple projects and meeting critical deadlines.

Interpreting, applying and explaining complex laws, policies, and regulations.

Analyzing complex personal and procedural problems, evaluating alternatives and making sound recommendations.

Planning, directing and reviewing the work of others.

Using sound independent judgment within established policy and procedural guidelines.

Maintaining accurate files and records.

Preparing clear, concise, and effective written materials.

Establishing and maintaining effective working relationships with those contacted within the course of work.

Operating standard office equipment, including but not limited to personal computer, fax machine and photocopier.

PHYSICAL DEMANDS

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

EDUCATION

Bachelor's Degree or equivalent in Dietetics (Registered Dietitian preferred), Nursing, or other Public Health related field. Master's Degree preferred.

EXPERIENCE

Five (5) years or more of progressively responsible experience within Public Health and Maternal / Child Health.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all-inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to specific job-related knowledge for successful job performance.

Washtenaw County

JOB DESCRIPTION

Job Code: 2528
Authorization: 08-
Employee Group: 11

CLASS TITLE: MIHP SERVICE COORDINATOR
DEPARTMENT: Public Health
FLSA STATUS: Exempt

JOB SUMMARY:

Under the general supervision of a higher-classified employee, provide program guidance to the MIHP staff. Coordinate Team activities and Early On services. Maintain quality assurance documentation. Develop and coordinate outreach programs. Provide direct services to program participants.

EXAMPLES OF DUTIES

Essential Duties:

- Insures that all Federal and State guidelines, accreditation targets and performance outcomes are met.
- Participates in service planning, research, analysis, and evaluation of the MIHP and Early On Programs.
- Prepares and participates in the collection of data and information on MIHP and Early On services.
- Monitors grant proposals and programs.
- Coordinates and maintains the Early On Program.
- Serves as Team Leader and provides administrative support to program staff.
- Assists in the assessment of community health needs and the planning, developing and implementation of MIHP and Early On Services.
- Works closely with the WIC / MIHP Supervisor and WIC Service Coordinator on program coordination, quality assurance, planning, development, and outreach for WIC, MIHP, and Early On services
- Maintain records of all outreach activities.

MIHP SERVICE COORDINATOR

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- Monitor professional and para-professional practice and program activities to assure compliance with State and local agency policies and procedures
- Monitor and maintain agency's quality assurance procedures.
- Provides direct client services to department customers.
- Provide for initial and ongoing training for program staff.
- Participate in the planning and presentation of workshops, meetings and conferences.
- Initiate and maintain close working relationships with community partners.
- Assist and direct the work of students and interns working or observing within the program.

Important Duties:

- Uses standard office equipment in the course of the work. May drive a County or personal vehicle in the performance of the work.
- Performs other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

EMPLOYMENT QUALIFICATIONS

Knowledge of:

- Principles and practices, applicable laws and regulations covering service delivery in the discipline to which assigned.
- Administrative principles and practices, including goal setting, work teams approach and general management methods.
- Department and State MIHP and Early On policies, procedures, rules and regulations.
- Techniques for dealing effectively with individuals of varying socio-economic backgrounds.
- Community resources available to customer families and individuals.
- General knowledge of common office computer software programs as well as applications which are specific to the assigned unit/department.

Skill in:

- Interpreting, applying and explaining complex laws, policies and regulations.
- Analyzing complex personal and procedural problems, evaluating alternatives, and making sound recommendations.

MIHP SERVICE COORDINATOR

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- Using sound independent judgment within established policy and procedural guidelines.
- Maintaining accurate files, records, program statistics and measures.
- Preparing clear, concise and effective written materials.
- Establishing and maintaining effective working relationships with those contacted within the course of work.

LICENSES AND CERTIFICATIONS

Possession of a valid Michigan Vehicle Operator's License is required.

Possession of a Master's degree in Social Work and qualified for State Certification.

Preferred Infant Mental Health Certification or Infant Mental Health Specialist.

PHYSICAL DEMANDS

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

EDUCATION

Possession of a Master's Degree in Social Work and qualified for State Certification.

Preferred Infant Mental Health Certification or Infant Mental Health Specialist.

EXPERIENCE

A minimum of three (3) years of experience in providing services to families with emphasis on infants and pregnant women.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to have specific job-related knowledge for successful job performance.

Washtenaw County

JOB DESCRIPTION

Job Code: 1748
Authorization: 08-
Employee Group: 12

CLASS TITLE: Lead Eligibility and Enrollment Specialist
DEPARTMENT: Public Health
FLSA STATUS: Non-Exempt

JOB SUMMARY:

Functions as Lead Eligibility and Enrollment Specialist; provides training, guidance, and quality assurance monitoring of Eligibility and Enrollment Specialist work.

EXAMPLES OF DUTIES

Essential Duties;

- Ability to function as team leader for Eligibility and Enrollment staff.
- Thorough knowledge of both the WIC and MIHP programs.
- Excellent customer service skills including the ability to diffuse difficult customer situations.
- Good working knowledge of community resources and public benefits eligibility.
- Accurate data entry skills and proficiency with Word, Excel, Encompass and Access.
- Ability to assess client/family needs and enroll clients in MOMS, MI-Child, Healthy Kids, Washtenaw County Health Plan and Plan First.
- Excellent communication skills.
- Ability to fill in at EES position as needed.
- Responsible for data entry of client information into Encompass, ability to troubleshoot issues and run reports.
- Prepares records for opening and closing of client case.
- Readjusts clinic schedule to verify exact appointment numbers, correct errors, and maximize clinic scheduling.
- Provide transportation resources for MCH clients (cab rides, etc.)
- Monitors compliance of record retention policies.
- Ability to manage ordering for Integrated WIC/MIHP program needs.
- Monitor equipment inventory, manage equipment repairs and routine maintenance.

- Manage all satellite clinics.
- Monitors and tracks monthly statistics on types of insurance billed, referrals received, and visits made.
- Works closely with PH Finance to monitor Medicaid billing and resolve problems when they arise.
- Monitors staff accuracy in areas of data entry, recordkeeping, Staff Activity Logs, and billing.
- Schedule, provide, and track required training for all Enrollment and Eligibility Specialists.
- Bilingual skills desirable.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

EMPLOYMENT QUALIFICATIONS

Knowledge of:

Managed Care for Medicaid recipients.

Public benefits and public health programs.

Family-centered care

Recordkeeping principles and practices.

Skill in:

Working independently and guiding the work of a team.

Communication skills -- listening, presenting, oral/written communication.

Proficient use of computer software including but not limited to Word, Excel, Encompass, and Access.

Extensive experience working with families and children.

Applying and explaining policies and procedures.

Using sound independent judgment within established policy and procedural guidelines.

Organizing and prioritizing own work.

Establishing and maintaining effective working relationships with those contacted within the course of work.

Bi-lingual skills desirable.

LICENSES AND CERTIFICATIONS

Possession of a valid Michigan Vehicle Operator's license required.

PHYSICAL DEMANDS

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

EDUCATION

Possession of a High School diploma and 2 or more years of post high school education.

EXPERIENCE

A minimum of one (5) years of experience working with a team in Family Service delivery. This class description intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to specific job-related knowledge for successful job performance.

Washtenaw County

JOB DESCRIPTION

Job Code: 1461

Authorization: 08-

Employee Group: 12

CLASS TITLE: Eligibility and Enrollment Specialist I/II

DEPARTMENT: Public Health

FLSA STATUS:

JOB SUMMARY:

Under the supervision of a higher classified employee, promotes participation in Maternal Child Health Services and public assistance programs. Assesses family situations and assists them to enroll in programs in which they qualify

EXAMPLES OF DUTIES

Essential Duties:

- Receive client and performs WIC/MIHP eligibility and enrollment.
- Enroll client/family in other public benefits programs in which they may qualify such as MOMS, Healthy Kids, MIChild, Washtenaw Health Plan, and Plan First.
- Enter data into MIWIC and Encompass including registering new clients.
- Schedule client for follow-up visit with the appropriate professional.
- Perform accurate anthropometric measurements, hemoglobin, and blood lead tests as necessary.
- Attend satellite clinics as assigned.
- Provide accurate information to the public via phone regarding programs, eligibility requirements and community services that may meet client/family needs. Assesses family needs during initial phone screening and makes the appropriate referrals or begins the enrollment process.
- Schedule appointments into the centralized appointment system while coordinating schedules which will maximize family and agency needs and resources.
- Instruct client concerning what to bring to appointments.
- Ascertain where client is receiving care.
- Generate scheduling reports and reminder lists.
- Make changes to appointment schedules as needed.
- Compile program information packets and mail to clients.

- Answer all incoming calls to provide information or schedule appointments.
- Generate weekly clinic schedules for cross-trained professionals.
- When working in clinic; greet clients and enter/update information into Encompass and MIWIC.
- Inform CPA/Cross-trained Professional that client has arrived.
- Check client out at the end of the appointment and charges EBT card.
- Prepare charts and resource folders; retrieves files in preparation for clinic.
- Perform other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

EMPLOYMENT QUALIFICATIONS

Good working knowledge of the following programs: Medicaid , Healthy Kids, MI Child, Washtenaw Health Plan, Plan First and other Public Health Programs.

Good understanding of family-centered care.

Knowledgeable about available community resources.

Basic understanding of business arithmetic, including percentages and decimals.

Good communication skills -- listening, presenting, oral/written communication.

Good knowledge of recordkeeping principles and practices.

Basic business data processing principles and systems, including the basic use of word processing and database applications on personal computer equipment.

Highly accurate data entry skills a necessity.

Bi-lingual skills desirable.

Skill in:

Applying and explaining policies and procedures.

Organizing and maintaining accurate files and records.

Making accurate arithmetic calculations.

Using sound independent judgment within established policy and procedural guidelines.

Preparing routine correspondence from brief instructions.

Organizing and prioritizing own work.

Establishing and maintaining effective working relationships with those contacted within the course of work.

Entering data into a computer terminal with sufficient speed and accuracy to perform the work of the department.

LICENSES AND CERTIFICATIONS

Possession of a valid Michigan Vehicle Operator's license required.

PHYSICAL DEMANDS

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

EDUCATION

Possession of a High School diploma or its equivalent.

EXPERIENCE

LEVEL I-GRADE 14-A minimum of one (1) year of experience working with the public, preferably in Family Service delivery.

LEVEL II-GRADE 15- Two years at LEVEL I with satisfactory job performance.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to specific job-related knowledge for successful job performance.