

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 110

STANDARD PROGRAM: Adult Protective Service Investigator

TARGET POP: Disabled Adults
Elderly

YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: traditional and non-traditional work hours

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

Vendor shall provide 2 FTE contracted staff and payroll services for the following positions:

Adult Protective Services Investigator

Basic Function

To provide case management to Human Services Department clients in an assigned caseload area, develop and manage caseload, develop and maintain relationship with court and legal system, document casework activities, and provide an evaluation, advocacy and follow-up to clients.

Essential Duties

1. Review and analyze information relating to client's social, psychiatric and medical history to learn the nature of the functional limitation in relation to adjustment and survival skills.
2. Obtain and assess relevant information regarding client's development, i.e., social, familial, medical and vocational strengths.
3. Investigates abuse and neglect for clients by responding to referrals, interviewing clients and collateral contacts, analyzing collected information to determine if criminal actions have occurred, preparing investigative reports, and submitting recommendations to supervisors.
4. Communicates and collaborates with representatives of law enforcement agencies to ensure client protection advocacy and prosecution of perpetrators.
5. Educates local community service providers on elderly abuse by providing information upon request or making presentations.
6. Serves as a member of a multi-disciplinary team to address the needs of elderly and disabled clients and participates in meetings when needed.
7. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
8. Review and interpret diagnostic data to client or client's family in order to develop a Case Management plan.
9. Write a Case Management plan in conjunction, consultation, and cooperation with client, which outlines the services to be provided by the Human Services Department and contracted agencies to the client.
10. Refer to and coordinate the various services to implement plan.
11. Recommend to supervisor the various services requiring authorizations.
12. Monitor on-going progression of client/plan to assure the efficiency and adequacy of service system.
13. Recommend to management changes or gaps in the system that prevent the delivery of services.
14. Prioritize and organize time to cover assigned area and manage caseload in equitable manner.
15. Maintain and develop resources appropriate to needs of client population served.
16. Develop and maintain contacts with in/out of house agencies who may be able to provide services to clients of the agency.
17. Maintain contacts with the Court, Corporation Counsel, Public Defender and legal community that deals with and serves the client population.
18. Consult with other professionals in the field and in related fields to increase individual knowledge and understanding of various disciplines, changes and developments in the field of Human Services.
19. Develop and maintain an effective body of knowledge regarding laws and procedures affecting clients and procedures dealt with.
20. Develop and maintain an effective body of knowledge regarding Human Services Department's statutory responsibilities to the court and client served.
21. Serve as liaison to the court from the Human Services Department.
22. Provide appropriate linking mechanisms as indicated by the disposition of the legal/court system.
23. Provide an evaluation, advocacy and follow-up capability to the clients included in the assigned caseload.
24. Participate in staff meetings and in-services trainings, as required.
25. Provide oral and written communication that is appropriate to the task and in accordance with agency and industry standards.
26. Make intervention and assessment decisions using the "Best Practice" philosophy.
27. Work collaboratively with law enforcement, families, other county departments, schools, acute care services providers, and other community resources to coordinate appropriate crisis resolution and referral.
28. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
29. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the APS Supervisor

Qualifications

- Bachelor's degree in Human Services field required (or Associate Degree with 10 years related experience).
- Three years of experience post-graduation working as a Social worker or in a related professional position.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Knowledge of Chapters 51, 54, 55 and Mental Health.
- Ability to respond to crises and to make appropriate assessments as to resolution.
- Knowledge of community resources.
- Ability to interact professionally with clients who may be challenging and potentially hostile.
- Ability to think critically and problem-solve while completing assessments and developing safety plans with consumers.
- Ability to work well with treatment team and community members.
- Ability to communicate orally and in writing
- Interacts with the public in a professional manner.

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.