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**Department of Transformation and Shared Services**

**Governor Asa Hutchinson**

**Secretary Amy Fecher**

**Director Kay Barnhill**

December 10, 2021

The Honorable David Wallace, Co-Chairperson  
The Honorable David Hillman, Co-Chairperson  
Uniform Personnel Classification and  
Compensation Plan Subcommittee  
Joint Budget Committee  
State Capitol Building, Room 315  
Little Rock, Arkansas 72201

RE: Supplemental Item

Dear Co-Chairs:

I respectfully request suspension of the rule by the Legislative Council for review of the attached request from the Department of Human Services – Division of County Operations. This request is to establish one hundred twenty-one (121) pool positions from the OPM Surrender Pool established by Ark. Code Ann. §21-5-225(a)(1). DHS has experienced a significant loss of staff due to COVID-19 pandemic, and the staffing shortages have created increasing delays in making eligibility determinations. The requested positions are critically important to address the backlog issues.

This request was received after the deadline for submission to the Legislative Council, but we are requesting consideration in this December, 2021 meeting.

Sincerely,

A handwritten signature in blue ink that reads "Amy Fecher". The signature is written in a cursive, flowing style.

Amy Fecher, Secretary  
Department of Transformation and Shared Services

Attachments



ARKANSAS  
DEPARTMENT OF  
**HUMAN  
SERVICES**

**DHS Secretary Cindy Gillespie  
Office of the Secretary**

P.O. Box 1437, Slot S201, Little Rock, AR 72203-1437  
P: 501.682.8650 F: 501.682.6836 TDD: 501.682.8820

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December 9, 2021

Hon. Amy Fecher, Secretary  
Department of Transformation and Shared Services  
501 Woodlane, Suite 201  
Little Rock, AR 72201

Dear Secretary Fecher:

Thank you for considering the personnel request submitted by DHS Division of County Operations to upgrade approximately 121 positions. DHS respectfully requests that this request be considered on an emergency basis and submitted to the Arkansas Legislative Council Personnel Subcommittee for consideration in its next regular meeting, currently scheduled for December 15.

DHS is working to resolve a backlog of Medicaid eligibility determinations for clients receiving long-term care services, including those who have entered nursing homes. DHS has experienced a significant loss of staff due to the COVID-19 pandemic, and these staffing shortages have created increasing delays in making eligibility determinations. The problems are particularly acute among DHS employees who handle long-term care determinations because the work is significantly more complex than other types of eligibility determinations. Because all caseworkers in DCO are at the same grade level regardless of the complexity of their work, it is difficult to recruit and retain employees for the more difficult work of determining long-term care eligibility.

It is critically important that DHS move immediately to address this backlog, because delays in eligibility determination create cascading delays in payments to long-term care facilities, which in turn threatens the ongoing fiscal viability of these facilities. DHS has explored other options such as securing an outside vendor, which DHS is pursuing for regular Medicaid eligibility determinations. But DHS has now determined that an outside vendor is not a feasible solution for the delays in long-term care. This is why DHS is now seeking consideration of personnel changes.

Therefore, because of the critical importance of resolving the eligibility backlog for long-term care, DHS asks that TSS and Legislative Council consider these requests on an emergency basis.

Sincerely,

Cindy Gillespie, Secretary  
Department of Human Services



**Department of Transformation and Shared Services**

Governor Asa Hutchinson

Secretary Amy Fecher

Director Kay Barnhill

December 15, 2021

The Honorable David Wallace, Co-Chairperson  
The Honorable David Hillman, Co-Chairperson  
Uniform Personnel Classification and  
Compensation Plan Subcommittee  
Joint Budget Committee  
State Capitol Building, Room 315  
Little Rock, Arkansas 72201

Dear Senator Wallace and Representative Hillman:

The Office of Personnel Management (OPM) submits a request from Department of Human Services (DHS), Division of County Operations. DHS is requesting to obtain one hundred and twenty-two (122) positions from the OPM surrender pool established by Ark. Code Ann. §21-5-225(a). The positions to be surrendered are attached separately, and the classifications requested are listed below:

<u>Class Code</u>	<u>Title</u>	<u>Grade</u>	<u>Salary Range</u>	<u># of Positions</u>
G100C	DHS County Administrator III	GS10	\$56,039- \$81,256	1
L038C	Registered Nurse	MP01	\$63,830- \$88,058	1
NEW	LTSS- Program Eligibility Specialist Supervisor	GS08	\$45,010- \$65,264	10
NEW	LTSS- Program Eligibility Specialist	GS07	\$40,340- \$58,493	110

The Honorable David Wallace, Co-Chairperson  
The Honorable David Hillman, Co-Chairperson  
December 15, 2021  
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## JUSTIFICATION

DHS is requesting the above surrender pool positions to meet the needs of the agency. The department has had severe difficulties in eliminating a backlog of Medicaid eligibility determinations for clients receiving long-term care services, including those who have entered nursing homes. As a result of the Covid-19 pandemic, DHS has experienced significant staff shortages, which increases delays in making eligibility determinations, especially in long-term care circumstances as they are more complex. As all caseworkers at DCO are the same pay grade regardless of the level of work, it has become more difficult to recruit and retain employees. Addressing the delays in determination cases is critical because it, in turn, leads to delays in payments to long-term facilities.

In recognizing the severe backlog of cases and need for positions, DHS determined that they could surrender positions from other divisions to request higher graded positions with the intention of retaining current employees and recruiting future candidates. Current incumbents of positions to be surrendered will receive a 10% promotional increase in salary once they are moved to the new positions. The Registered Nurse positions is requested to add support to the medical eligibility work that the unit it responsible for. In total, this is expected to cost approximately \$1,769,300, including matching, and no additional general revenue funds are requested for this expense.

The Office of Personnel Management has reviewed this request and **recommends** the approval of one hundred and twenty-two (122) positions from the OPM surrender pool. Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director  
Office of Personnel Management



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SECRETARY OF TRANSFORMATION & SHARED  
SERVICES

12/10/2021  
DATE

## Positions to be surrendered

Position/ Item Number	Classification title	Pay Grade	Class Code	Budgeted or Not	Date Last Filled	Salary	Fringe and Salary	Total Cost	New Grade
22101305	Medicaid Services Supervisor	GS07	M039C	Unbudgeted	12/2/2019	\$ 40,340.00	\$ 49,618.20	\$ 49,618.20	GS08
22076605	CIVIL RIGHTS/EMPLOYEE RELATIONS COORD	GS06	R026C	Budgeted	12/31/2019	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22102138	CIVIL RIGHTS/EMPLOYEE RELATIONS COORD	GS06	R026C	Budgeted	01/04/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22100838	CIVIL RIGHTS/EMPLOYEE RELATIONS COORD	GS06	R026C	Budgeted	09/30/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22103440	VOLUNTEER PROGRAM COORDINATOR	GS06	G202C	Budgeted	06/27/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22111836	VOLUNTEER PROGRAM COORDINATOR	GS06	G202C	Budgeted	07/04/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22100241	MEDIA SPECIALIST	GS06	P031C	Unbudgeted	09/18/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22102077	ADMINISTRATIVE ANALYST	GS06	C037C	Unbudgeted	10/05/2019	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22100291	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Unbudgeted	09/05/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22109406	HUMAN RESOURCES ANALYST	GS06	R025C	Budgeted	02/20/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22101916	FISCAL SUPPORT SUPERVISOR	GS06	A074C	Unbudgeted	01/25/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22097324	GRANTS ANALYST	GS06	G180C	Budgeted	05/15/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22098248	INTERNAL AFFAIRS INVESTIGATOR	GS06	X101C	Budgeted	8/14/2019	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22076698	POLICY DEVELOPMENT COORDINATOR	GS06	G178C	Unbudgeted	11/16/2019	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22097462	LICENSED PRACTICAL NURSE	GS06	L069C	Unbudgeted	07/09/2019	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22098489	LICENSED PRACTICAL NURSE	GS06	L069C	Unbudgeted	11/14/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22097816	FISCAL SUPPORT SUPERVISOR	GS06	A074C	Budgeted	9/4/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22102030	ADMINISTRATIVE ANALYST	GS06	C037C	Budgeted	11/15/2020	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22098095	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Unbudgeted	10/16/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22099570	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	11/30/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22100523	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	11/13/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22101100	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	10/30/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22102044	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	11/30/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22102908	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	10/8/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22109067	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	10/22/2021	\$ 36,155.00	\$ 44,470.65	\$ 44,470.65	GS07
22109222	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 36,154.98	\$ 3,615.50	\$ 4,447.06	GS07
22099791	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22110158	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22103926	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22098361	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102020	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22103971	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,799.82	\$ 4,079.98	\$ 5,018.38	GS07
22103283	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 42,352.96	\$ 4,235.30	\$ 5,209.41	GS07

22104247	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 41,725.42	\$ 4,172.54	\$ 5,132.23	GS07
22101162	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 39,573.66	\$ 3,957.37	\$ 4,867.56	GS07
22103637	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22099046	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,319.63	\$ 3,831.96	\$ 4,713.31	GS07
22100800	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 44,405.71	\$ 4,440.57	\$ 5,461.90	GS07
22101383	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102842	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,458.16	\$ 3,845.82	\$ 4,730.35	GS07
22109033	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,669.90	\$ 3,866.99	\$ 4,756.40	GS07
22102640	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 48,315.90	\$ 4,831.59	\$ 5,942.86	GS07
22101467	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 39,381.26	\$ 3,938.13	\$ 4,843.89	GS07
22100743	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22103097	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102002	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,458.16	\$ 3,845.82	\$ 4,730.35	GS07
22111258	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22103062	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22103441	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22101498	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22098482	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22076614	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22151105	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22099818	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 52,423.90	\$ 5,242.39	\$ 6,448.14	GS07
22099484	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22098698	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22099698	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102046	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102422	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22100900	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22103378	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,425.86	\$ 3,742.59	\$ 4,603.38	GS07
22097383	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,077.52	\$ 3,807.75	\$ 4,683.53	GS07
22102142	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,436.88	\$ 3,743.69	\$ 4,604.74	GS07
22099402	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22099178	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,239.70	\$ 3,723.97	\$ 4,580.48	GS07
22101794	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,991.47	\$ 3,899.15	\$ 4,795.95	GS07
22102378	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07

22104301	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 41,404.48	\$ 4,140.45	\$ 5,092.75	GS07
22099998	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22100095	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,239.70	\$ 3,723.97	\$ 4,580.48	GS07
22099885	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22101743	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 42,514.16	\$ 4,251.42	\$ 5,229.24	GS07
22097479	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22101797	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 43,723.26	\$ 4,372.33	\$ 5,377.96	GS07
22102602	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 41,571.92	\$ 4,157.19	\$ 5,113.35	GS07
22104308	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,391.73	\$ 4,039.17	\$ 4,968.18	GS07
22102062	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 39,435.55	\$ 3,943.56	\$ 4,850.57	GS07
22102017	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,511.74	\$ 4,051.17	\$ 4,982.94	GS07
22100393	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,962.70	\$ 3,796.27	\$ 4,669.41	GS07
22109503	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22101630	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22100363	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,239.70	\$ 3,723.97	\$ 4,580.48	GS07
22102276	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102716	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102404	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22110295	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22099532	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22097845	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22098072	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,991.47	\$ 3,899.15	\$ 4,795.95	GS07
22100780	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 36,154.98	\$ 3,615.50	\$ 4,447.06	GS07
22110389	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22097731	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,901.33	\$ 4,090.13	\$ 5,030.86	GS07
22103170	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,239.70	\$ 3,723.97	\$ 4,580.48	GS07
22103434	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,283.38	\$ 3,728.34	\$ 4,585.86	GS07
22102920	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22109365	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 37,800.05	\$ 3,780.01	\$ 4,649.41	GS07
22098911	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22098081	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 36,968.46	\$ 3,696.85	\$ 4,547.12	GS07
22103203	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 41,233.09	\$ 4,123.31	\$ 5,071.67	GS07
22099581	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 39,573.66	\$ 3,957.37	\$ 4,867.56	GS07
22097883	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07

22097730	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22099269	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22101103	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 36,516.48	\$ 3,651.65	\$ 4,491.53	GS07
22102644	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 36,154.98	\$ 3,615.50	\$ 4,447.06	GS07
22097928	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22110446	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22098306	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Unbudgeted	Filled	\$ 43,297.70	\$ 4,329.77	\$ 5,325.62	GS07
22100713	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 38,669.90	\$ 3,866.99	\$ 4,756.40	GS07
22101403	PROGRAM ELIGIBILITY SPECIALIST	GS06	M066C	Budgeted	Filled	\$ 40,122.16	\$ 4,012.22	\$ 4,935.03	GS07
22102818	QUALITY ASSURANCE REVIEWER	GS06	X136C	Budgeted	6/12/2021	\$ -	\$ 36,155.00	\$ 44,470.65	GS07
22143270	PROGRAM ELIGIBILITY COORDINATOR I	GS07	M025C	Budgeted	Filled	\$ 43,277.31	\$ 4,327.73	\$ 5,323.11	GS08
22101037	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	10/31/2021	\$ -	\$ 49,618.20	\$ 61,030.39	GS08
22097966	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	Filled	\$ 44,134.27	\$ 4,413.43	\$ 5,428.52	GS08
22099390	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	Filled	\$ 47,709.58	\$ 4,770.96	\$ 5,868.28	GS08
22101246	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	Filled	\$ 44,766.38	\$ 4,476.64	\$ 5,506.26	GS08
22098833	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	Filled	\$ 44,766.38	\$ 4,476.64	\$ 5,506.26	GS08
22104107	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	Filled	\$ 44,766.38	\$ 4,476.64	\$ 5,506.26	GS08
22101422	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	Filled	\$ 44,134.48	\$ 4,413.45	\$ 5,428.54	GS08
22101239	PROGRAM ELIGIBILITY SUPERVISOR	GS07	M037C	Budgeted	Filled	\$ 44,766.38	\$ 4,476.64	\$ 5,506.26	GS08
22136922	DHS/DAAS DIVISION MANAGER	GS08	G083C	Budgeted	Filled	\$ 53,232.61	\$ 5,323.26	\$ 6,547.61	GS10
							\$ 63,830.00	\$ 78,510.90	MP01
								<b>TOTAL COST</b>	
								\$ 1,769,299.87	

Classification(s) Requested			
N/A	Classification Title	Pay Grade	Class Code
110 positions	LTSS - Program Eligibility Specialist	GS07	new
10 positions	LTSS - Program Eligibility Specialist Supervisor	GS08	new
1 position	DHS County Admin III	GS10	G100C
1 position	Registered Nurse	MP01	L038C



1103



ARKANSAS  
DEPARTMENT OF  
**HUMAN  
SERVICES**

Office of Human Resources

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December 10, 2021

Kay Barnhill, State Personnel Director  
Department of Finance and Administration  
Office of Personnel Management  
501 Woodlane, Suite 201  
Little Rock, Arkansas 72201



RE: Swap Pool - DCO for FY 2022

Ms. Barnhill:

The Department of Human Services, Division of County Operations (DCO) is requesting a swap pool for 122 positions. DHS is working to resolve a backlog of Medicaid eligibility determinations for clients receiving long-term care services, including those who have entered nursing homes. DHS has experienced a significant loss of staff due to the COVID-19 pandemic, and these staffing shortages have created increasing delays in making eligibility determinations. The problems are particularly acute among DHS employees who handle long-term care determinations because the work is significantly more complex than other types of eligibility determinations. Because all caseworkers in DCO are at the same grade level regardless of the complexity of their work, it is difficult to recruit and retain employees for the more difficult work of determining long-term care eligibility. It is critically important that DHS move immediately to address this backlog, because delays in eligibility determination create cascading delays in payments to long-term care facilities, which in turn threatens the ongoing fiscal viability of these facilities.

Our plan to address the long-term care eligibility unit within DHS is the following:

- At present, all caseworkers in DCO – both those handling Modified Adjusted Gross Income (MAGI) eligibility, as well as those handling long-term care eligibility are GS06 - Program Eligibility Specialist. We have recognized that long-term care eligibility is significantly more complex than the work handled by caseworkers who deal with MAGI eligibility and SNAP, and as a result justifies a higher grade. Our request is to surrender 110 - GS06 positions for 110 - GS07 positions with a new title (Long-Term Services and Supports (LTSS) – Program Eligibility Specialist).
- For supervisor positions, we would surrender 10 - GS07 positions for 10 - GS08 positions with a new title (LTSS - Program Eligibility Specialist Supervisor).
- The casework in the unit is currently overseen by a GS08 LTSS Program Manager, we would surrender this one position to a GS10.
- To add to the medical eligibility work that the unit does, we will request 1 - MP01 Registered Nurse position.

We have also recognized that we need additional positions within the long-term care unit that will come from different areas of the agency. Of the 110 - GS06 positions which we surrender, 93 are currently in DCO and 17 are in other DHS divisions. Of the 10 - GS07 positions that we surrender, 9 are currently in DCO and 1 is in another division. For any incumbent employee in a position being upgraded, they would

receive a 10% increase for the promotion. The additional cost to the agency for this pool swap request would be \$1,769,299 including benefits.

Should further information be required on this request, please contact me at (501) 320-6250.

Sincerely



Damian Hicks  
DHS Chief Human Resources Officer

Cc: Mary Franklin