

State: NEVADA

The State of Nevada carries out its responsibilities under direction of the Governor through his office, over 20 departments, 12 commissions, and various boards, councils and offices.

The Department of Human Resources, largest of the State's executive agencies, encompasses seven (7) divisions: Aging Services, Health, Mental Hygiene and Mental Retardation, Rehabilitation, Welfare, Youth Services, and Health Resources and Cost Review.

100 RESPONSIBILITIES, OBJECTIVES, RELATIONSHIPS, ORGANIZATION

Purpose of the Welfare Division

To provide essential financial, medical and social services for Nevada adults and children in order to meet client's immediate economic, health and protection needs and to promote family and individual self-sufficiency.

Goal of the Welfare Division

Within the guidelines established by federal and state law, design, establish and administer an efficient and effective program to provide financial, medical and social services for persons seeking and/or determined to have need of the services. Assistance and services are designed to promote immediate and long-term client self-sufficiency and client self-respect.

101 RESPONSIBILITIES OF THE DEPARTMENT OF HUMAN RESOURCES

A. RESPONSIBILITIES OF THE DEPARTMENT

1. Acts as the single state agency of the State of Nevada and its political subdivisions in the administration of any federal funds granted to aid in the furtherance of any services and activities for aid to dependent children, medical assistance, child welfare, child support and enforcement, and such other welfare activities as are now or hereafter may be authorized or provided for by the laws of this state.
2. Cooperates with the Federal Government in adopting state plans, and in all other matters of mutual concern, including adoption of such methods of administration as may be founded by the Federal Government to be necessary for the efficient operation of welfare programs.
3. Amends a state plan under Titles IV-A, IV-D, XIX or XX of the Social Security Act whenever necessary to reflect new or revised federal statute or regulations, or a material change in any phase of state law, organization, policy or state agency operations.

B. RESPONSIBILITIES OF DIVISION

1. Administers the determination of eligibility for and correct payments of public welfare programs of this state, including aid to dependent children, medical assistance, child welfare, and such other welfare activities as are now or hereafter may be authorized or provided for by the laws of this state and vested in the Welfare Division
2. Administers public welfare service programs of this state, including aid to dependent children, medical care (Title XIX), child welfare, child support and enforcement, and such other welfare services as are now or hereafter may be authorized or provided for by the laws of this state and the administration of which is vested in the Welfare Division.

3. Carries out rules and regulations for the administration of public welfare programs.
4. Conducts research, compiles statistics on public welfare, determines welfare needs and makes recommendations for meeting such needs.
5. Makes all investigations required by a court in adoption proceedings as provided by law.
6. Establishes reasonable minimum standards and regulations for foster homes, and licenses the same as provided by law.
7. Provides services to children; and provides for their care directly or through agents when custody of them is granted by a court to the Welfare Division or a Parent's Agreement is executed.
8. Cooperates with and advises the State Welfare Board in such matters as may be referred to the Welfare Division by the State Welfare Board.
9. Has the power to enter into reciprocal agreements with other states relative to public assistance, welfare services and institutional care.

102 OBJECTIVES OF THE WELFARE DIVISION

102.1 ADMINISTRATION

- A. To plan, lead and guide the direction of the public welfare program in a sound and efficient manner.
- B. To keep the public informed about Welfare activities, trends and social problems.
- C. To help in community activities designed to prevent or alleviate conditions which give rise to public welfare problems.
- D. To work effectively with other public and private agencies for the solution of community welfare problems and to avoid duplication of effort in serving clients.
- E. To stimulate and promote community activities and facilities which will enable individuals to develop their maximum potential for acceptable family and individual adjustment.

102.2 PROVISION OF WELFARE PAYMENTS

- A. Within budgetary limitations, to alleviate economic distress by providing a minimum adequate standard of living for eligible persons unable to support themselves so that they may preserve family life, develop and use their own capacities, preserve health, and maintain a decent home for themselves and their families.
- B. To grant assistance promptly to eligible persons, without discrimination and in a manner to encourage self-respect and self-reliance.
- C. To safeguard public funds by:
 - 1. Verifying eligibility in accordance with the policies contained in the Eligibility and Payments Manual.
 - 2. Accurately determining need.
 - 3. Securing maximum use of the person's own resources.
 - 4. Encouraging and assisting individuals to achieve self-support and maintenance.
 - 5. Assuring the proper expenditure of public funds for support and medical care.
 - 6. Terminating assistance promptly when eligibility no longer exists.
 - 7. Cooperating in community studies related to causes of dependency and social problems.

102.3 PROVISING OF WELFARE SERVICES

- A. TO HELP DEVELOP THE CAPACITIES OF FAMILY AND INDIVIDUAL MEMBERS SO THAT THEY MAY BE USEFUL, SELF-RESPECTING CITIZENS BY;
1. Evaluating the strengths and weaknesses of family and members.
 2. Assisting parents to adequately perform parental functions.
 3. Assisting families in reuniting or in meeting the problems which contribute to or are caused by desertion, separation or other factors.
 4. Promoting development of the capacities of children through a healthy living situation and education and training so that they may be self-dependent upon reaching maturity.
 5. Encouraging the development or capacities of adult members for self-support by assisting them through employment counseling, vocational rehabilitation and placement, and in the provision of homemaker and child care services.
 6. Encouraging family members to participate constructively in community life.
- B. TO SAFEGUARD THE WELFARE OF CHILDREN BY:
1. Providing social services, as needed, to families to enable parents to provide adequate care for their children.
 2. Acting to protect the physical, moral and mental welfare of children threatened by their environment.
 3. Acting promptly to secure the removal of children from damaging environment.
 4. Providing care away from their own homes when that is necessary.
 5. Assuring the availability of foster homes that are conducive to the normal growth and development of the child.
 6. Providing social services to parents or other relatives to enable them to improve their functioning as individuals and/or parents, and to assist them in making permanent plans for their children.
 7. Providing social services to help the child in his adjustment to foster care, developing his capacity so that he may be self-dependent upon reaching maturity and making more permanent plans for him as soon as possible.
 8. Providing help to foster parents and institutional personnel caring for children.

9. Finding adoptive homes to meet the needs of all children free for and needing adoption, placing for adoption such children in need of permanent families and helping adoptive parents to include a new child in their family.
- C. TO PROVIDE PROTECTION FOR INCAPACITATED PERSONS AND DEPENDENT AGED BY:
1. Encouraging and preserving maximum productivity or independence for incapacitated persons and dependent aged.
 2. Assisting them in obtaining suitable living accommodations.
 3. Maintaining standards of care in boarding home facilities.
 4. Providing or arranging protective services for persons unable to handle their own affairs.
 5. Providing homemaker or housekeeping services to enable such person to live in their own homes.
 6. Assisting them to make use of resources such as their families, their friends and community organizations.
 7. Assisting in community planning activities.

102.4 PROVISIONS OF SUPPORT ENFORCEMENT SERVICES

- A. Works with the district attorneys of the various counties to collect past-due and current support payments due recipients and assigned by them to the Welfare Division and remits any excess over amounts due the Division to recipients in accordance with state and federal law.
- B. Works with the district attorneys of the various counties to collect past-due and current support for eligible non-public assistance applicants for such services and remits the support money to the applicants for services in the manner and subject to deduction of such fees as are authorized by law.
- C. To the end that support may be collected, works with the district attorneys of the various counties to establish the paternity of children eligible for such services.

NEVADA STATE WELFARE DIVISION
Section 103 - 103.1

ADMINISTRATIVE MANUAL
MTL 11/78 30 Jun 78

103 RELATIONSHIP OF DIVISION TO STATE GOVERNMENT

103.1 JUDICIAL SYSTEM

Judicial powers in Nevada are held by the Supreme Court, District Courts and Justices of the Peace. The Legislature has the power to establish municipal courts in incorporated cities and towns.

The judicial system stems from an effort to protect the individual from arbitrary social authority and to protect society against infringement upon its laws and customs. The system is an interdependent structure of administratively autonomous local, state and federal courts.

The agency's relationships are primarily with district courts and the judges in these courts.

In all formal relationships with the judiciary, decisions on legal points are the exclusive jurisdiction of the court. The agency has the responsibility for casework decisions and makes recommendations to the court based on these decisions. Example: The agency may decide that foster care is the appropriate care for a specific child. The court makes the decision to award temporary custody of the child to the agency; the agency decides upon the type of foster care and the specific home in which the child is placed.

The agency's formal relationships with the judiciary are in three general areas: 1) criminal and civil actions against recipients or relatives of recipients (desertion, non-support, fraud, or other actions related to receipt of assistance); 2) civil actions related to children (custody, termination of parental rights, adoption, etc.); 3) juvenile court actions to the extent the court involves the Division for studies, reports and testimony, and where others petition the court to transfer custody to the Welfare Division.

Informal relationships are of two general types: 1) representatives of the agency are invited to meet the district judges as their annual meeting of judges or to meet with the State Welfare Board and/or other agency representatives for discussion and solution of various types of problems with which the agency and the judiciary are involved. This type of relationship usually has statewide implications, and affects procedures effective uniformly; 2) relationships established with individual judges through discussion of general procedures or plans and procedures related to specific cases. This type of relationship is developed primarily on the local level with local applications.

A. SUPREME COURT

The Supreme Court consists of a chief justice and four associate justices. A majority constitutes a quorum and a majority must concur to render a decision.

B. DISTRICT COURT

There are eight judicial districts in Nevada, three of them with more than one judge. Each of the 18 district judges is paid from the State General Fund as authorized by a direct legislative appropriation.

The judicial districts are: FIRST - Carson City, Douglas, Churchill, Lyon and Storey Counties - three judges; SECOND - Washoe County - Seven judges; THIRD - Eureka and Lander Counties - one judge; FOURTH - Elko County - one judge; FIFTH - Mineral, Nye and Esmeralda Counties - one judge; SIXTH - Pershing and Humboldt Counties - one judge; SEVENTH - White Pine and Lincoln Counties - one judge; and EIGHTH - Clark County - eleven judges.

C. JUSTICE COURT

There is one justice court in each township of the State for which one Justice of the Peace is elected by the qualified electors of the township at the general State election.

103.2 ATTORNEY GENERAL

Legal services of the Attorney General's office as related to the Division fall in two general groups - responsibility by statute and extra identifiable services provided by agreement.

A. STATUTORY

The Attorney General is the legal advisor of all executive departments of the agency. As such, it is his responsibility to represent the agency in actions against the State (agency) and on behalf of the state for money due it and to write formal opinions on statutes and rules and regulations governing the agency operation. All opinions of the Attorney General are binding upon the agency unless they are altered or reversed by a court decision. The agency does not enter into contracts except upon approval of the contract by the Attorney General as to form.

B. EXTRA AND IDENTIFIABLE SERVICES

1. To draw contracts for the use of the Division. Such contracts would include but not be limited to those with instructors for orientation-training courses for the blind; vendors of medical and remedial care; medical, legal and other professional consultants and specialists, vending stand operators; Boards of County Commissioners for care of children under Chapter 432 of the Nevada Revised statutes; judicial districts for services to dependent and neglected children in detention homes and adult group care operators; Manager of Presbyterian Conference Grounds and similar meeting place facilities; janitorial services, etc.
2. To prepare petitions for termination of parental rights, appointment of guardian, attachments of undisclosed assets owned by recipients, and other legal actions initiated by the Division, other than for money due the state, which is a statutory service.
3. To assist with drafts of certain rules and regulations where there are legal implication which must be cleared.
4. To review court decision concerning the Welfare Division to determine which have been affected by subsequent legislation.

NEVADA STATE WELFARE DIVISION
Section 103.2 - 103.4

ADMINISTRATIVE MANUAL
MTL 11/78 30 Jun 78

5. To attend fair hearings on selective basis.
6. To develop competence of staff in such areas as legal status of children, providing necessary information to district attorneys and Indian Service law officers regarding desertion and abandonment of children, securing support from parents, exploring possible undisclosed resources, identifying irregular adoptive placements, etc.
7. To interpret to the Administrator and other staff applicable laws and their implication for administration of welfare programs.
8. To participate in establishing good working relationships between the State Welfare Division and the Bar Association, District Judge's Association, and the legal profession as a whole.

103.3 LEGAL ACTIONS RELATED TO RECEIPT OF PUBLIC ASSISTANCE

This type action includes desertion, non-support, fraud, etc. The agency's roles in these actions are usually one of three forms distinguished by a representative of the agency:

- A. Signing a complaint against a recipient or relative of a recipient. The D.A. or the Attorney General represents the agency in actions taken in the name of the State of Nevada.
- B. Supplying all necessary facts to the District Attorney (or Attorney General in case of relative responsibility). The Attorney will take the necessary action.
- C. Testifying either in person or by deposition.

103.4 LEGAL ACTIONS RELATED TO CHILDREN

Actions related to children are primarily custody, termination of parental rights and adoption. These actions are usually taken by the court on petition or affidavit of the Welfare Division or others as to custody and termination of parental rights and on petition by individuals desiring to adopt a child.

The agency's role in these situations is one of the following:

- A. A representative of the agency requests by petition or affidavit that certain action be taken and supplies the court with necessary facts and information on which the request is based and includes possible alternate plans.
- B. A representative of the agency supplies facts, general information, and recommendations to the court based on social analysis and casework decisions following initiation of action by others than the agency.
- C. In juvenile actions the court may request any services from the agency that the agency has the authority to provide.
- D. The agency licenses private agencies or institutions prior to the commitment of a child by the juvenile court to such agencies or

NEVADA STATE WELFARE DIVISION
Section 104 - 104.4

ADMINISTRATIVE MANUAL
MTL 13/85 6 Sep 85

104 ORGANIZATION OF THE WELFARE DIVISION

104.1 STATE WELFARE BOARD

Nevada Revised Statutes, Chapter 422, created within the Welfare Division a State Welfare Board composed of seven members appointed by the Governor. Members of the Board receive a salary of \$60.00 per day, per diem allowance and travel expenses as fixed by law for each day's attendance at each meeting of the Board. The Board must hold a meeting at least once each year.

The Board has only those powers and duties authorized by law. The Board (a) shall adopt regulations for its own management and government; (b) may formulate standards and policies and adopt regulations for the administration of public assistance programs and other programs for which the Division is responsible provided such actions do not require expenditure of money beyond amounts appropriated by the Legislature; (c) advises and makes recommendations to the Welfare Division Administrator, the Director of Human Resources or the Legislature relative to the public welfare policy of the state.

104.2 DIRECTOR OF HUMAN RESOURCES

The Director is responsible for the following Divisions:

Welfare

Health

Mental Hygiene - Mental Retardation

Health Resources and Cost Review

Rehabilitation

Aging Services

Youth Service

104.3 STATE WELFARE ADMINISTRATOR

The executive officer of the Nevada State Welfare Division is the Administrator, responsible for the administration of all activities and services of the Division in accordance with the law and policies, standards, rules and regulations established by the State Welfare Board. The Administrator is responsible to the Director of the Department of Human Resources.

104.4 WELFARE DIVISION

The functions and objectives carried by the Division are organized into two major areas: programs and administration (management). The organizational and functional relationships are shown on the accompanying charts.

NEVADA STATE WELFARE DIVISION
Section 104.4 - 104.5

ADMINISTRATIVE MANUAL
MTL 13/85 6 Sep 85

A. PROGRAMS

Program functions and objectives are carried by sections under the direction of the Deputy Administrators for Assistance Payments and Social Services.

B. ADMINISTRATION (MANAGEMENT)

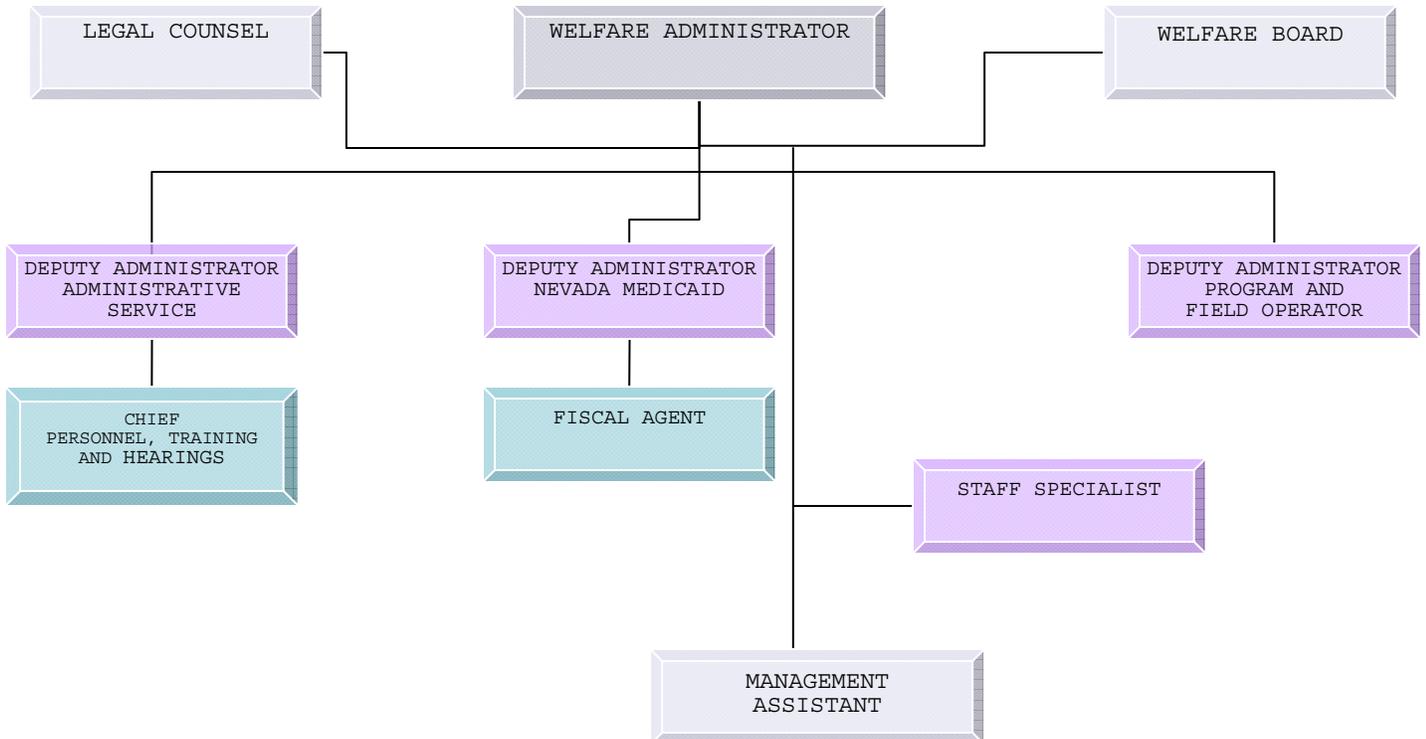
Administrative (Management) functions and objectives are carried by branches under the direction of the Administrator.

104.5 ORGANIZATIONAL CHARTS

Organizational charts of the Nevada State Welfare Division appear on the following pages.

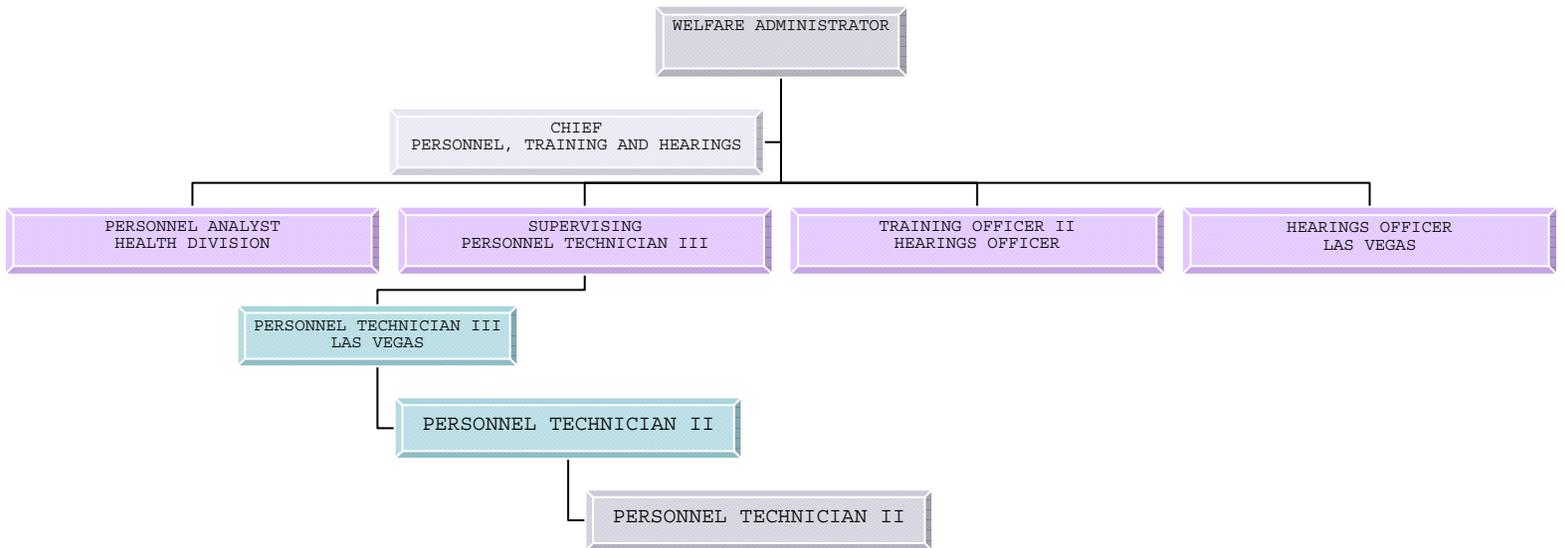
NEVADA STATE WELFARE DIVISION
Charts

ADMINISTRATIVE MANUAL
MTL 4/86 4 Aug 86



NEVADA STATE WELFARE DIVISION
Charts

ADMINISTRATIVE MANUAL
MTL 4/86 4 Aug 86



NEVADA STATE WELFARE DIVISION
Charts

ADMINISTRATIVE MANUAL
MTL 4/86 4 Aug 86

NEVADA STATE WELFARE DIVISION
Charts

ADMINISTRATIVE MANUAL
MTL 4/86 4 Aug 86

NEVADA STATE WELFARE DIVISION
Charts

NEVADA STATE WELFARE DIVISION
Section 104.5

ADMINISTRATIVE MANUAL
MTL 13/85 6 Sep

NEVADA STATE WELFARE DIVISION
Section 105 - 105.1

ADMINISTRATIVE MANUAL
MTL 13/85 6 Sep 85
SECTION II

- 105 STAFF FUNCTIONS WITHIN THE WELFARE DIVISION
- 105.1 ADMINISTRATOR

Responsible for planning, developing and administering assistance programs and social service activities relating to Medical Assistance, Aid to Dependent Children, Food Stamps, Child Support Enforcement, Social Service Block Grant, Child Welfare Services, Foster Care and Adoption assistance, WIN, Refugee, Protective Services for adults and children, foster care home licensing, Supplementary Security Income and other assistance and service programs. Responsible for agency's fiscal affairs, the preparation and presentation of the biennial agency budget to the Legislature, entering into contractual agreements between the agency and other parties, certification of public assistance payrolls and claims in payment for goods and services. Certifies the availability of state funds on all federal estimates and approves any other transaction which requires the expenditure of funds under the control of the agency. Responsible for all phases of Division administration including program and intentional management and control activities. Analyzes needs and sets program objectives in relation to the needs of the community. Directs staff in formulation of new policies and revision of existing policies as well as evaluation of effect of policies as a basis for keeping programs in line with changing conditions and new knowledge. Stimulates and sponsors research and demonstration projects to determine program and community needs in preventing dependency and in treating and rehabilitating dependent people.

Maintains the necessary lines of coordination and communication between the Division and the Director of Human Resources and other public or private agencies. Meets regularly with major staff officials, either individually or in groups to ascertain the attainment of established goals and objectives. Directs the preparation of the operating budgets as well as requests for appropriation of funds to meet the financial requirements of persons eligible for assistance. Directs the agency's research function. Interprets the program to interested groups, including other state and local agencies, the press and legislators. Prepares reports and makes recommendations for consideration of the State Welfare Board. Other duties as assigned.

A. STAFF SPECIALIST

Responsible for coordinating all Welfare Board activities to include: compiling the quarterly Welfare Board report, orienting new Board appointees and acting as the liaison for the Board members. Coordinate activities relating to Division legislation; projects affecting agency goals and needs; and meetings on behalf of the Administrator. Responsible for liaison work with agencies, groups and individuals as assigned; prepares correspondence, speeches and press releases. Other duties as assigned.

NEVADA STATE WELFARE DIVISION
Section 105.2 - 105.5

ADMINISTRATIVE MANUAL
MTL 13/85 6 Sep 85

105.2 WELFARE BOARD

The Board approves rules and regulations for the administration of programs for which the Division is responsible in accordance with adopted Regulations for Management and Government of the Welfare Board. The Board may also advise and make recommendations to the Director or Legislature regarding the public welfare policy of the state.

105.3 MEDICAL CARE ADVISORY GROUP

The Medical Care Advisory Group is mandated by Federal regulation and State law, and encompasses seven committees: Executive, Consumer-Recipient, Dental, Hospital, Long-Term-Care, Pharmacy and Physician. The advisory group serves in an advisory capacity to the Nevada Medicaid Program to provide information and input concerning programs and goals of medical assistance programs and suggest procedures whereby drugs, medical supplies and services are made available to recipients in the most effective and economical manner. The Advisory Group members are appointed by the Director of Human Resources and appointments are effective for a period of one year.

105.4 DEPUTY ATTORNEY GENERAL

Legal counsel to the Welfare Division. Represents the Division in contested legal matters before the courts and administrative tribunals. Advises the Division with respect to legal matters and documents, administrative procedures, and proposed legislation. Researches law, drafts legal documents and briefs, confers with other attorney's and the courts, and performs other legal duties as necessary.

105.5 DEPUTY ADMINISTRATOR FOR SOCIAL SERVICES

Responsible for directing and supervising staff in developing and implementing the Child Support Enforcement Program and social service programs, including the following federal programs, Social Services Block Grant, Child Welfare Services, Foster Care and Adoption Assistance, WIN and Refugee Program. Also responsible for state mandated service including services to abused/neglected adults and children, foster home program operations; identifies program objectives and develops proposals to improve the level of service and accountability in the social service programs; adopts welfare programs to meet changing social and economic conditions; meets with major staff officials, either individually or in groups, to ascertain the attainment of established goals and objective; conducts a variety of public relations functions; assigns responsibility to staff for interpretation of State and Federal legislation. Other duties as assigned.

A. CHIEF, PROGRAM SERVICES

Under general guidelines set by the deputy administrator develops a budget for service program operations. Develops and prepares pro-

Posed legislation assigned by the administrator or deputy administrator. Assumes major responsibility for establishing advisory committees. Handles special projects and identifies needs for program changes. Other duties as assigned.

B. SOCIAL SERVICE SPECIALIST

The specialists are responsible for development, implementation and evaluation of social service programs in conformity with Federal regulations, Nevada law, and Division policy. Specific duties may include program monitoring, the writing and updating of instructional materials to reflect changes in agency policy and procedures; the development and implementation of staff training; the evaluation of reports of social service activities; consultation, liaison and the provision of technical assistance to Division staff and other related local, State and Federal agencies; the seeking of solutions to problems related to social service programs; the research and drafting of reports on social service needs and services provided; the maintenance of social service informational and reporting systems; participation in the preparation of social service legislation and budget.

C. CHIEF, CHILD SUPPORT

Supervises and directs the activities of the Child Support program in developing standards of performance and policy objectives in accordance with agency objectives. Works in cooperation with local district attorneys under cooperative agreements and the Attorney General's office in effecting support enforcements from absent parents and other states. Evaluates the program to establish standards on a periodic basis.

1. Staff Specialist, Support Enforcement

Under general direction of the Chief of Child Support Program, plans, analyzes, supervises and evaluates the maintenance and enhancement of the Program's record system, supervises activities of professional staff within the Program's management office in their performance of locate services, monitoring, special projects, Federal/State reporting, and development of written procedures; assumes all management responsibilities for the Program upon delegation by Chief of the Support Program or Welfare Administrative Officer and performs related work as requires.

2. Support Enforcement Office Manager

Under Administrative supervision of the Chief, Support Enforcement Program, manages and supervises an area office of the Child Support Enforcement Program; and performs related work as required. Manages and coordinates the program area office activities.

and program procedures with the District Attorney's Office, the courts and the County Clerk's Office. Interactions include discussing with the District Attorney case priorities and number cases to be accepted; establishing priorities as to number of referrals; coordinating IRS cases; being advised of status of cases; collections of arrears; and enforcement of policies. These responsibilities are typically performed independently with the Chief Support Enforcement Program being involved in highly irregular cases.

The Support Enforcement Office Manager establishes office work priorities and monitors and supervises office performance to assure goal attainment and compliance with Division and program policies and procedures. Supervisory duties are performed by planning, organizing and assigning work tasks; answering technical, administrative and policy questions about the work and instructing in special techniques; reviewing and evaluating work output for technical accuracy and compliance with established policies and procedures; identifying and providing guidance on improvement. Supervisory duties are not normally subject to review unless a major problem occurs.

D. DISTRICT OFFICE MANAGER

Responsible for administrative direction of welfare programs (except support enforcement) in the district office, including interpretation, consultation and training. Supervises professional subordinate supervisors involved in public assistance and child welfare casework and related activities. Insures adherence to agency policies, procedures, standards, rules and regulations. Evaluates the performance of subordinate supervisory staff and the effectiveness of programs assigned to them. Carries out a continuous staff development program promulgated at the state office level and participates in the program development and policy and to private groups and organizations and cooperates with them in providing effective welfare services to eligible clients. Develops necessary controls in compliance with agency policies and applicable statutes. Selects and maintains adequate and qualified personnel. Analyzes needs for staff, office space, equipment and supplies, compatible with agency services and in accordance with the Division budget administration. Other duties as assigned by the Deputies.

105.6 DEPUTY ADMINISTRATOR FOR ASSISTANCE PAYMENTS

Administers, supervises and directs the activities of the Eligibility and Payments Chief whose unit is engaged in developing standards, policies and procedures for implementation of financial assistance in the Aid to Dependent Children Program, Food Stamp Program, Medical Assistance for the Aged, Blind and Disabled Program and Refugee Program; supervises and

directs District Office Managers who are responsible for implementation of welfare programs at the local level; analyzes and evaluates program operations; identifies program objectives and develops proposals to improve control and accountability in the assistance payments programs; meets with major staff officials, either individually or in groups, to ascertain the attainment of established program goals and objectives; conducts a variety of public relations functions; assigns responsibility to staff for interpretation of State and Federal regulation; participates in development of legislation; other duties as assigned by the Administrator.

A. CHIEF, ELIGIBILITY AND PAYMENTS

Responsible for developing plans and procedures for implementation of state and federal policies and legislation, which establish eligibility for and provide financial assistance to recipients under the Aid to Dependent Children Program, Food Stamp Program, Medical Assistance to the Aged, Blind and Disabled Program, and Refugee Program. Develops plans, procedures and policies for the intake and payment process. Assists in the development of related policy and recommends changes in procedures and new or amended manual and instructional material for training uses. Established controls and accountability systems to assure legality of payments. Maintains records and makes reports. Completes special assignments and research in the areas of eligibility and payments at the direction of the Administrator. Other duties as assigned by the Deputy for Assistance Payments.

1. Eligibility and Payments Specialists

Each specialist has responsibility for one of the E&P programs, including development, implementation and maintenance in conformity with Federal regulations, Nevada law, and Division policy. Specific duties may include on-site field office reviews; program monitoring; the writing and updating of instructional materials to reflect changes in agency policy and procedures; the development and implementation of staff training; the evaluation of reports of E&P activities; the coordination of program activities; consultation, liaison, and the provision of technical assistance to the Division staff and other related local, State and Federal agencies; the seeking of solutions to problems related to E&P programs; the maintenance of E&P automated informational and reporting systems; participation in the preparation of legislation and budget. Other duties as assigned by the Chief of Eligibility and Payments.

B. DISTRICT OFFICCE MANAGER

Responsible for administrative direction of welfare programs (except support enforcement) in the district office, including interpretation, consultation and training. Supervises professional subordinate supervisors involved in public assistance and child welfare casework and related activities. Insures adherence to agency policies, procedures, standards, rules and regulations. Evaluates the performance of subordinate supervisory staff and the effectiveness of programs assigned

to them. Carries out a continuous staff development program promulgated at the state office level and participates in the program development and policy formulation indicated by continuing review. Engages in community planning, presents and explains welfare policies to the public and to private groups and organizations and cooperates with them in providing effective welfare services to eligible clients. Develops necessary controls in compliance with agency policies and applicable statutes. Selects and maintains adequate and qualified personnel. Analyzes needs for staff, office space, equipment and supplies compatible with agency services and in accordance with Division budget administration. Other duties as assigned by the Deputies.

105.7 CHIEF, FINANCIAL PROGRAM SERVICES

Under administrative direction, is responsible for the management of fiscal and financial programs for the Welfare Division to include: Budget development and maintenance; fiscal intermediary analysis, audit and appeals; provider reimbursement and compliance; and program assurance which includes quality control; internal audit, welfare fraud investigation and administrative hearings functions; and performs related work as required.

A. PROGRAM ASSURANCE OFFICER

Responsible for Internal Audit, Hearings, Investigations and Quality Control. Provides management information on functioning of programs as gathered through Program Assurance functions. Make recommendations for corrective actions when problem/potential problem areas of policy or procedure are identified through the Hearing, Quality Control, Investigations or Audit processes, or reviews of state or federal laws or regulations. Develops and updates policy and procedures for Program Assurance functions. Coordinates State Plans of Operation. Coordinates Civil Rights (Section 504) non-discrimination requirements. Special assignments and/or research as directed. Participate in formulation of budget and legislation pertaining to program Assurance functions.

B. CHIEF, QUALITY CONTROL

Responsible for the continuous and systematic reviews of sample cases in ADC, Medicaid and Food Stamp Programs to determine correctness of case actions. Determines if the percentage of ineligible recipients and incorrect payments remain within established federal tolerance levels. Identifies significant sources of both agency and client error, analyzes results of a review period and recommends corrective action. Compiles monthly and biannual reports to the Federal Regional Office. Compiles internal monthly reports of QC findings. Consults with staff on eligibility policy problems. Conducts special reviews.

C. INTERNAL AUDITOR

Coordinates audits of internal records and programs, and external facilities which provide services on behalf of the Division through contracts or agreements. Responsible for administrative policy,

financial, medical services, program and client audits. Develops audit plans. Makes reports on audit finding. Recommends corrective action. Conducts special reviews/audits. Prepares reports of audit activity.

D. VERIFICATION OFFICER

Responsible for investigative activities in the ADC, Food Stamp and Medicaid programs. (Includes Welfare Fraud Investigators, Special Investigative Unit (SIU), and Medicaid Investigators.) Coordinates prevention, detection, investigation and prosecution of recipients and providers committing fraud and abuse in Welfare Division programs. Responsible for maintaining current knowledge of NRS and federal statutes and regulations dealing with investigative activities. Develops and maintains liaison with law enforcement agencies, District Attorneys and Deputy Attorneys General. Prepares reports of investigations activities for Federal and internal purposes.

E. HEARING OFFICER

Responsible for scheduling and holding hearings in the ADC, Food Stamp, Social Services and Medicaid programs. Summarizes and makes recommendations to the Hearing Authority on the disposition of hearings. Maintains hearing records and prepare reports of policies in all programs for application in making hearing recommendations.

105.8 CHIEF, NEVADA MEDICAID PROGRAM

Responsible for directing and supervising staff in developing and implementing a medical care program for the medically indigent as prescribed by Title XIX (Medicaid) of the Social Security Act and Nevada Revised Statutes. Determines amount, duration and scope of medical services within budgetary and state plan limits, taking into consideration the recommendations of professional persons and groups. Maintains constant fiscal controls over budget funds. Establishes rates of payments, with review and comment by provider groups. Rates are subject to approval by the Welfare Administrator and Welfare Board. Researches, develops and evaluates alternative methods for purchasing medical services, e.g., bulk purchase, per capita rates, prospective payment rates. Responsible for institutional utilization control/review fraud and abuse investigations, utilization control programs for all medical services, provider contracts, third party liability collections, health facility audits, claims processing through the fiscal agent, civil rights compliance required by Section 504. Coordinates with other Welfare Division programs. Develops Medicaid budget in cooperation with Management Services. Other duties as assigned.

A. FISCAL AGENT - BLUE CROSS/BLUE SHIELD OF NEVADA

Under a state/federally approved contract, performs the following functions as fiscal agent: claims processing; provider services/relations; third party liability (cost avoidance, recovery, subrogation) collection programs; and cost reimbursement audits

NEVADA STATE WELFARE DIVISION
Section 105.7 - 105.8

ADMINISTRATIVE MANUAL
MTL 13/85 6 Sep 85

financial, medical services, program and client audits. Develops audit plans. Makes reports on audit findings. Recommends corrective action. Conducts special reviews/audits. Prepares reports of audit activity.

D. VERIFICATION OFFICER

Responsible for investigative activities in the ADC, Food Stamp and Medicaid programs. (includes Welfare Fraud Investigators, Special Investigative Unit (SIU), and Medicaid Investigators.) Coordinates prevention, detection, investigation and prosecution of recipients and providers committing fraud and abuse in Welfare Division programs. Responsible for maintaining current knowledge of NRS and federal statutes and regulations dealing with investigative activities. Develops and maintains liaison with law enforcement agencies, District Attorneys and Deputy Attorneys General. Prepares reports of investigations activities for Federal and internal purposes.

E. HEARING OFFICER

Responsible for scheduling and holding hearings in the ADC, Food Stamp, Social Services and Medicaid programs. Summarizes and makes recommendations to the Hearing Authority on the disposition of hearings. Maintains hearing records and prepare reports of hearing activity. Responsible for maintaining knowledge of policies in all programs for application in making hearing recommendations.

105.8 CHIEF, NEVADA MEDICAID PROGRAM

Responsible for directing and supervising staff in developing and implementing a medical care program for the medically indigent as prescribed by Title XIX (Medicaid) of the Social Security Act and Nevada Revised Statutes. Determines amount, duration and scope of medical services within budgetary and state plan limits, taking into consideration the recommendations of professional persons and groups. Maintains constant fiscal controls over budget funds. Establishes rates of payments, with review and comment by provider groups. Rates are subject to approval by the Welfare Administrator and Welfare Board. Researches, develops and evaluates alternative methods for purchasing medical services, e.g., bulk purchase, per capita rates, prospective payment rates. Responsible for institutional utilization control/review programs, fraud and abuse investigations, utilization control programs for all medical services, provider contracts, third party liability collections, health facility audits, claims processing through the fiscal agent, civil rights compliance required by Section 504. Coordinates with other Welfare Division programs. Develops Medicaid budget in cooperation with Management Services. Other duties as assigned.

A. FISCAL AGENT - BLUE CROSS/BLUE SHIELD OF NEVADA

Under a state/federally approved contract, performs the following functions as fiscal agent: claims processing; provider services/relations; third party liability (cost avoidance, recovery, subrogation) collection programs; and cost reimbursement audits.

B. ASSISTANT CHIEF NEVADA MEDICAID

Functions as an operations officer through supervision of most Medicaid staff. Coordinates work activities between Medicaid programs and staff. Assists in development and management of Medicaid budget. Monitors ongoing operations of the Medicaid program and develops corrective action where necessary. Also responsibility for the writing and coordination of policy issuances: State Plan under Title XIX, and Medicaid Services Manual (twenty chapters) and Medicaid Operations Manual (six chapters). Responds to general inquiries and surveys received from national groups and other states. Assists with development of rates and establishment of amount, duration and scope of Medicaid coverage.

C. PHARMACEUTICAL CONSULTANT

Responsible for planning, development and implementation of pharmaceutical policy and related aspects of the Nevada Medicaid program. Develops program controls to promote efficiency and economy and to prevent overutilization. Has primary responsibility for authorizing payment for restricted services involving pharmacy or pharmaceutical services. Monitors and evaluates the activities and performance of pharmaceutical consultants to all long-term-care facilities in Nevada. Participates in Medical Review Team activity when needed.

D. MEDICAL REVIEW TEAM

The Medical Review Team conducts at least annual reviews in all long-term-care facilities. The team is composed of at least one member who is a physician or registered nurse and other appropriate health and social services personnel. The inspection team must include personal contact with and observation of each Medicaid recipient and review of his/her medical record.

The team determines whether services available in the facility are adequate to meet the health, rehabilitative and social needs of each recipient and promote his maximum physical, mental and psychosocial function.

The team also determines the continued need of placement in a facility and analyzes alternative methods of care for recipients.

E. MEDICAL SERVICES SPECIALIST

Medical Services Specialists are responsible for development, implementation and evaluation of medical service programs in conformity with Federal regulation, state law and Division policy.

They are responsible for providing consultative and advisory services to policy-setting officials, as well as providers of medical care and services. Specific duties include the design, development and coordination of Medicaid's inpatient hospital, long-term care, home health

care, dental durable medical equipment, family planning, transportation, primary care case management programs and reporting and informational systems.

Medical Services Specialists are responsible for all contracts with Medicaid providers, facility payment rates, claims adjudication, performance of the fiscal agent, facility civil rights compliance and patient advocacy. They offer liaison, assistance and consultation to staff of the Division, the Department, medical providers, Medical Care Advisory Groups, State and local governmental agencies. Participate in the preparation of the Medicaid budget and legislation.

105.9 CHIEF, MANAGEMENT SERVICES

Responsible for developing standards for and assisting in the formulation of administrative policies related to management analysis, accounting data processing, procurement, and research and statistics programs. Develops and installs plans for improvements in administrative practices and procedures within the state and area offices. Evaluates their effectiveness and provides consultation. Supervises and coordinates the work of divisional units engaged in administrative services, personnel and training, data processing, accounting and finance, and research and statistics. Recommends new or amended legislation, rules and regulations. Supervises the functions of the Finance unit, the Management Analysis unit, the Contract services unit, and the Personnel and Training unit.

A. CHIEF OF FINANCE AND ACCOUNTING

Responsible for administration accounting, maintaining ledgers, accounting documents and reports. Responsible for maintaining proper audit evidence for all expenditures of federal and state funds that were made in accordance with existing laws and regulations that govern them. Ensures all work programs are current. Administers the administration claims and maintains travel and operating ledgers. Responsible for program accounting, program payrolls, monthly program costs, caseload reports, warrant cancellation and refund lists. Maintains all trust accounts and ledger. Coordinates agency accounting and budget activities with other governmental agencies involved in fiscal work. Makes all payments in both the areas of administration and assistance and mails all warrants. Responsible for child support program accounting and proper distribution of all assigned support collection received by the agency. Responsible for Property Inventory and record retention. Other duties as assigned

B. MANAGEMENT ANALYSIS, ANALYSTS

Responsible for conducting surveys of organizational methods and procedures, and for making studies of a general management or administrative nature. Studies various phases of divisional operations, including: organization, functions, policies, work flow, work coordi-

nation, office layout, communications, procedures/methods/systems and forms. Investigates operations with reference to organization and budgetary requirements. Prepares parts of the Division's budget and defends the need for the request. Studies and evaluates Division requirements for new equipment. Coordinates Division data processing requirements to include systems design. Prepares reports and recommendations based on findings. Meets with operating officials, discusses problems involved in their operations, and assists them in the installation of new procedures/methods/systems and equipment. Other duties as assigned.

C. CHIEF, CONTRACT SERVICES AND OFFICE SERVICES

Requests proposals for Social Services Block Grant. Arranges purchase of social services from existing public or private agencies; negotiates the terms of the contract; formulizes the terms of the contract into a written document; provides consultation to provider agencies; monitors and evaluates contracts; renegotiates contracts; develops and maintains the "Purchase of Service" manual; provides overall interpretation and application of guidelines relating to purchase of service; develops regulations pertaining to the administration of the program; develops monitoring and evaluation systems and procedures. Develops, coordinates, publishes and submits the State Plan Block Grant.

Responsible for the Division's printing, office supplies, Central Office mail services and word processing services. Establishes controls, designs the format for and prints forms, manuals, Central Office memos, and other publications within the Division. (Note: Content of all forms, manuals, memos, etc., is determined by the responsible staff element.)

1. Research and Statistics is responsible for preparing and analyzing regularly required statistical reports. Prepares evaluations and interpretations of operating data in which work is standardized as to procedure, form and content. Works on research projects as assigned. Other duties as assigned.

D. PERSONNEL OFFICER

Responsible for all Welfare, Health and Aging Services personnel and training activities. Supervises the Personnel Unit and Training Officer. Processes payroll, leave, insurance, employee evaluations and all other forms relating to the personnel function. Responsible for delegated recruitment, examining, selection and classifications of Welfare, Health and Aging employees. Conducts reclassification studies. Confers with management on staffing requirements and manpower planning. Assists Administrator in preparing for grievances, appeals and hearings. Consults and advises staff on all personnel problems. Responsible for maintaining compliance with Title VI, OSHA

and Affirmative Action requirements. Maintains record system on all employees, position histories, and personnel reports. Responsible for Personnel and Training section of the Welfare Administrative Manual. Other duties as assigned.

1. TRAINING OFFICER

Responsible for staff development programs for all Division personnel. Plans and conducts meetings and workshops. Analyzes training needs and arranges for appropriate continuous training. Interprets training policies, rules and regulations governing welfare programs. Develops educational leave policy and training material. Responsible for the Staff Development section of the Welfare Administrative Manual. Coordinates the Training Committee activities. Acts as Hearing Officer for the northern half of the state. Other duties as assigned.