Leadership Questionnaire

Please be thorough and detailed in your responses. If a question is not relevant to your Site, or if you are unable to answer, please write N/A and provide a brief explanation.

* Indicates required question

1. Email *

   _____

2. Organization name: *

   _____

3. Your name and title: *

   _____

Organizational Makeup

4. How many eligibility technicians at your site process medical assistance? *

   _____

5. How many supervisors at your site supervise technicians that process medical assistance? *

   _____

6. Are your eligibility technicians generalists or specialists? Please briefly describe   *
   your team structure.

   _____

   _____

   _____

   _____

7. Please tell us about your work management system. *

   _____

   _____

   _____

   _____

8. Please describe your medical assistance application workflow process. *

   _____

   _____

   _____

   _____

   Staffing

9. Does your eligibility site have an employee human resources hiring guide or   *
   employee handbook that demonstrates compliance with the merit based standard
   requirements?

   Mark only one oval.

   ( ) Yes

   ( ) No

10.   Please provide a copy of your guide.

       Files submitted:

11.   Are background checks completed for staff prior to granting access to CBMS?   *

       Mark only one oval.

       ◯ Yes

       ◯ No

12.   Do you complete job reference checks for employees that previously worked at   *
       another county or eligibility site?

       _____

   Staffing

13.   How do you maintain workload when you have position vacancies? *

       _____

       _____

       _____

       _____

       _____

14.   What is your process for delegating eligibility determination to outside   *
       agencies/contractors?

       _____

       _____

       _____

       _____

       _____

15. What is one thing HCPF could change that would make a positive difference for   *
     your eligibility site?

     _____

     _____

     _____

     _____

     _____

Documentation request

16. Please provide a copy of your eligibility site's employee human resources hiring
     guide or employee handbook that demonstrates compliance with the merit based
     standard requirements.

     Files submitted: