

### Advocate

1. In rotation with other staff, greets clients over the phone and in person, assesses their needs, and provides them with information and/or referral to any relevant services; maintains a database of current community resources and services. (4)
2. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
3. Performs outreach to raise program visibility in the community—represents the program at events, distributes informational material, and maintains contact with other relevant organizations and government bodies. (4)
4. Coordinate and monitor transportation and if client has a physical or mental limitation, to Medi-Cal covered health services to meet their identified needs. (6)
5. Works with a defined caseload of clients to assess, plan, implement, coordinate, monitor, and evaluate the options and services required to meet the client's health and human service needs. (6)
6. Coordinates Medi-Cal covered health services for a client. (6)
7. Follows up on referrals and applications as necessary. (6, 8)
8. Assists individuals and families with aspects of the Medi-Cal application process. (8)
9. Helps clients obtain, complete, and submit applications and forms for a variety of services, including housing, health insurance, education, employment, and others. (8)
10. Completes all training requirements, including maintaining any accreditation, as required by Community Bridges and its funders; engages in ongoing training and development to ensure effective programming. (15, 17)
11. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
12. Participates in multi-disciplinary teams to coordinate client services. (6)
13. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)
14. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

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Employee Name (printed)