

Roger Barnes
Social Security Number 068-14-5203

A. Ability to write narrative materials in order to develop and explain program legislation, regulations and policy, respond to correspondence.

During my 16-year tenure with the Department of Human Services Income Maintenance Administration, I performed as a Quality Control Examiner from March 10, 2002 to the present. During this time, I was responsible for determining eligibility for the following programs: Temporary Assistance to Needy Families (TANF) formerly AFDC; Food Stamps and Medical Assistance. As part of the work, I was responsible for evaluating case records to establish eligibility requirements. I wrote narrative materials comprised of memorandums, letters, and customer histories of client interviews. I evaluated case report examinations to ensure they were filled out correctly. In order to assign cash grant benefits, customers had to establish relationships between relatives and children as well as prove where they resided. I became very knowledgeable about regulations, policy issues and how to apply and interpret findings to specific cases. I would ask clients for birth certificates, stubs from paychecks, heating bill receipts to establish benefit requirements. I wrote and analyzed case histories along with interviews and produced reports.

As Acting Supervisory Social Service Representative at the Congress Heights Center from October 01, 2000 to July 10, 2002, I oversaw the work of my staff that implemented and carried out policies and procedures on all cases assigned to my unit. I wrote procedural papers and instruction guidelines to help staff understand how to interpret information and make accurate judgments. Since, I have taken all policy and procedure training offered by the department, I am knowledgeable about implementing program policy for Food Stamps, Temporary Assistance to Needy Families, Medical Assistance and General Assistance to Children and Interim Disabilities Assistance. I have on occasion, written memorandums and documentation that was later used as background defending departmental action and policy in fair hearings, administrative hearings, and court actions.

I have served on the Agency's TANF Food Stamp Payment Accuracy Conference 2000 Committee and gave a workshop on Staying Afloat with Medicare. I have attended a Random Moment meeting to represent my Service Center. I represented the Department of Human Services in Baltimore to access the Client's Automated Resources Eligibility System (CARES) in the state of Maryland 2002. I also attended the Food and Nutrition Conference in Hershey, Pennsylvania 2002.

As a Social Service Representative, I served on the Center's Corrections Action Planning Tea, in an effort to analyze and implement new methods to prevent case

action errors. These additional responsibilities gave me the opportunity to gain additional knowledge of the above-mentioned programs. I also have a thorough understanding of existing court orders, i.e., Salazar, Motley and Franklin.