

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 107

STANDARD PROGRAM: CCS Service Facilitator I & II

TARGET POP: MH & AODA

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 6 FTE contracted staff and payroll services for the following positions:

CCS Service Facilitator I

Basic Function

This position involves the care and treatment of adults and adolescents diagnosed with a mental illness or substance use disorder. Position delivers psychosocial rehabilitative services in accordance with a CCS plan of care. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers. Has outside contact with community agencies, consumer family members and various hospital units. Position is also responsible for CCS assessment and service plan development.

Essential Duties

1. Formulate recovery focused client-centered treatment plans for clients on his/her caseload, under the supervision of the clinical coordinator.
2. Coordinate agency staff and community resources to support and implement client-centered treatment plan goals.
3. Provide supportive counseling and crisis intervention, as needed.
4. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
5. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
6. Formulate appropriate discharge plan with assistance of client and clinical director.
7. Participate in staff meetings and in-service trainings, as required.
8. Maintain flexible work schedule to adequately meet program
9. Provide supportive counseling and crisis intervention, as needed.
10. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
11. Participate in staff meetings and in-service trainings, as required.
12. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening.
13. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
14. Participate in staff meetings and in-services trainings, as required.
15. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 36 and Medicaid standards.
16. Make intervention and assessment decisions using the "Best Practice" philosophy.
17. 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.
18. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
19. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
20. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
21. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CCS Supervisor

Qualifications

- Bachelor's degree in Human Services field required
- Experience with treatment programs involving adults and youth with mental illness and/or substance use disorder.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Knowledge of Chapters 36, 34, 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.

CCS Service Facilitator II

Basic Function

This position involves the care and treatment of adults and adolescents diagnosed with a mental illness or substance use disorder. Position delivers psychosocial rehabilitative services in accordance with a CCS plan of care. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers. Has outside contact with community agencies, consumer family members and various hospital units. Position is also responsible for CCS assessment and service plan development.

Essential Duties

1. Formulate recovery focused client-centered treatment plans for clients on his/her caseload, under the supervision of the clinical coordinator.
2. Coordinate agency staff and community resources to support and implement client-centered treatment plan goals.
3. Provide supportive counseling and crisis intervention, as needed.
4. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
5. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
6. Formulate appropriate discharge plan with assistance of client and clinical director.
7. Participate in staff meetings and in-service trainings, as required.
8. Maintain flexible work schedule to adequately meet program
9. Provide supportive counseling and crisis intervention, as needed.
10. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
11. Participate in staff meetings and in-service trainings, as required.
12. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening.
13. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
14. Participate in staff meetings and in-services trainings, as required.
15. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 36 and Medicaid standards.
16. Make intervention and assessment decisions using the "Best Practice" philosophy.
17. 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.
18. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
19. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
20. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
21. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CCS Supervisor

Qualifications

- Master's degree from an accredited college or university in social work or Candidates must be a certified advanced practice social worker, licensed professional counselor – in training, or can obtain one within six months of employment
- Experience with treatment programs involving adults and youth with mental illness and/or substance use disorder.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Knowledge of Chapters 36, 34, 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.