

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 105

STANDARD PROGRAM: CST Case Manager

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:

CST Case Manager

Basic Function

This position involves the care and treatment adolescents diagnosed with a mental illness or substance use disorder. Coordinator conducts a comprehensive and multi-dimensional summary of strengths and needs of the child and family. Has outside contact with community agencies, consumer family members and various hospital units. Position is also responsible for assessment and plan of care development.

Essential Duties

1. Provide individual skill development to youth with serious and severe emotional disability (SED).
2. Identify and bring together a team of people that will collaboratively work with the child and family.
3. Together with team partners, conduct a comprehensive and multi-dimensional summary of strengths and needs of the child and family. Schedule and facilitate team meetings to complete the summary of strengths and needs and review the results. Ensure completion of corresponding paperwork.
4. Together with team partners, develop the Plan of Care, specifically outlining each team member's responsibility, time line for accomplishment, and outcome expectations. Ensure the development of a safety plan for each child to address potential crisis situations at home, in the community, and/or at school.
5. Coordinate implementation of the Plan of Care and monitor ongoing delivery of services. This responsibility includes regular contact with the child, family, and service providers. Schedule and facilitate regularly scheduled team meetings to monitor the plan as a team. Ensure the Plan of Care is amended as necessary to meet the changing needs of the child, family, service providers, and community.
6. Ensure submission of required youth and family data- includes collecting and reporting information and data on placement, diagnosis, expenses, outcomes, and activities.
7. Care Coordinator will ensure completion of: Release of Information, Assessment Summary of Strengths & Needs—CANS Comprehensive, Plan of Care, Crisis Plans, Ongoing reporting of outcomes to the State, Meeting minutes, Team correspondence and review the following: Individual Education Plan (IEP), Behavior Intervention Plan (BIP), Court Order, Permanency Plan' Psychotherapy/In-home assessment, goals, evaluations, case notes, etc.
8. Provide service coordination to families: community life skills training, mental health and AODA supportive counseling, physical health monitoring, employment related skill development, school and IEP advocacy, symptom management, psycho-education, and communication and interpersonal skill training.
9. Follow recovery focused client-centered plans of care under the supervision of the clinical coordinator.
10. Provide supportive counseling as needed.
11. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
12. Participate in staff meetings and in-service trainings, as required.
13. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening.
14. Provide oral and written communication that is appropriate to the task and in accordance with agency and Medicaid standards.
15. Make intervention and assessment decisions using the "Best Practice" philosophy.
16. 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.
17. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
18. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
19. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
20. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CCS Supervisor

Qualifications

- Bachelors in a 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 48, 936, 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.