

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 106

STANDARD PROGRAM: CSP Case Manager 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:

CSP Case Manager I

Basic Function

This position involves the care and treatment of adults diagnosed with a chronic mental illness. Position delivers psychosocial rehabilitative services in accordance with a CSP plan of care. Duties include development and implementation of the treatment plan, which will include the necessary follow up, case management and interventions, as required. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers.

Essential Duties

1. Formulate treatment plans for consumers on his/her caseload, under the supervision of the clinical coordinator.
2. Complete in-depth assessments and other admission needs of consumers.
3. Coordinate agency staff and community resources to support and implement treatment plan goals.
4. Provide supportive counseling and crisis intervention, as needed.
5. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
6. Coordinate utilization of various community resources and providers.
7. Assist consumer with financial planning and development of income resources.
8. Coordinate all government support programs and consumer eligibility for SSI.
9. Liaison with consumer's family, when appropriate.
10. Adhere to agency policies and procedures while carrying out daily responsibilities.
11. Monitor consumer's medication regime and compliance as directed by the supervising physician.
12. Coordinate all professionals and paraprofessionals involved with each consumer.
13. Formulate appropriate discharge plan with assistance of consumer and clinical coordinator.
14. Assist consumer with securing adequate housing.
15. Provide consumers with psychotherapy.
16. Accurately document and maintain case file as required by agency policy, government regulation and applicable local, state and federal statutes.
17. Participate in staff meetings and in-services trainings, as required.
18. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening and on the weekend.
19. On-call rotation is required.
20. Make intervention and assessment decisions using the "Best Practice" philosophy.
21. 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.
22. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
23. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
24. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
25. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
26. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CSP Supervisor

Qualifications

- Bachelor's degree from an accredited college or university in social work, psychology, counseling or human services related field.
- 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 63, 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.

CSP Case Manager II

Basic Function

This position involves the care and treatment of adults diagnosed with a chronic mental illness. Position delivers psychosocial rehabilitative services in accordance with a CSP plan of care. Duties include development and implementation of the treatment plan, which will include the necessary follow up, case management and interventions, as required. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers.

Essential Duties

1. Formulate treatment plans for consumers on his/her caseload, under the supervision of the clinical coordinator.
2. Complete in-depth assessments and other admission needs of consumers.
3. Coordinate agency staff and community resources to support and implement treatment plan goals.
4. Provide supportive counseling and crisis intervention, as needed.
5. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
6. Coordinate utilization of various community resources and providers.
7. Assist consumer with financial planning and development of income resources.
8. Coordinate all government support programs and consumer eligibility for SSI.
9. Liaison with consumer's family, when appropriate.
10. Adhere to agency policies and procedures while carrying out daily responsibilities.
11. Monitor consumer's medication regime and compliance as directed by the supervising physician.
12. Coordinate all professionals and paraprofessionals involved with each consumer.
13. Formulate appropriate discharge plan with assistance of consumer and clinical coordinator.
14. Assist consumer with securing adequate housing.
15. Provide consumers with psychotherapy.
16. Accurately document and maintain case file as required by agency policy, government regulation and applicable local, state and federal statutes.
17. Participate in staff meetings and in-services trainings, as required.
18. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening and on the weekend.
19. On-call rotation is required.
20. Make intervention and assessment decisions using the "Best Practice" philosophy.
21. 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.
22. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
23. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
24. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
25. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
26. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CSP Supervisor

Qualifications

- Master's degree from an accredited college or university in social work, psychology, counseling or human services related field.
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- 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.