

Simplification

CLINTON LIBRARY PHOTOCOPY

AGENCY MEMBERSHIP APPLICATION

An agency membership ensures that your agency receives all NEW publications, including conference notices, and is an excellent way of showing support of your eligibility staff.

AGENCY _____
STREET _____
CITY _____
STATE _____ ZIP _____

ELECTED VOTING DELEGATE:
NAME: _____
TITLE: _____
PHONE # (_____) _____

This agency membership entitles your agency to one vote to be cast by the duly elected delegate to the annual meeting or any special meeting of the Association, and to all other rights and privileges accorded an individual member.

NEW membership dues are paid annually.
Please Check: ☐ New ☐ Renewal

RETURN COMPLETED APPLICATION AND CHECK
PAYABLE TO NEW TO:
National Eligibility Workers Association
P.O. Box 7065
Bismarck, ND 58507-7065

Please check:
☐ Less than 76 employees \$50.00
☐ More than 75 employees \$75.00

Federal I.D. # 55-0592520



THE NATIONAL ELIGIBILITY WORKERS ASSOCIATION

MEMBERSHIP APPLICATION

NEW National Address:
P.O. Box 7065
Bismarck, ND 58507-7065

HISTORY

The National Eligibility Workers Association (NEW) was chartered by the Commonwealth of Virginia in September, 1975, as a non-stock corporation. The Association was founded by Eligibility Workers in Norfolk, Virginia who felt that their needs were not being addressed by other professional organizations. They believed that individuals in the Eligibility Field needed an association through which they could express their positions on policy issues and promote professionalism.

What began with a small group of workers in a local agency has now grown to a national organization which includes members from all levels of the profession, from around the country. What they envisioned has come to fruition. NEW has gained recognition and credibility with administrators and legislators on a local, state, and federal level. As a professional association, NEW is frequently requested to participate in the policy making process, and views of NEW members are considered essential and relevant.

PURPOSE

The purpose of the National Eligibility Workers Association is to improve the knowledge, skills and overall professionalism of Eligibility Practitioners by providing information, training, and a network of service and support.

STATEMENT OF ETHICS

To maintain, in all professional endeavors, a spirit of honesty, integrity, courtesy, and fairness.

GOALS

- To achieve its purpose NEW has established the following goals:
1. To provide a national framework for individual members and local or state chapters to maintain a liaison with organizations of allied professions.
 2. To establish and maintain standards of professional competency and ethics; and to develop a means for achieving these standards.
 3. To promote the identity, integrity, and professionalism of the eligibility career as a separate field of practice in human services.
 4. To promote public awareness of the contribution of Eligibility Practitioners in the delivery of human services.
 5. To provide educational enhancement by working with:
 - universities and colleges in the development of curricula pertinent to eligibility determination
 - state and local chapters of NEW in the development of regional seminars and conferences
 - allied professional associations in the development of income maintenance, food stamp, and medicaid seminars in their conferences.
 6. To act as an informational conduit for members, legislators, state and federal administrators, and other professional affiliations.
 7. To provide a forum where existing and pending social policy can be studied, and the viewpoint of Eligibility Practitioners can be formulated and presented for consideration and discussion.

NEW MEMBERSHIP OFFERS:

- o A forum to increase professional skills-
NEW annually sponsors a national convention and throughout the year assists local and state chapters in planning and presenting regional seminars and conferences designed to enhance professional and personal growth.
- o A conduit for the dissemination of information-
All NEW members receive periodic newsletters and bulletins on proposed national policy changes, national studies that set standards for competency, the activities of allied professional groups, local and state NEW chapters, and discussions regarding solutions to management and casework problems.
- o Life Insurance-
NEW has a group Life Insurance Policy with Horace Mann. As part of our group, each NEW member has \$1,000.00 coverage, effective with the next premium payment.
- o Consultation with Federal Agencies-
The Board of Directors of the Association maintains a working relationship with federal agencies and provides consultation of issues pertinent to out field of practice.
- o Involvement-
Credibility of the Association is contingent on the effectiveness of the leadership and the active participation of the membership. All members are encouraged to take an active role so the decisions of the Board of Directors will reflect their views.

ASSOCIATION MANAGEMENT

- NEW's official positions are made by the Board of Directors as stated in the By-Laws. Members of the Board are elected by and from the general membership.
- Any individual member can:
- seek nomination and election to the Board
 - communicate opinions or recommendations directly to the Board
 - apply for assignment to one of the Association's standing or appointed committees
 - participate in the annual business meeting.

TYPES OF MEMBERSHIP

- A. Individual Member-
Any person employed in any capacity involving eligibility determination or administration, by a local, state or federal public welfare agency.
- B. Organizational Member-
Any local or state chapter of Eligibility Practitioners
- C. Institutional Member-
Any organization or agency in the field of social welfare that supports the purpose of the Association.
- D. Associate Member-
Any person who is interested in and supports the purpose of the Association.

"I encourage you to become familiar with the g of this organization. I'm sure you will find, as I have, that they are supportive of continued excellence among eligibility staff."

Linda S., McMahon
Former Associate Commissioner for Family Assistance, SSA, OFA

"The Missouri Department of Social Services/Division of Family Services is proud to be a member agency of NEW. I feel that it gives our excellent staff good opportunities for professional growth and development and provides for the sharing of information with other staff and jurisdictions."

Paula J. Willmarth, Director
Division of Family Services,
Missouri Department of Social Services

"I know the Economic Support workers in Wisconsin will benefit greatly from the quality programs you offer."

Silvia R. Jackson, Administrator
Division of Economic Support,
Wisconsin Department of Health and Social Services

"NEW is alive and well and growing in North Dakota. This association has been the focal point in North Dakota for recognizing eligibility work as a profession and supporting and developing that profession."

Larry Bernhardt, Associate Director
Office of Economic Assistance,
North Dakota Department of Human Services

"Congratulations to all of you from APWA. Your continued commitment to enhance services to clients is the mark of a truly Professional organization."

Dr. Linda Wolf
Associate Executive Director,
American Public Welfare Association

"In the early 70's, when the staff in Virginia and my staff in West Virginia suggested an eligibility worker association, I said go for it. To my son, an eligibility worker for Fulton County, Georgia and all other Eligibility Workers, I say --GO FOR IT-- Join the National Eligibility Workers Association and make your voice count."

Virgil L. Conrad
Honorary Member, NEW
Regional Administrator
USDA / FNS / SERO

INDIVIDUAL MEMBERSHIP APPLICATION

NAME: _____

HOME ADDRESS: _____

STREET _____

CITY _____

STATE _____

PHONE# (_____) _____

AGENCY NAME _____

PHONE# (_____) _____

JOB TITLE _____

DATE _____

CATEGORIES OF EMPLOYMENT(Check One)

INTEREST AREA(Check One)

Automated Systems/Computerization _____

Policy _____

Supervision _____

Training _____

Certification _____

Administration _____

Casework _____

Other _____

Eligibility Work(Technician/Specialist) _____

Supervision _____

Management/Administration _____

Education/Training _____

Legislative _____

Other _____

Please check: _____ New _____ Renewal

Type of membership: _____ Individual Membership \$20 _____ Associate Membership \$20

If applicable: Name of your local/state NEW Chapter _____

RETURN COMPLETED APPLICATION AND CHECK PAYABLE TO _____

NEW TO: _____ National Eligibility Workers Association _____

P.O. Box 7065 _____

Bismarck, ND 58507-7065 _____

Your \$1,000 group life insurance coverage becomes effective with NEW's next premium payment.

Name of Beneficiary _____ Relationship _____

Address (if different from yours) _____

INTRODUCTION

The field of eligibility work is undergoing constant growth and change. The National Eligibility Workers Association is responsible, as a major function of the professional organization of Eligibility Workers, Supervisors and Administrators, for establishing guidelines to define and describe the knowledge and skills required to meet standards of professional practice.

In 1989 the Education Committee of the NEW Board conceived a Professional Development Guidelines Task Force for the purpose of identifying the essential elements of a continuing education program for eligibility practitioners. This Task Force was composed of eight representatives from colleges of Social Work and their affiliated continuing education programs, and the three members of the Education Committee of the NEW Board.

The guidelines for a professional development curriculum for Eligibility Workers recommended by the Task Force were adopted by the full Board of NEW in April 1990, and disseminated to the Association's membership in August, 1990.

It is hoped that the standardization and publication of these guidelines will result in:

- the facilitation of continuing education program development by state agencies, colleges of social work and other providers
- the improved quality of eligibility practice, and
- the advancement of eligibility work as a profession

However, guidelines alone will not improve the quality of practice until they are implemented at the service delivery level. It is hoped that these guidelines will be used by all providers of continuing education for Eligibility Workers and will ultimately impact the quality of service delivery to clients.

PROFESSIONAL DEVELOPMENT GUIDELINES for ELIGIBILITY WORKERS

- I. PRINCIPLES OF PUBLIC WELFARE
Social welfare history, programs and policies
Socioeconomic and cultural issues in public assistance
Dynamics of poverty
Cross-cultural awareness
Human behavior in the social environment
Agency overview: public assistance programs in the total agency context
Understanding the service side: abuse/neglect and other referrals

- II. PROGRAM POLICIES & PROCEDURES
Aid to Families with Dependent Children
Food Stamps
Medical Assistance
State-specific program policies and procedures

- III. TECHNICAL/QUANTITATIVE SKILLS
Computer concepts and applications
Interpreting statistical data and using computer reports
Caseload management

- IV. COMMUNICATION SKILLS
Making oral presentations
Writing skills
Telephone techniques
Giving and receiving feedback
Application of adult learning theory

- V. INTERPERSONAL EFFECTIVENESS
Basic eligibility interviewing
Advanced/special situation interviewing
Investigative interviewing
Understanding special needs populations
Handling difficult client behaviors
Developing effective co-worker relationships
Effective use of supervision
Functioning as an effective team member

- VI. ACHIEVING PERSONAL EXCELLENCE
Time and job management
Stress management
Understanding and handling change
Problem solving (individual and group)
Self-motivation
Career planning

- VII. TRANSITION TO LEADERSHIP
Conducting meetings
Facilitating groups
Team building
Managing change
Orienting, coaching and mentoring new workers
Peer advocacy
Conflict resolution

PURPOSE

The purpose of the National Eligibility Workers Association is to improve the knowledge, skills and overall professionalism of Eligibility Practitioners by providing information, training and a network of service and support.

GOALS

To achieve this purpose, two of the seven goals of NEW specifically address the professional development of Eligibility Workers. These are:

- 1) To establish and maintain standards of professional competency, and
- 2) To provide educational enhancement by working with:
 - universities and colleges in the development of pertinent curricula
 - state and local chapters of NEW in the development of regional seminars and conferences
 - state agencies and allied professional associations in the development of pertinent staff development and training programs

For more information contact:
National Eligibility Workers Association
P O Box 104563
Jefferson City, MO 65110-4563

TASK FORCE MEMBERS

Rence S. Carter, Program Representative,
Center for Human Services, Training and
Development, University of California, Davis

Bill Clement, Director, Program for Social
Services Research, Western Washington
University

Richard T. Crow, Ph.D., Professor, School of
Social Work, University of Alabama

Ronald K. Green, Jr., ACSW, Director of Pro-
fessional Development and Research, Case
Western Reserve University

Jan Hansen, NEW Education Committee,
Chief of Public Assistance Field Operations,
Alaska Department of Health and Social
Services

Margaret Kennedy, Case Western Reserve
University

Karen Kuchner, Ed.D., NEW Education Com-
mittee Chair; Executive Manager, Staff De-
velopment and Training, South Carolina State
Budget and Control Board

Carol Matos, Assistant Unit Director, Con-
tinuing Education Program, SUNY- Albany

Joyce Phipps, NEW Education Committee,
Regional Child Advocate Office Supervisor,
West Virginia Department of Health and
Human Resources

Joyce Poirot, Director, Center for Human Ser-
vices Training and Development, University of
California, Davis

Robert W. Weinbach, Ph.D., Professor,
College of Social Work, University of South
Carolina

PROFESSIONAL DEVELOPMENT GUIDELINES for ELIGIBILITY WORKERS



THE NATIONAL ELIGIBILITY WORKERS
ASSOCIATION

PROFESSIONAL DEVELOPMENT GUIDELINES
FOR ELIGIBILITY WORKERS

COURSE DESCRIPTIONS

I. PRINCIPALS OF PUBLIC WELFARE

SOCIAL WELFARE HISTORY, PROGRAMS AND POLICIES

Purpose: To introduce the student to the history of Social Welfare Programs.

Content: Values and attitudes that underlie the welfare system will be explored along with the functions of the welfare system as a whole. You will learn the origins of Social Welfare Programs, how regulations come about and how they are carried out at the national, state and local levels. Recent trends and their relationship to the development of future public policy will be examined.

SOCIOECONOMIC AND CULTURAL ISSUES IN PUBLIC ASSISTANCE

Purpose: To examine the economic and demographic trends and cultural issues that shape society and impact public assistance and clients.

Content: The culture of poverty, changing social roles, the status of women, homelessness, immigration, ethnic diversity, and welfare-to-work strategies and programs.

DYNAMICS OF POVERTY

Purpose: To define poverty and to examine its causes.

Content: Issues of single parenting, divorce and child support and how they have led to the feminization of poverty. Attitudes and values. Other contributing factors of ethnic, geographic and generational trends.

CROSS-CULTURAL AWARENESS

Purpose: To recognize culturally related issues and effectively deal with clients and coworkers from diverse cultures or sub-cultures.

Content: Studies will include the histories of various cultural groups and the impact of American Society

on the groups' abilities to maintain their cultural identities. You will explore characteristics of cultural groups assimilation/acculturation; value systems of various cultures including home, education and sex roles and difference in communication so you will be understood and be able to understand.

HUMAN BEHAVIOR IN THE SOCIAL ENVIRONMENT

Purpose: To understand the relationship among biological, social, psychological and cultural systems as they affect and are affected by human behavior.

Content: Consequences of diversity in: ethnicity, race, class, sexual orientation and culture. We will also examine the psychological, interpersonal, and social development of individuals over the life span.

AGENCY OVERVIEW: PUBLIC ASSISTANCE PROGRAMS IN THE TOTAL AGENCY CONTEXT:

Purpose: To provide an overview of impact of the agency on the administration of Public Assistance Programs.

Content: Basics of organizational structure, functions and communications will be addressed along with the inter-relatedness with other social services. The constraints of local and state political structures and budgeting processes. Conflict and power in public organizations. What can and can't be controlled in the immediate work environment.

UNDERSTANDING THE SERVICE SIDE: ABUSE/NEGLECT AND OTHER REFERRALS

Purpose: To provide an overview of the Social Services System to help identify and meet the needs of clients.

Content: Federally and locally mandated services, limitations of services and legal ramifications. The student will learn how to match client needs to available services and the steps in making a service referral.

II. PROGRAM POLICIES AND PROCEDURES

Purpose: To cover specific policies and procedures for Aid to Families with Dependent Children (AFDC), Food Stamps, Medical Assistance and any State-specific programs.

- Content:
- Purpose and background
 - Clients rights and responsibilities
 - Data Privacy
 - Eligibility criteria
 - Eligible groups/population served
 - Benefits
 - Federal mandated and State options
 - Program costs
 - Effectiveness in serving it's purpose
 - Federal Financial Participation (if applicable).

III. TECHNICAL/QUANTITATIVE SKILLS

COMPUTER CONCEPTS AND APPLICATIONS

Purpose: To discover how the use of computers can support implementation and maintenance of public assistance programs.

Content: Eligibility determination; benefit issuance; fraud detection; information sharing and management reports. Problems and issues related to using computers in public welfare will be covered to include the impact of computers on office life and models for delivering computer training.

INTERPRETING STATISTICAL DATA AND USING COMPUTER REPORTS

Purpose: To understand the basic concepts in interpreting and using statistical data.

Content: Basic concepts on analysis of common types of public welfare data, computer report formats and approaches to understanding and using reports.

CASELOAD MANAGEMENT

Purpose: To learn techniques for planning and managing a Public Assistance caseload.

Content: Learn how to plan for monthly and daily task completion for greatest efficiency. Specific techniques for managing the varied and complex tasks of a caseload. Techniques for reducing duplication and overcoming barriers to effective work management.

IV. COMMUNICATION SKILLS

MAKING ORAL PRESENTATIONS

Purpose: To develop techniques for making presentations.

Content: Techniques will include organization of thoughts and information, keeping the audience involved and interested as well as developing and using visual aids.

WRITING SKILLS

Purpose: To understand principles of effective written communications, organizing the message and editing for clarity and conciseness.

Content: Techniques for information gathering, putting ideas on paper effectively and making all parts of the written communication contribute to the desired effect. Flesching - writing for your audience.

TELEPHONE TECHNIQUES

Purpose: To learn techniques for effective telephone communication.

Content: Basics in effective listening, managing distractions, communicating effectively under time constraints, and skills for handling various types of callers. Utilization of techniques that enhance relationship building with clients, the awareness of the needs of others and communication modes that will prevent miscommunication.

GIVING AND RECEIVING FEEDBACK

Purpose: To develop techniques for effectively conveying positive and negative feedback in the work setting.

Content: Strategies include dealing with negative feedback constructively, insuring positive feedback is heard and accepted, and anticipating and defusing defensive reactions.

APPLICATION OF ADULT LEARNING THEORY

Purpose: To understand adult learning styles, and the motivation of adults to engage in a focused learning effort.

Contents: Explore the results when learners take steps to find and process information and then apply what they've learned. Explore adult cognitive styles. Varied methods of learning must be geared to motivate the particular cognitive style of the individual.

V. INTERPERSONAL EFFECTIVENESS

BASIC ELIGIBILITY INTERVIEWING

Purpose: To develop techniques for giving and getting information in a direct and timely manner.

Content: Basics in beginning and ending the interview, information gathering, identifying and dealing with the difficult client and exploring issues of professionalism and confidentiality.

ADVANCED/SPECIAL SITUATION INTERVIEWING

Purpose: To build interviewing skills through structuring an interview, recognizing non-verbal behavior and learning techniques to defuse strong emotions while enhancing client cooperation.

Content: More advanced interviewing skills focusing on rapport, direct and open questions, contradictions and inconsistencies, attitudes and behaviors that affect the interview process. Examination of personal feelings about dealing with problem behaviors.

INVESTIGATIVE INTERVIEWING

Purpose: To learn techniques for interviewing clients in cases of suspected fraud.

Content: Strategies will include recognizing inconsistencies and follow up with verification, exploring elements of effective listening and questioning and confrontation techniques.

UNDERSTANDING SPECIAL NEEDS POPULATIONS

Purpose: To learn how to relate client needs to services and provide strategies for improving interactions with these clients and their advocates/caretakers.

Content: Understanding the policy issues and practical concerns involved in working with individuals and groups of special needs populations - including immigrants/refugees, aged, disabled, homeless, illiterate and chemically dependent.

HANDLING DIFFICULT CLIENT BEHAVIORS

Purpose: To identify causes of client behaviors that create conflict and employing effective techniques to counteract them.

Content: Strategies for dealing with difficult clients include confrontation, non-verbal cues, facial expressions and body language.

DEVELOPING EFFECTIVE CO-WORKER RELATIONSHIPS

Purpose: To identify characteristics of effective working relationships and specific skills to enhance interpersonal communication.

Content: Participants will learn how their behavior impacts others on the job and how they can help create a more positive working environment.

EFFECTIVE USE OF SUPERVISION

Purpose: To assist workers to understand the role of the supervisor and why their supervisor acts or reacts in certain ways.

Content: Explore common supervisory leadership styles and sources of conflict between workers and supervisors and techniques for resolutions.

FUNCTIONING AS AN EFFECTIVE TEAM MEMBER

Purpose: To explore the theory and practice of building a cooperative work environment.

Content: Understanding the stages of team development and strategies for effective team functioning.

VI. ACHIEVING PERSONAL EXCELLENCE

TIME AND JOB MANAGEMENT

Purpose: To increase productivity and effectiveness in order to accomplish job priorities in a balanced manner.

Content: Principles of time management applied to public assistance. Organization for efficiency and effectiveness. Strategies for improving productivity. Priorities; important vs. urgent; goal-setting; managing multiple demands. Organizing and planning for task completion and total job control. Removing barriers to effective work and time management. Focusing on desired outcomes. Developing personal action plans for implementing change.

STRESS MANAGEMENT

Purpose: To deal effectively with stress and minimize negative impacts.

Content: The nature of stress. Recognizing signs of stress. How to avoid stress-related burnout and improve productivity by developing inner resources to manage stress: breathing, movement, cognitive restructuring, self-esteem. Overcoming stress with self-awareness, self-management and support systems.

UNDERSTANDING AND HANDLING CHANGE

Purpose: To understand organizational and program change and their impacts and to learn to deal positively with change.

Content: Theories of change, change agents, and implementing change. Personal and organizational factors that influence the acceptance or rejection of change. Cognitive and attitudinal perceptions of change. Role of change. Strategies for handling change.

PROBLEM SOLVING (INDIVIDUAL AND GROUP)

Purpose: To develop skills in defining and solving problems individually and in a group process.

Content: Positive change through problem solving. Systematic approaches for handling problems and stimulating creative thinking. Techniques for use personally and on the job. Describe problems objectively. Determine causes. Generate and evaluate alternatives. Choose evaluation method. Focus on desired results.

SELF-MOTIVATION

Purpose: To learn and apply techniques of motivating oneself to action and to achieve goals.

Content: Theories and concepts of motivation. Components of empowering self. Improving self-image; positive self-esteem. Overcoming resistance. Dynamics and process of change applied to changing the self. Setting and achieving goals.

CAREER PLANNING

Purpose: To provide information and resources to develop, evaluate and implement a plan for career progress.

Content: Eligibility work in the context of the American public welfare system and individual welfare agencies. Structures and functions of programs within an agency. Concepts of public administration related to welfare administration. Civil Service systems. Developing skills and abilities. Showcasing achievements. Strategies for enhancing one's career potential. Deciding career directions. Implementing a career plan.

VII TRANSITION TO LEADERSHIP

CONDUCTING MEETINGS

Purpose: To develop skills to conduct meetings which are effective and appropriate for various purposes.

Content: Elements of successful meetings. Planning and group process skills needed to conduct effective meetings. Pre-planning strategies; building effective agendas. Ways to increase participation and teamwork. Building group observation skills. Ways to diagnose problems and intervene to make changes. Dealing with difficult people. Use of task and maintenance

leadership roles. Building commitment and follow-through.

FACILITATING GROUPS

Purpose: To gain knowledge of group dynamics and develop skills in facilitating group processes.

Content: Theory of communication and group process. Planning and group process skills. Ice-breakers. Increasing participation. Overcoming resistance and building rapport. Techniques for clarifying objectives and keeping on task. Skills in questioning, listening, and picking up on nonverbal cues. Reducing misunderstanding and misperceptions.

TEAM BUILDING

Purpose: To understand and apply the principles of teamwork in management.

Content: Team theory of organizational functioning. Theory and practice of achieving high performance and working together as a team. Role of teamwork in creating a positive and cooperative work environment. Strategies for effective team functioning. Concepts of team leadership. Communication skills that enhance team functioning. Mutual support; collaboration; delegation; trust.

MANAGING CHANGE

Purpose: To apply principles of organizational change to achieve desired outcomes in the workplace.

Content: Concepts of change and strategies for implementing change. Role of the change agent. Cognitive and attitudinal perceptions of change. Barriers and resistance. Planning and implementing change. Focus on desired outcomes. Planning; implementing; evaluating; acknowledging. Accomplishing results through others.

ORIENTING, COACHING AND MENTORING NEW WORKERS

Purpose: To gain knowledge and develop skills to provide orientation, coaching and mentoring to new workers.

Content: Building effective relationships for supporting and empowering new workers. Critical role of new employee orientation. Strategies for orientation. Concepts of coaching; ways to enhance performance through coaching. Concepts of mentoring applied to eligibility work environment.

PEER ADVOCACY

Purpose: To gain knowledge and develop communication skills specific to effective advocacy for co-workers.

Content: Formal and informal leadership roles. Effective communication for the informal leader. Principles and strategies for positive advocacy. Balancing peer advocacy with organizational support.

CONFLICT RESOLUTION

Purpose: To develop competency in defining issues and positively resolving conflicts.

Content: Generating positive outcomes to conflicts on the job. Recognizing and improving personal style of conflict resolution. Negotiating for mutual gain. Techniques of conflict resolution: power, suppression, compromise, denial and collaboration. Focus on real issues. Win-win outcomes. Reconciling individual and organizational priorities. Alleviating defensive behavior. Strategies for achieving short-term goals and for long-lasting outcomes that satisfy all parties. Assess individual roles, risks, and responsibilities. Group dynamics skills.

Date: _____

Name of person completing the survey _____

State: _____

Agency: _____

SURVEY

- 1) Are you State Administered ☐ or County Administered ☐? If you are County Administered, please indicate which questions could best be answered at the county level and provide us with the name and address of a contact person. _____

- 2) What is your total number of unduplicated cases statewide as of 7/1/93? (for our purposes unduplicated means counting an AFDC case with attached Medicaid as one case and counting a state program with attached Medicaid as one case). State wide case total: _____
- 3) Please breakdown the statewide total cases by program:
a) AFDC _____ b) Food Stamps _____ c) Medicaid Only _____
by case or person _____
d) General Relief _____ e) Other _____
- 4) a) Do you feel your agency is adequately staffed? ☐ Yes ☐ No
If no, what are your indicators?
☐ High Error Rate ☐ Delayed Processing
☐ Vacant Positions ☐ Poor Client Service
☐ Other (specify) _____
- b) What is the annual percentage of turnover rate for eligibility workers? _____%
- c) How many eligibility workers directly involved with determining eligibility and monthly benefit authorization does your state have?

- 11) Do you have any type of automated system for the delivery of benefits for the following programs?

<u>PROGRAMS</u>	<u>FULLY</u>	<u>PARTIALLY</u>	<u>NONE</u>
AFDC	[]	[]	[]
Food Stamps	[]	[]	[]
Medicaid	[]	[]	[]
General Relief	[]	[]	[]
Other	[]	[]	[]

- 12) If you are changing or were to change, from specialist to generalists or vice versa, would your automated system accommodate the change?
[] Yes [] No

- 13) Are all of your offices structured the same? [] Yes [] No

If no, how do they differ? _____

- 14) Do your eligibility workers handle: (Circle letter and check the boxes that best describes your agency)

	<u>ALL PROGRAMS</u>	<u>SPECIALIZED</u>	<u>BOTH</u>
a) Intake only	[]	[]	[]
b) On-going only	[]	[]	[]
c) Combination of intake and on going	[]	[]	[]

Do you have weighted caseloads? (for example an AFDC case with Food Stamps is weighted 1.5 and an AFDC without Food Stamps is weighted as 1.
[] Yes [] No

If yes, specify how by listing case type and weight. _____

15) What is the average caseload per worker for each program listed below:

- | | |
|-------------------|---------------------------------------|
| a) AFDC | Unweighted _____ or Weighted as _____ |
| b) Food Stamps | Unweighted _____ or Weighted as _____ |
| c) Medicaid | Unweighted _____ or Weighted as _____ |
| d) General Relief | Unweighted _____ or Weighted as _____ |
| e) Other | Unweighted _____ or Weighted as _____ |

16) List the following for all eligibility worker job classes in your state:
(you may attach your Personnel's Job descriptions)

<u>JOB CLASS</u>	<u>EDUCATIONAL/EXPERIENCE REQUIREMENTS (INCLUDE ANY ONGOING REQUIREMENTS</u>	<u>STARTING SALARY</u>	<u>MAXIMUM SALARY</u>
------------------	--	----------------------------	---------------------------

17) Did we miss anything important? Please comment here: _____

18) If you want a copy of the results of this survey please indicate your name, address and phone number. _____

Please return the completed survey by **AUGUST 4TH** to:

Terry Feren
7915 Whimbleton Way
Reno, Nevada 89511

Clinton Presidential Records Digital Records Marker

This is not a presidential record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

This marker identifies the place of a publication.

Publications have not been scanned in their entirety for the purpose of digitization. To see the full publication please search online or visit the Clinton Presidential Library's Research Room.

**THE NATIONAL
ELIGIBILITY WORKERS
ASSOCIATION**



TRAINING RESOURCE DIRECTORY

**A
GUIDE
TO
THE
LEGISLATIVE PROCESS**



**NATIONAL
ELIGIBILITY WORKERS ASSOCIATION**

AUGUST, 1993

Clinton Presidential Records Digital Records Marker

This is not a presidential record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

This marker identifies the place of a publication.

Publications have not been scanned in their entirety for the purpose of digitization. To see the full publication please search online or visit the Clinton Presidential Library's Research Room.
