



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
209 E. Musser Street, Room 101 | Carson City, Nevada 89701
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MEMO PERD #39/13

September 12, 2013

TO: Personnel Commission Members
Department Directors
Division Administrators
Agency Personnel Liaisons
Agency Personnel Representatives
Employee Representatives

FROM: Lee-Ann Easton, Administrator *Lee-Ann Easton*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES

Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes please send your written notification to Peter Long at plong@admin.nv.gov no later than October 15, 2013.

If no written objections are received in this office by October 15, 2013, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #06-14
Posting Expires: October 15, 2013

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
12.457	Disability Adjudicator Supervisor	35 B	12.457	<i>Disability Adjudicator Supervisor</i>	35 B
12.456	Disability Adjudicator IV	33 B	12.456	<i>Disability Adjudicator III</i>	33 B
12.428	Disability Adjudicator III	32 B	12.428	<i>Disability Adjudicator II</i>	32 B
12.425	Disability Adjudicator II	30 B	12.425	<i>Disability Adjudicator I</i>	30 B
12.403	Disability Adjudicator I	28 B		<i>ABOLISH</i>	

Basis for Recommendation

At the request of the Department of Employment, Training and Rehabilitation, Human Resource Management recommends making revisions to the Disability Adjudicator class specifications in an effort to decrease attrition rates and improve the applicant pool.

Disability Adjudicators evaluate disability claims and make determinations in accordance with laws, rules, regulations, policies and procedures governing Social Security Disability Programs. Work involves the evaluation of medical evidence to make judgments about the presence, onset, clinical severity and prognosis of physical or mental impairments and determination of the vocational potential of claimants in order to allow or deny Social Security benefits.

The agency continues to experience difficulty retaining employees during the initial training period and desires to be able to recruit at the professional (grade 30) level. It is their belief that in doing so, a pool of more highly qualified applicants will result. In an effort to accommodate this desire, Human Resource Management recommends abolishing the *existing* Disability Adjudicator I level and making revisions to the minimum qualifications of the *new* Disability Adjudicator I to strengthen the minimum qualifications of the training level.

Human Resource Management recommends the series concept be expanded to reflect the scope of work and level of responsibility that has always been associated with these positions. Furthermore, revisions were made to the knowledge, skills and abilities and minimum qualifications to clarify the type of acceptable degrees and relevant experience necessary to perform adjudicator duties.

In addition, an informational note is being added to assist the agency in identifying applicants - in the recruitment process - who may not feel they are able to deny benefits to claimants with severe and/or terminal conditions.

During this review, Human Resource Management worked closely with staff from the Department of Employment, Training and Rehabilitation who assisted in revising the class specification.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0151.

Objections to the proposed change(s) must be received in writing by October 15, 2013. Objections should be addressed to Peter Long, Deputy Division Administrator, Compensation, Classification and Recruitment, Section of the Division of Human Resource Management, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: September 12, 2013



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
DISABILITY ADJUDICATION SUPERVISOR	35	B	12.457
DISABILITY ADJUDICATOR [IV] III	33	B	12.456
DISABILITY ADJUDICATOR [III] II	32	B	12.428
DISABILITY ADJUDICATOR [II] I	30	B	12.425
[DISABILITY ADJUDICATOR I	28	B	12.403]

SERIES CONCEPT

Disability Adjudicators evaluate [~~applications for Social Security disability benefits; perform comprehensive reviews of medical, vocational and legal data; make judgments as to the nature and severity of physical and mental impairments and determine applicants' capacity to perform work; apply Social Security law and court orders to specific findings of fact developed from medical and vocational evidence~~] *disability claims and make determinations in accordance with laws, rules, regulations, policies and procedures governing Social Security Disability Programs. Work involves the evaluation of medical evidence to make judgments about the presence, onset, clinical severity and prognosis of physical or mental impairments and determination of the vocational potential of claimants in order to allow or deny Social Security benefits.*

Interview applicants to obtain personal history; *communicate in writing and/or telephone with claimants who are injured, terminally ill and may be in personal distress*; verify, develop and document required medical and vocational evidence; review applications for completeness; request and authorize payments for existing collateral medical, psychological, vocational and employment information necessary to make disability determinations; recommend the purchase of consultative examinations.

Integrate physical, mental and vocational functional assessments to determine the combined effects and severity of impairment in compliance with Social Security Administration regulations; consult with program physicians and psychologists to resolve conflicts with medical evidence and determine clinical severity and/or residual functional capacity; apply federal regulations, procedures and standards to findings of fact and abstract medical and vocational concepts; establish the onset of the disability.

Compile the entire body of evidence into a written medical/legal [~~decision~~] *determination* of disability which documents the medical and vocational facts, statutory requirements, and the occupational potential of the claimant; evaluate symptoms and alleged limitations to determine credibility; evaluate the consistency of treating/examining source statements and opinions; prepare personalized *determination* notices using appropriate lay language to inform claimants of disability [~~decisions; determine the need for future review of favorable decisions~~] *determinations*.

Provide medical case management for disability claims that require medical consultation ("Case Management" is defined as the ability to organize, prioritize and analyze varied and complex information, regulations, policies and procedures to arrive at timely and accurate decisions regarding claims in one's caseload).

Conduct comprehensive vocational analysis of the claimant's vocational background, education, age, relevant work experience, and demonstrated functional capacity for gainful employment; determine ability to perform jobs within the local and national economy; act as an agency resource providing advice and guidance to consulting physicians and claims adjudicators.

Perform related duties as assigned.

DISABILITY ADJUDICATION SUPERVISOR	35	B	12.457
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Page 2 of 7

CLASS CONCEPTS

Disability Adjudication Supervisor: Under administrative direction, incumbents plan, organize, coordinate and supervise activities of a unit of Disability Adjudicators; provide input for employee selection; provide training and guidance for staff development; delegate authority and responsibility; assign work based on workers' caseloads, skill level and experience; review and approve requests for consultative examinations to ensure need is documented; assist in the resolution of difficult casework problems; establish work performance standards, evaluate performance, and initiate disciplinary actions. In addition, incumbents in this class ensure continuity of adjudication services by performing duties assigned to other positions in the agency during staff shortages or absences and either:

- 1) Monitor the caseload management of subordinate adjudicators to ensure the adjudication of claims meets goals for accuracy, production and timeliness established by the agency and the Social Security Administration; review decisions to ensure compliance with applicable policies and procedures; resolve case deficiencies; respond to claimant inquiries; participate in program planning and implementation; and ensure budgetary limits are not exceeded; or
- 2) Plan, develop, implement and maintain the federally mandated quality assurance program; conduct staff training relative to the rules, regulations, policies and procedures of the disability adjudication process; ensure disability determinations are made accurately, timely and in compliance with federal requirements; independently plan, develop, and implement case review procedures; analyze findings resulting from quality assurance reviews; direct corrective action on decisions which do not conform to Social Security regulations; advise management of program performance and make recommendations for corrective action; compile review findings into various reports. Incumbents also [~~provide medical case management for disability claims that require medical consultation; obtain physician input in the analysis of medical issues;~~] screen cases received from the adjudication staff; allocate cases to medical and psychological consultants based on the type of claim expertise and medical specialty; review and monitor physicians' casework activities and provide guidance and input to the medical consultant staff regarding the interpretation and application of the regulations.

Disability Adjudicator [~~IV~~] III: Under general direction, incumbents perform [~~advanced~~] journey level claims adjudication, which includes the authority to complete final determinations without review or approval of medical or psychological consultants. This class is distinguished from the lower levels by the ~~increased variety and complexity of claims issues and~~ the independence and level of decision-making. [~~In order to warrant allocation to this class, incumbents must function at this level of independence at least 50% of the time.~~]

In addition, incumbents provide advice, guidance and training to lower level Disability Adjudicators regarding complex medical and vocational issues and the application of applicable regulations, guidelines and standards; research, clarify and interpret changes in federal laws and agency procedures; review casework to identify deficiencies; assist [~~lower level~~] *other* Disability Adjudicators [~~in a plan to improve quality and production~~] *at direction of the supervisor.*

Disability Adjudicator [~~III~~] II: Under general ~~direction~~ supervision, incumbents *continue to receive training in performing* ~~perform~~ the full range of duties described in the series concept; independently secure necessary evidence and apply program regulations, guidelines and standards to arrive at conclusions relative to disability issues. Technical assistance is available from supervisors, higher-level staff, and medical and psychological consultants. Work is reviewed [~~at a higher level~~] on a sample basis for accuracy of the determination and compliance with federal and agency requirements. [~~This is the journey level in the series.~~]

DISABILITY ADJUDICATION SUPERVISOR	35	B	12.457
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DISABILITY ADJUDICATOR I	28	B	12.403

Page 3 of 7

CLASS CONCEPTS (cont'd)

Disability Adjudicator [III] II: (cont'd)

The Disability Adjudicator [III] II is distinguished from [lower level Adjudicators] *the Disability Adjudicator I class* by the complexity of assigned claims and the level of independence with which assigned duties are performed. *Progression to the journey level is not automatic, but may occur upon meeting the minimum qualifications, satisfactory performance and with the approval of the appointing authority.*

Disability Adjudicator [II] I: Under [general] *close* supervision, incumbents [continue to] receive training and gain experience in the development, evaluation, and adjudication of disability claims. This is [the continuing] *the* trainee class [which is distinguished from the lower level by increased complexity of assigned claims and greater independence with which the duties are performed] *in the series. Determinations and submittals made at this level are regularly reviewed for accuracy of determination and compliance with federal and agency requirements.* Progression to the next level in the series may occur upon meeting the minimum qualifications, *satisfactory performance* and with *the* [recommendation] *approval* of the appointing authority.

~~**Disability Adjudicator I:** Under close supervision, incumbents receive training and gain experience in the development, evaluation, and adjudication of disability claims. This is the entry level in the series, which provides for progression to the next level upon meeting the minimum qualifications and with the recommendation of the appointing authority.]~~

MINIMUM QUALIFICATIONS

INFORMATIONAL NOTE:

- * *Incumbents must be able to approve or deny Social Security Disability benefits to claimants with severe and possibly terminal conditions in accordance with federal regulations.*

DISABILITY ADJUDICATION SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in a life, [or] *social science*, health science, *legal studies* or related field and [one] *two* years of [advanced] journey level experience making disability determinations independent of review by medical or psychological consultants equivalent to a Disability Adjudicator [IV] III in Nevada State service; **OR** a Bachelor's degree from an accredited college or university in one of the above fields and two years of journey level experience adjudicating claims for Social Security disability equivalent to a Disability Adjudicator III in Nevada State service;] **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: physical and mental impairments and their effects on the ability to perform work; disease process, injury effect, commonly accepted treatment, prognosis and duration of mental and physical disabilities; *medical and psychological terminology sufficient to perform quality control and supervisory review functions*; methods, techniques, principles and practices pertaining to the Social Security Administration disability adjudication process. **Working knowledge of:** [medical and psychological terminology sufficient to perform quality control and supervisory review functions;] caseload management techniques sufficient to assign, prioritize and control fluctuating caseloads for subordinate staff. **Ability to:** assign work and delegate responsibility through [verbal] *oral* and written communication; compare complex facts and abstract concepts relative to medical and psychological conditions to program

MINIMUM QUALIFICATIONS (cont'd)

DISABILITY ADJUDICATION SUPERVISOR	35	B	12.457
DISABILITY ADJUDICATOR [IV] III	33	B	12.456
DISABILITY ADJUDICATOR [III] II	32	B	12.428
DISABILITY ADJUDICATOR [II] I	30	B	12.425
DISABILITY ADJUDICATOR I	28	B	12.403

Page 4 of 7

DISABILITY ADJUDICATION SUPERVISOR (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

regulations, guides and procedures. **Skill in:** understanding and interpreting medical documents, technical information, legal mandates, and complex laws and regulations; communicating with management, medical and psychological consultants and adjudication staff to clarify and explain policies, regulations, and technical and personnel issues; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: principles and practices of supervision and training; and agency operating procedures and protocol. **Ability to:** apply management techniques to plan, prioritize and schedule work; review and analyze case records and computer generated reports to determine quality, quantity and timeliness of work production; develop corrective action plans when individual or unit goals are not met; train, supervise and evaluate the performance of subordinate staff.

DISABILITY ADJUDICATOR [~~IV~~] III

EDUCATION AND EXPERIENCE: *Associate's degree from an accredited college or university in a social science, health science, legal studies or related field and three years of experience adjudicating claims, two years of which included adjudicating claims for Social Security disability which included ~~one~~ two years of experience performing the full range of duties described in the series concept ~~[at the journey level]~~; **OR** an equivalent combination of education and experience; **OR** one year of experience as a Disability Adjudicator [~~III~~] II in Nevada State service.*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: federal regulations and guidelines and agency policies and procedures applicable to disability adjudication; impact of mental and physical impairments on an individual's functional capacity. **Ability to:** ~~[make final determinations on Social Security claims independent of medical or psychological review; effectively communicate with adjudicator staff to clarify and explain technical issues; maintain composure and interact professionally in confrontational situations]~~ *identify claims that can be adjudicated independently and claims that may warrant evaluation by medical or psychological consultants; provide advice, guidance and training to other Disability Adjudicators.* **Skill in:** managing a large, diverse caseload of disability adjudication cases; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: on-the-job training methods and techniques. **Ability to:** review the work of others for the purpose of identifying errors and deficiencies.

DISABILITY ADJUDICATOR [~~III~~] II

EDUCATION AND EXPERIENCE: *Associate's degree from an accredited college or university in a social science, health science, legal studies or related field and two years of experience adjudicating claims, one year of which included adjudicating claims for Social Security disability, managing a large caseload; securing and integrating medical and psychological evidence; weighing evidence, resolving conflicting information, and assessing credibility of alleged limitations; writing explanations of complex determinations of eligibility; **OR** an equivalent combination of education and experience which includes*

MINIMUM QUALIFICATIONS (cont'd)

DISABILITY ADJUDICATION SUPERVISOR	35	B	12.457
DISABILITY ADJUDICATOR [IV] III	33	B	12.456
DISABILITY ADJUDICATOR [III] II	32	B	12.428
DISABILITY ADJUDICATOR [II] I	30	B	12.425
DISABILITY ADJUDICATOR I	28	B	12.403

Page 5 of 7

DISABILITY ADJUDICATOR [~~III~~] II (cont'd)

EDUCATION AND EXPERIENCE (cont'd):

~~one year of~~ experience adjudicating claims for Social Security disability as described above; **OR** one year of experience as a Disability Adjudicator [~~II~~] I in Nevada State service.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: ~~[caseload management techniques to control a fluctuating workload; a wide variety of occupations and required job skills;]~~ standard tests used in evaluating and documenting mental and physical impairments; principles, methods and techniques used to develop, analyze and evaluate evidence pertinent to disability claims; ~~[federal regulations, guidelines and agency procedures applicable to adjudicating Social Security disability claims;]~~ *pediatric medical terminology, age-appropriate childhood development standards and milestones, the impact of physical/mental impairments and disease processes on childhood development, and the degree of severity of cumulative developmental deficits required to be eligible for Social Security disability benefits; non-medical and vocational factors affecting job opportunities and a claimant's ability to work, including age, education skills and abilities, vocational background, occupational categories/classifications, exertional and non-exertional criteria and standards used by the of industry to classify all occupations in the national economy; provisions of the Social Security Act (SSA), as amended, related federal and State statutes and regulations, agency procedures, Social Security rulings, pertinent court rulings and legal principles as they apply to the Social Security disability program and adjudicating Social Security disability claims; paper and electronic folder disability case processes for adult and childhood initial disability cases; current impact/future implications/prognosis associated with mental and physical diagnoses, signs/symptoms/tests/lab results, and selected treatment modalities, and the potential impact of the impairments on the Social Security disability eligibility* ~~[publications of the Department of Labor and Bureau of Census concerning job requirements].~~ **Ability to:** work independently and follow through on complex duties with minimal supervision *while managing a large, diverse caseload of disability adjudication cases*; understand and apply complex regulations, standards and instructions to facts and abstract concepts to arrive at objective conclusions; weigh evidence, resolve conflicting information and assess credibility of alleged limitations ~~[; manage a large, diverse caseload of disability adjudication cases].~~ **Skill in:** preparing clear and concise written explanations of complex determinations of eligibility using appropriate medical, vocational and legal terminology; securing, organizing and ~~[summarizing]~~ *analyzing* all medical, vocational and lay evidence necessary to reach and convey decisions of eligibility; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Ability to: negotiate solutions to problems, exchange ideas and information with others and arrive at mutually agreeable decisions.

DISABILITY ADJUDICATOR [~~II~~] I

EDUCATION AND EXPERIENCE: *Associate's degree from an accredited college or university in a social science, health science, legal studies or related field* and one year of ~~[training and]~~ experience in adjudicating claims ~~[for Social Security disability]~~ which included applying ~~[Social Security Administration]~~ regulations and guidelines; reading and interpreting medical and psychological diagnostic and treatment reports; writing technical rationale for determinations; and managing a caseload; **OR** ~~[one year of experience as a Disability Adjudicator I in Nevada State service]~~ *an equivalent combination of education and experience.*

DISABILITY ADJUDICATION SUPERVISOR	35	B	12.457
DISABILITY ADJUDICATOR [IV] III	33	B	12.456
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DISABILITY ADJUDICATOR [II] I	30	B	12.425
DISABILITY ADJUDICATOR I	28	B	12.403

Page 6 of 7

MINIMUM QUALIFICATIONS (cont'd)

DISABILITY ADJUDICATOR [H] I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

~~[Working knowledge of: statewide medical community including hospitals, outpatient clinics, and physicians; medical and psychological terminology sufficient to read and interpret diagnostic treatment reports; disability adjudication processing program and software]~~ **General knowledge of:** [principles and practices associated with the disability adjudication process; federal vocational, medical and legal regulations and guidelines; agency procedures applicable to adjudicating Social Security disability claims;] *medical terminology, physical and/or mental conditions and impairments, and/or disease processes; anatomy and physiology; research techniques sufficient to locate required information from diverse sources; commonly accepted treatments, prognosis and duration of mental and physical disabilities;* caseload management techniques to control a fluctuating workload; a wide variety of occupations and required job skills. [standard tests used in evaluating and documenting mental and physical impairment;]. **Ability to:** *establish and maintain harmonious working relationships with co-workers, consulting staff and claimants, and maintain composure in confrontational situations; rapidly review and analyze information, problems, situations and data pertaining to the decision-making process in order to formulate logical and objective conclusions;* [analyze a variety of data pertaining to the disability review processes;] *write concise, logical, and grammatically correct narrative summaries.* [use disability adjudication related computer programs to manage and process cases; manage a caseload of disability adjudication cases;] **Skill in:** *write technical rationales using appropriate medical, vocational and legal terminology;* *manage time, organize job related responsibilities, and meet deadlines; read, understand, analyze, interpret and apply laws, regulations and policies; interview individuals to elicit specific and critical information. Skill in: using a personal computer and peripherals; adapting to program changes and fluctuating workloads; communicating effectively both orally and in writing* [; and all knowledge, skills and abilities required at the lower level].

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: statewide medical community including hospitals, outpatient clinics, and physicians; medical terminology, physical and/or mental conditions and impairments, and/or disease processes sufficient to read and interpret diagnostic treatment reports; physical and mental disabilities and their effects on the ability to perform work; standard tests used in evaluating and documenting mental and physical impairment; federal and State laws governing confidential personal information accessible in Social Security, medical evidence of record, and disability case files. Ability to: use disability adjudication related computer programs to manage and process cases; write technical rationales using appropriate medical, vocational and legal terminology. Skill in: analyzing and evaluating medical, legal, and vocational data; documenting and adjudicating SSA initial disability cases.

DISABILITY ADJUDICATOR I

~~EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in general studies or related field and one year of experience which included evaluating technical or legal information; writing narrative summaries; documenting facts and maintaining records; applying and explaining complex regulations, policies and procedures; **OR** an equivalent combination of education and experience.~~

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

~~**Working knowledge of:** problem solving techniques; research techniques sufficient to locate required information from diverse sources. **Ability to:** establish and maintain harmonious working relationships~~

DISABILITY ADJUDICATION SUPERVISOR	35	B	12.457
DISABILITY ADJUDICATOR [IV] III	33	B	12.456
DISABILITY ADJUDICATOR [III] II	32	B	12.428
DISABILITY ADJUDICATOR [II] I	30	B	12.425
DISABILITY ADJUDICATOR I	28	B	12.403

Page 7 of 7

with co-workers, consulting staff and the public; document facts and maintain case records; communicate effectively with persons from various socio economic backgrounds; elicit facts using interviewing techniques; read and understand technical or legal documents; communicate verbally to express ideas and explain problems and findings using appropriate grammar and vocabulary; use a personal computer to enter and retrieve data. **Skill in:** writing concise, logical, and grammatically correct narrative summaries; analyzing information, problems and situations to formulate logical and objective conclusions.

~~FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):~~
General knowledge of: physical and mental disabilities and their effects on the ability to perform work; commonly accepted treatments, prognosis and duration of mental and physical disabilities; anatomy and physiology; medical and psychological terminology sufficient to read and interpret diagnostic and treatment reports; principles and practices associated with the disability adjudication process; federal laws, regulations and guidelines and agency procedures applicable to adjudicating Social Security disability claims; vocational, medical and legal references and written standards applicable to the disability adjudication process; local medical providers including hospitals, outpatient clinics and physicians. **Ability to:** develop and assess a variety of data pertaining to the disability review process; read, understand, interpret and apply medical and legal documents, and policies and procedures; write technical rationale using appropriate medical, vocational and legal terminology. **Skill in:** interpreting and applying laws, regulations, and procedures to recurring situations to make eligibility determinations.]

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.457</u>	<u>12.456</u>	<u>12.428</u>	<u>12.425</u>	<u>[12.403]</u>
ESTABLISHED:	9/19/03PC	7/1/93P 10/23/92PC	1/1/61	11/8/94UC	6/24/83
REVISED:			12/15/69		
REVISED:			11/21/73		
REVISED:			10/2/79-3		
REVISED:			6/24/83		
REVISED:			7/1/93P		7/1/93P
REVISED:			10/23/92PC		10/12/92PC
REVISED:		11/8/94UC	11/8/94UC		11/8/94UC
REVISED:		9/19/03PC	9/19/03PC	9/19/03PC	9/19/03PC
REVISED:	2/10/06PC		2/10/06PC	2/10/06PC	2/10/06PC]
REVISED:	10/15/13UC	10/15/13UC	10/15/13UC	10/15/13UC	