

2019 PROGRAM SPECIFICATION
Lutheran Social Services of Wisconsin and Upper Michigan

PROGRAM #: 103

STANDARD PROGRAM: Opioid Case Manager

TARGET POP: 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:

Opioid Case Manager

Basic Function

Provide comprehensive counseling and case management services to individuals presenting with opioid issues, including those with legal convictions.

Essential Duties

1. Provide screening, referral, follow-up for opioid consumers.
2. Maintain all necessary documentation for Opioid grants.
3. Monitor and case manage all aspects of the Opioid consumers.
4. Engage consumer in treatment.
5. Coordinate vivitrol shots as needed.
6. Coordinate with the jail, courts and other agencies in referring opioid consumers to MAT.
7. Participate in professional staffing and meetings as required
8. Maintain a professional and confidential relationship with consumers.
9. Employee will maintain records that are in compliance with Racine County, Wisconsin, and Federal regulations.
10. Employee will follow all local, State and Federal laws governing AODA related treatment including HIPAA and 42 CFR.
11. Employee to focus on continued quality improvement.
12. Employee will maintain required production levels.
13. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 75 and Medicaid standards.
14. Make intervention and assessment decisions using the "Best Practice" philosophy.
15. 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.
16. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
17. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
18. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
19. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the AODA Supervisor

Qualifications

- Bachelor's degree in Human Services or related field preferred
- Five years counseling experience.
- Employee must be licensed in the State of Wisconsin as a SAC or CSAC.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Ability to establish a therapeutic relationship.
- Ability to relate to highly diverse population.
- Ability to work independently.
- Ability to solve problems and negotiate solutions.
- Knowledge of DHS 75 regulations.
- Knowledge of evidence based practices.
- Knowledge of community resources.
- 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.
- Must be able and willing to work evenings.

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.