

2019 PROGRAM SPECIFICATION  
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 112

STANDARD PROGRAM: Intake Specialist

TARGET POP: MH & AODA

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YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

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

### Intake Specialist

#### Basic Function

Intake Specialists serve as the first point of contact for individuals who are seeking information, support and linkages to mental health, AODA and community resources. Intake Specialists screen admissions for outpatient mental health and AODA services. 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. Develop and maintain knowledge of Behavioral Health Services Outpatient Clinic, Intoxicated Driver Program and Crisis services areas to ensure effective access for the community and consumers served.
2. Utilize standardized tools to complete in-person assessments for individuals who come to Behavioral Health Services and are experiencing an emergency mental health crisis. Provide supportive listening; linkages to services and create safety plans as needed.
3. Provide information and linkages to individuals calling to request counseling through Behavioral Health Services and other community and national resources.
4. Obtain demographic and mental health background information to complete referrals to Behavioral Health Services programs.
5. Schedule needed appointments with mental health and AODA therapists.
6. Provide follow up contacts with individuals as needed.
7. The Intake Specialist will meet with assigned individuals to complete mental health Intake Assessment (including preliminary DSM-V diagnosis and treatment plan) for linkage to an ongoing provider.
8. Meet with walk-ins and successfully refer, schedule or assess them.
9. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 34 and Medicaid standards.
10. Make intervention and assessment decisions using the "Best Practice" philosophy.
11. 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.
12. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
13. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
14. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
15. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
16. Perform other duties as assigned, including responding to an emergency event.

#### Supervision Received

Receives supervision from the Practice Manager

#### Qualifications

- Master's degree from an accredited college or university in social work or counseling.
- Candidates must be a certified advanced practice social worker, licensed professional counselor – in training, or can obtain one within six months of employment.
- Two years of mental health or crisis services experience.
- 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.