

### **Patient Advocate**

1. Responds to complaints of patients' rights violations for persons involved with mental health services.
2. Monitors mental health facilities for compliance with patients' rights.
3. Represents all clients certified for fourteen days of additional involuntary treatment in certification review hearings.
4. Represents all clients facing Reize hearings.
5. Informs clients about patient rights.
6. Advises and trains mental health providers regarding mental health law and patients' rights.
7. Serves on various collaborative agency committees.
8. Maintains case records.
9. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
10. Coordinating Medi-Cal covered health services for a client. (6)
11. Assists individuals and families with aspects of the Medi-Cal application process. (8)
12. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
13. Preparing data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)
14. Preparing 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)
15. 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

### **Staff Ombudsman**

1. Receives, investigates and resolves complaints from on behalf of residents in Long-term Care facilities.
2. Identifies and resolves problems in nursing homes and community care facilities.
3. Provides education on residents' rights and elder abuse prevention, identification and reporting requirements to facility staff, residents and the community.
4. Witnesses Durable Power of Attorney for health care documents.
5. Maintains case records and ongoing documentation of investigative efforts.
6. Assists Ombudsman Coordinator in training and supervising volunteers.
7. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
8. Coordinating Medi-Cal covered health services for a client. (6)
9. Assists individuals and families with aspects of the Medi-Cal application process. (8)
10. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
11. Preparing data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)
12. Preparing 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)
13. Attends training related to the performance of MAA. (20)

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Date

### **Ombudsman Program Coordinator**

1. Assists and promotes continuing development of the Ombudsman program.
2. Recruits, trains and certifies Ombudsman volunteers.
3. Provides back up and technical assistance to Ombudsman volunteers and staff.
4. Provides information and community education to clients, families and the public.
5. Maintains case records and monthly statistical reports.
6. Maintains close working relationships with collaborative agencies.
7. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
8. Coordinating Medi-Cal covered health services for a client. (6)
9. Assists individuals and families with aspects of the Medi-Cal application process. (8)
10. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
11. Preparing data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)
12. Preparing 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)
13. Assists to administer MAA claiming functions for the agency (19)
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

## Executive Director

1. Directs program activities.
2. Develops and oversees grants and budgets.
3. Conducts periodic evaluations of the agency.
4. Provides direct supervision and support to agency staff.
5. Collaborates with community and governmental and community-based organizations.
6. Keeps abreast of nursing home, mental health, Medi-Cal and Medicare regulations and requirements.
7. Ensures program compatibility with State and Federal mandates.
8. Preparing data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)
9. Preparing 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)
10. Assists with fiscal aspects of the MAA claiming process, including development of fiscal data to support claims. (19)
11. Attends training related to the performance of MAA. (19)

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Employee Signature (please sign in blue ink)

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Date

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Employee Name (Printed)