

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 111

STANDARD PROGRAM: Crisis Services Worker 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 3 FTE contracted staff and payroll services for the following positions:

Crisis Services Worker I

Basic Function

To assess consumer needs through careful collection of consumer data, describe basic services to consumers and provide linkage and follow up. Document all consumer contact. Follow up with crisis and targeted case management consumers when assigned. Develop and maintain relationships with other departments, Court and Law Enforcement.

Essential Duties

1. Gather data from consumer interviews, past records, other information, to gain understanding and verification of previous disorders and treatment episodes.
2. Provide assessments to identify treatment needs of the consumer.
3. Provide follow up services for consumers enrolled in the crisis and or targeted case management program as assigned. This may include home visits, or if inpatient, hospital visits. You may also have a need to meet one on one with the consumer in office.
4. Provide brief counseling to consumers.
5. Respond with Mobile Response when called.
6. Respond to potential suicide or other emergency telephone calls.
7. Assess clients' needs.
8. Provide consumers with necessary or appropriate information regarding services offered by the Human Services Department or community.
9. Provide back up to UA collection.
10. Recommend to supervisor the various services requiring authorizations.
11. Recommend to management changes or gaps in the system that prevent or hinder the delivery of services.
12. Prioritize and organize time to cover assigned area.
13. Develop and maintain resources appropriate to needs of the consumer population.
14. 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.
15. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers.
16. Document all work to ensure compliance with County, State, and Federal requirements.
17. Complete all other duties as assigned.

Supervision Received

Receives supervision from the Crisis Supervisor of Behavioral Health Services and accordance with DHS 34.

Qualifications

- Bachelor's degree in a Human Services field (Criminal Justice, educational psychology, vocational rehabilitation, guidance counseling, psychology, sociology, social work).
- Minimum one-year post-graduate experience with mental health consumers.
- Prompt and regular attendance.
- Successful completion (within three months after beginning position) of 40 hours Wisconsin certified Crisis Program training which is provided as part of on-the-job training.

*Or any equivalent combination, training and experience, which provides the requisite knowledge, skills and abilities.

Knowledge, Skills and Abilities

- Knowledge of community resources.
- Knowledge of DHS 34, 92 and 94 and Wisconsin State Statutes, 48, 51 and 55.
- Ability to respond to crises and make appropriate assessments as to resolution.
- Ability to work independently and multitask.
- Effective oral and written communication.
- Basic computer knowledge.
- Maintain effective working relationships with a diverse client population.

PROGRAM DESCRIPTION

Crisis Services Worker II

Basic Function

To assess consumer needs through careful collection of consumer data, describe basic services to consumers and provide linkage and follow up. Document all consumer contact. Follow up with crisis and targeted case management consumers when assigned. Develop and maintain relationships with other departments, Court and Law Enforcement.

Essential Duties

1. Gather data from consumer interviews, past records, other information, to gain understanding and verification of previous disorders and treatment episodes.
2. Provide assessments to identify treatment needs of the consumer.
3. Provide follow up services for consumers enrolled in the crisis and or targeted case management program as assigned. This may include home visits, or if inpatient, hospital visits. You may also have a need to meet one on one with the consumer in office.
4. Provide brief counseling to consumers.
5. Respond with Mobile Response when called.
6. Respond to potential suicide or other emergency telephone calls.
7. Assess clients' needs.
8. Provide consumers with necessary or appropriate information regarding services offered by the Human Services Department or community.
9. Provide back up to UA collection.
10. Recommend to supervisor the various services requiring authorizations.
11. Recommend to management changes or gaps in the system that prevent or hinder the delivery of services.
12. Prioritize and organize time to cover assigned area.
13. Develop and maintain resources appropriate to needs of the consumer population.
14. 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.
15. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers.
16. Document all work to ensure compliance with County, State, and Federal requirements.
17. Complete all other duties as assigned.

Supervision Received

Receives supervision from the Crisis Supervisor of Behavioral Health Services and accordance with DHS 34.

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
 - Minimum one-year post-graduate experience with mental health consumers.
 - Prompt and regular attendance.
 - Successful completion (within three months after beginning position) of 40 hours Wisconsin certified Crisis Program training which is provided as part of on-the-job training.
- *Or any equivalent combination, training and experience, which provides the requisite knowledge, skills and abilities.

Knowledge, Skills and Abilities

- Knowledge of community resources.
- Knowledge of DHS 34, 92 and 94 and Wisconsin State Statutes, 48, 51 and 55.
- Ability to respond to crises and make appropriate assessments as to resolution.
- Ability to work independently and multitask.
- Effective oral and written communication.
- Basic computer knowledge.
- Maintain effective working relationships with a diverse client population.

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.