

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 115

STANDARD PROGRAM: Crisis Technician

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

Crisis Technician

Basic Function

The Crisis Tech is responsible for the delivery of appointment reminder calls, collection of UA's for a variety of customers. Develop and maintain relationships with other departments, Courts and Law Enforcement. Contact with individuals may be in person or by telephone at the Behavioral Health Services of Racine County located at 1717 Taylor Avenue, Racine WI.

Essential Duties

1. Provide UA collection. Coordinate with the lab and case managers as needed.
2. Maintain appropriate tracking, documentation, and records of completed UA's and UA requests.
3. Assist consumers in applying for MA. This may include follow up services to complete MA application and management of required documentation.
4. Provide back up to the BHS Front Desk.
5. Provide assessments to identify treatment needs of the consumer.
6. Provide brief counseling to crisis consumers.
7. Gather data from consumer interviews, past records, other information, to gain understanding and verification of previous disorders and treatment episodes.
8. Respond to potential suicide or other emergency telephone calls.
9. Provide consumers with necessary or appropriate information regarding services offered by the Behavioral Health Services of Racine County or community.
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. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
15. 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.
16. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers.
17. Document all work to ensure compliance with County, State, and Federal requirements.
18. Track and maintain brochures available for consumers and agencies.
19. Complete all other duties as assigned.
20. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the Practice Manager.

Qualifications

- An Associate's Degree in a Human Services field (criminal justice, human services, educational psychology, vocational rehabilitation, guidance counseling, psychology, sociology, social work).
- Minimum one-year post-graduate experience with mental health consumers.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Knowledge of Chapters 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.