

Modification A to Contract #19-98

This contract modification is between BEHAVIORAL HEALTH SERVICES OF RACINE COUNTY whose business address is 1717 Taylor Avenue, Racine, Wisconsin 53403, and LUTHERAN SOCIAL SERVICES OF WISCONSIN AND UPPER MICHIGAN, INC, whose principal business address is 6737 W. Washington Street, Suite 2275, West Allis, WI 53214.

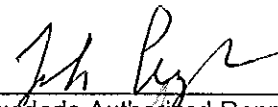
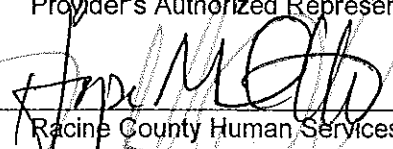
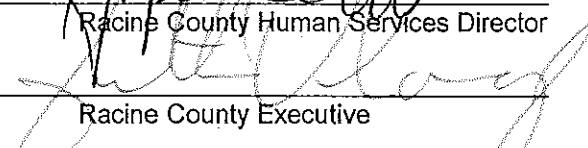
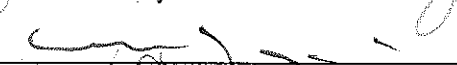

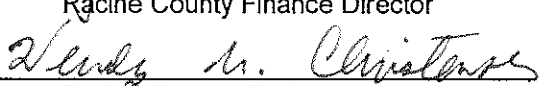
The modification to this agreement will be in effect from January 1, 2019 to December 31, 2019. The Provider agrees to abide by all of the terms of the original agreement dated January 1, 2019 through December 31, 2019 with addition of the following:

Add 1 FTE APS Investigator – Bilingual Position.

Increase Adult Protective Services, 71717.008.604.404500 by \$55,000 making the total APS allocation to \$216,987 and total BHS Staff program allocation to \$2,420,014.

Any modifications to the total amount allocated for provision of the services outlined in this contract are indicated on the attached Budget Sheet (Attachment A).

In accordance with the Contract Administration Manual of Racine County, (Section III. A.1. Contract Modification and Extension), the approval for this change is executed by the Human Services Department Director, Finance Director, Corporation Counsel and County Board Chairperson with signatures affixed.

(signed) _____		_____
	Provider's Authorized Representative	4/9/19 Date
(signed) _____		_____
	Racine County Human Services Director	4/15/19 Date
(signed) _____		_____
	Racine County Executive	04-20-19 Date
(signed) _____		_____
	Racine County Corporation Counsel	4-22-19 Date
(signed) _____		_____
	Racine County Finance Director	4.17.19 Date
(signed) _____		_____
	Racine County Clerk	4/24/19 Date
(signed) _____	_____	_____
	Racine County Board Chairperson	Date

PROGRAM DESCRIPTION

All contracted staff must successfully complete caregiver and criminal background checks, drug screening, driver's license checks and reference checks. Background and driver's license checks will be performed once a year for applicable staff.

Provider is required to follow Racine County Human Resources *Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff*.

Provider agrees to use reasonable efforts to ensure the continuity of staff assigned to perform services under this contract. In the case of provider employee absence due to planned vacation, training or other reasons, Provider will make every effort to provide support if requested by County.

Mileage reimbursement will be at the prevailing Federal reimbursement rate that is in effect during the time of travel. Staff is responsible for any and all parking costs.

BEHAVIORAL HEALTH SERVICES STAFF

The Provider will provide contracted staff and payroll services for the Behavioral Health Services of Racine County located at the Racine County Dennis Kornwolf Service Center.

The following **56 FTE** positions will be staffed by the Provider:

- AODA Counselor I – 11 FTE
- Opioid Case Manager – 1 FTE
- Outpatient Therapist (General) – 4 FTE
- CST Case Manager - 1 FTE
- CSP Case Manager I & II – 3 FTE
- CCS Service Facilitator I & II and CCS Provider I & II – 18 FTE
- Adult Protective Service Case Manager – 2 FTE
- **Adult Protective Service Investigator – Bilingual - 1 FTE**
- Adult Protective Service Investigator – 2 FTE
- Crisis Services Worker I & II – 5 FTE
- Intake Specialist – 1 FTE
- IDP Health Unit Clerk – 1 FTE
- Health Unit Clerk – 4 FTE
- Crisis Technician – 1 FTE
- Clerk-Typist – 1 FTE

All positions and job descriptions are listed in Exhibit A on the subsequent pages.

Provider will ensure that all clinical staff hold individual liability insurance.

All positions and job descriptions will be approved by the Human Services Department.

All Provider employees will have paid holidays that coincide with holidays of the Racine County Dennis Kornwolf Service Center. Paid holidays to include: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve.

PROGRAM DESCRIPTION

AODA Counselor I

Basic Function

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

Essential Duties

1. Provide screening, assessment and document bio-psycho-social intake for new clients.
2. Engage patient in treatment.
3. Prepare initial treatment plans and required reviews
4. Conduct individual and group therapy
5. Participate in professional staffing and meetings as required
6. Maintain a professional and confidential relationship with patients.
7. Employee will maintain records that are in compliance with Racine County and Wisconsin regulations.
8. Employee will follow all local, State and Federal laws governing AODA related treatment including HIPAA and 42 CFR.
9. Employee to focus on continued quality improvement.
10. Employee will maintain required production levels.
11. Provide AODA counseling in the Racine County Jail as assigned.
12. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 75 and Medicaid standards.
13. Make intervention and assessment decisions using the "Best Practice" philosophy.
14. 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.
15. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
16. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
17. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
18. 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.

PROGRAM DESCRIPTION

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.

PROGRAM DESCRIPTION

Outpatient Therapist -General

Basic Function

Provide comprehensive, outpatient counseling and assessment services to individuals presenting with mental health diagnoses, who may also present with AODA issues.

Essential Duties

1. Provide counseling to individuals presenting with mental health concerns, often accompanied with substance abuse issues.
2. Provide clinical assessment and document bio-psycho-social intake after initial session.
3. Prepare initial treatment plan and ongoing reviews in prescribed time frames.
4. Follow timely documentation requirements, as required by license and clinic standards.
5. Engage patient in treatment, e.g. motivational interviewing techniques.
6. Provide individual counseling, utilizing evidence based therapy, based on treatment goals.
7. Participate in professional staffing as required by license
8. Participate in continuous program quality-improvement efforts, which emphasize treatment engagement, continuation in treatment and successful completion of treatment.
9. Utilizing electronic case management software (TCM – The Clinic Manager) record summary of each encounter, including notations of missed, cancelled appointments, as well as telephone contacts according to Medicare, Medicaid and other clinic standards.
10. Conduct individual and group therapy
11. Participate in professional staffing and meetings as required
12. Maintain a professional and confidential relationship with patients.
13. Employee will maintain records that are in compliance with Racine County, State of Wisconsin and Federal regulations.
14. Employee to focus on continued quality improvement.
15. Employee will maintain required production levels.
16. Complete the discharge summary in a timely fashion.
17. Complete PPS information accurately and timely.
18. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 34, 35, 75 and Medicaid standards.
19. Make intervention and assessment decisions using the "Best Practice" philosophy.
20. 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.
21. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
22. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
23. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
24. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the Assistant Clinical Director

Qualifications

- Masters Degree in Social Work or counseling
- 5 years of counseling experience
- Unrestricted LCSW, LPC, prefer CSAC, and ICS.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Ability to communicate effectively and professionally using written, verbal or electronic formats.
- Ability to maintain excellent relationships with members served and community partners
- Familiarity with a variety of evidence based practices appropriate to members served

- Working knowledge and experience with outpatient services including DHS 35, 75, Patient Rights, 42 CFR and all regulations governing State of Wisconsin
- Ability to develop and maintain an effective body of knowledge regarding BHS's responsibilities to the community and consumers served.
- Ability to work effectively with multi-disciplinary team.
- Ability to relate to diverse economic and ethnic population
- Ability to work independently, yet fully participate as part of a therapeutic clinical team of professionals including mental health and substance abuse therapists, psychiatrists, APNPs and nurses.
- Excellent written and oral communication skills.
- Ability to solve problems and negotiate solutions
- Technically proficient with Microsoft office products, internet browsing and EMR.
- Interacts with the public in a professional manner.
- Must be able and willing to work evenings.

PROGRAM DESCRIPTION

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.

PROGRAM DESCRIPTION

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.

PROGRAM DESCRIPTION

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.
- 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.

PROGRAM DESCRIPTION

CCS Service Facilitator I

Basic Function

This position involves the care and treatment of adults and adolescents diagnosed with a mental illness or substance use disorder. Position delivers psychosocial rehabilitative services in accordance with a CCS plan of care. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers. Has outside contact with community agencies, consumer family members and various hospital units. Position is also responsible for CCS assessment and service plan development.

Essential Duties

1. Formulate recovery focused client-centered treatment plans for clients on his/her caseload, under the supervision of the clinical coordinator.
2. Coordinate agency staff and community resources to support and implement client-centered treatment plan goals.
3. Provide supportive counseling and crisis intervention, as needed.
4. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
5. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
6. Formulate appropriate discharge plan with assistance of client and clinical director.
7. Participate in staff meetings and in-service trainings, as required.
8. Maintain flexible work schedule to adequately meet program
9. Provide supportive counseling and crisis intervention, as needed.
10. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
11. Participate in staff meetings and in-service trainings, as required.
12. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening.
13. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
14. Participate in staff meetings and in-services trainings, as required.
15. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 36 and Medicaid standards.

16. Make intervention and assessment decisions using the "Best Practice" philosophy.
17. 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.
18. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
19. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
20. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
21. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CCS Supervisor

Qualifications

- Bachelor's degree in Human Services field required
- 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 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.

PROGRAM DESCRIPTION

CCS Service Facilitator II

Basic Function

This position involves the care and treatment of adults and adolescents diagnosed with a mental illness or substance use disorder. Position delivers psychosocial rehabilitative services in accordance with a CCS plan of care. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers. Has outside contact with community agencies, consumer family members and various hospital units. Position is also responsible for CCS assessment and service plan development.

Essential Duties

1. Formulate recovery focused client-centered treatment plans for clients on his/her caseload, under the supervision of the clinical coordinator.
2. Coordinate agency staff and community resources to support and implement client-centered treatment plan goals.
3. Provide supportive counseling and crisis intervention, as needed.
4. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
5. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.

6. Formulate appropriate discharge plan with assistance of client and clinical director.
7. Participate in staff meetings and in-service trainings, as required.
8. Maintain flexible work schedule to adequately meet program
9. Provide supportive counseling and crisis intervention, as needed.
10. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
11. Participate in staff meetings and in-service trainings, as required.
12. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening.
13. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
14. Participate in staff meetings and in-services trainings, as required.
15. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 36 and Medicaid standards.
16. Make intervention and assessment decisions using the "Best Practice" philosophy.
17. 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.
18. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
19. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
20. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
21. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CCS Supervisor

Qualifications

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

PROGRAM DESCRIPTION

CCS Provider I

Basic Function

This position involves the care and treatment of adults and adolescents diagnosed with a mental illness or substance use disorder. Position delivers psychosocial rehabilitative services in accordance with a CCS plan of care. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers. Has outside contact with community agencies, consumer family members and various hospital units. Position is also responsible for CCS assessment and service plan development.

Essential Duties

1. Provide individual skill development to adult and youth with serious and persistent mental illness and co-occurring disorders such as substance abuse.
2. Provide wrap-around services to clients including but not limited to; 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.
3. Follow recovery focused client-centered treatment plans for clients on his/her caseload, under the supervision of the clinical coordinator.
4. Provide supportive counseling and crisis intervention, as needed.
5. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
6. Participate in staff meetings and in-service trainings, as required.
7. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening.
8. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
9. Participate in staff meetings and in-services trainings, as required.
10. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 36 and Medicaid standards.
11. Make intervention and assessment decisions using the "Best Practice" philosophy.
12. 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.
13. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
14. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
15. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
16. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
17. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CCS Supervisor

Qualifications

- Bachelor's degree in human services 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 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.

PROGRAM DESCRIPTION**CCS Provider II****Basic Function**

This position involves the care and treatment of adults and adolescents diagnosed with a mental illness or substance use disorder. Position delivers psychosocial rehabilitative services in accordance with a CCS plan of care. Works with other case managers, consulting psychiatrist, front desk staff, director of quality assurance, consumers and managers. Has outside contact with community agencies, consumer family members and various hospital units. Position is also responsible for CCS assessment and service plan development.

Essential Duties

1. Provide individual skill development to adult and youth with serious and persistent mental illness and co-occurring disorders such as substance abuse.
2. Provide wrap-around services to clients including but not limited to; 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.
3. Follow recovery focused client-centered treatment plans for clients on his/her caseload, under the supervision of the clinical coordinator.
4. Provide supportive counseling and crisis intervention, as needed.
5. Maintain a treatment oriented environment and assure consistency in carrying out treatment objectives.
6. Participate in staff meetings and in-service trainings, as required.
7. Maintain flexible work schedule to adequately meet program needs, which may include working during the evening.
8. Provide medication management by supporting client in taking medications in compliance as directed by the supervising physician.
9. Participate in staff meetings and in-services trainings, as required.
10. Provide oral and written communication that is appropriate to the task and in accordance with agency, DHS 36 and Medicaid standards.
11. Make intervention and assessment decisions using the "Best Practice" philosophy.
12. 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.
13. Communicate pertinent information on a timely basis and participate in clinical supervision case reviews, staffing's, and/or case planning meetings.
14. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
15. Complete and coordinate appropriate and timely medical record documentation, which may include assessments, follow-up contacts, crisis plans, administrative, demographic, insurance, and financial information.
16. Provide crisis therapy when indicated. (Only appropriately credentialed staff)
17. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the CCS Supervisor

Qualifications

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

PROGRAM DESCRIPTION

Adult Protective Services Case Manager

Basic Function

To provide case management to Human Services Department clients in an assigned caseload area, develop and manage caseload, develop and maintain relationship with court and legal system, document casework activities, and provide an evaluation, advocacy and follow-up to clients.

Essential Duties

1. Review and analyze information relating to client's social, psychiatric and medical history to learn the nature of the functional limitation in relation to adjustment and survival skills.
2. Obtain and assess relevant information regarding client's development, i.e., social, familial, medical and vocational strengths.
3. Investigates abuse and neglect for clients by responding to referrals, interviewing clients and collateral contacts, analyzing collected information to determine if criminal actions have occurred, preparing investigative reports, and submitting recommendations to supervisors.
4. Communicates and collaborates with representatives of law enforcement agencies to ensure client protection advocacy and prosecution of perpetrators.
5. Educates local community service providers on elderly abuse by providing information upon request or making presentations.
6. Serves as a member of a multi-disciplinary team to address the needs of elderly and disabled clients and participates in meetings when needed.
7. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
8. Review and interpret diagnostic data to client or client's family in order to develop a Case Management plan.
9. Write a Case Management plan in conjunction, consultation, and cooperation with client, which outlines the services to be provided by the Human Services Department and contracted agencies to the client.
10. Refer to and coordinate the various services to implement plan.

11. Recommend to supervisor the various services requiring authorizations.
12. Monitor on-going progression of client/plan to assure the efficiency and adequacy of service system.
13. Recommend to management changes or gaps in the system that prevent the delivery of services.
14. Prioritize and organize time to cover assigned area and manage caseload in equitable manner.
15. Maintain and develop resources appropriate to needs of client population served.
16. Develop and maintain contacts with in/out of house agencies who may be able to provide services to clients of the agency.
17. Maintain contacts with the Court, Corporation Counsel, Public Defender and legal community that deals with and serves the client population.
18. 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.
19. Develop and maintain an effective body of knowledge regarding laws and procedures affecting clients and procedures dealt with.
20. Develop and maintain an effective body of knowledge regarding Human Services Department's statutory responsibilities to the court and client served.
21. Serve as liaison to the court from the Human Services Department.
22. Provide appropriate linking mechanisms as indicated by the disposition of the legal/court system.
23. Provide an evaluation, advocacy and follow-up capability to the clients included in the assigned caseload.
24. Participate in staff meetings and in-services trainings, as required.
25. Provide oral and written communication that is appropriate to the task and in accordance with agency and industry standards.
26. Make intervention and assessment decisions using the "Best Practice" philosophy.
27. 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.
28. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
29. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the APS Supervisor

Qualifications

- Bachelor's degree in Human Services field required, Master's degree preferred (clinical psychology, psychology, criminal justice, educational psychology, rehabilitation psychology, guidance counseling, counseling psychology, social welfare, or social work).
- One year of experience post-graduation working as a Social worker or in a related professional position.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Knowledge of Chapters 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.

PROGRAM DESCRIPTION

Adult Protective Services Investigator - Bilingual

Basic Function

To provide case management to Human Services Department clients in an assigned caseload area, develop and manage caseload, develop and maintain relationship with court and legal system, document casework activities, and provide an evaluation, advocacy and follow-up to clients.

Essential Duties

1. Review and analyze information relating to client's social, psychiatric and medical history to learn the nature of the functional limitation in relation to adjustment and survival skills.
2. Obtain and assess relevant information regarding client's development, i.e., social, familial, medical and vocational strengths.
3. Investigates abuse and neglect for clients by responding to referrals, interviewing clients and collateral contacts, analyzing collected information to determine if criminal actions have occurred, preparing investigative reports, and submitting recommendations to supervisors.
4. Communicates and collaborates with representatives of law enforcement agencies to ensure client protection advocacy and prosecution of perpetrators.
5. Educates local community service providers on elderly abuse by providing information upon request or making presentations.
6. Serves as a member of a multi-disciplinary team to address the needs of elderly and disabled clients and participates in meetings when needed.
7. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
8. Review and interpret diagnostic data to client or client's family in order to develop a Case Management plan.
9. Write a Case Management plan in conjunction, consultation, and cooperation with client, which outlines the services to be provided by the Human Services Department and contracted agencies to the client.
10. Refer to and coordinate the various services to implement plan.
11. Recommend to supervisor the various services requiring authorizations.
12. Monitor on-going progression of client/plan to assure the efficiency and adequacy of service system.
13. Recommend to management changes or gaps in the system that prevent the delivery of services.
14. Prioritize and organize time to cover assigned area and manage caseload in equitable manner.
15. Maintain and develop resources appropriate to needs of client population served.
16. Develop and maintain contacts with in/out of house agencies who may be able to provide services to clients of the agency.
17. Maintain contacts with the Court, Corporation Counsel, Public Defender and legal community that deals with and serves the client population.
18. 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.
19. Develop and maintain an effective body of knowledge regarding laws and procedures affecting clients and procedures dealt with.
20. Develop and maintain an effective body of knowledge regarding Human Services Department's statutory responsibilities to the court and client served.
21. Serve as liaison to the court from the Human Services Department.
22. Provide appropriate linking mechanisms as indicated by the disposition of the legal/court system.
23. Provide an evaluation, advocacy and follow-up capability to the clients included in the assigned caseload.
24. Participate in staff meetings and in-services trainings, as required.
25. Provide oral and written communication that is appropriate to the task and in accordance with agency and industry standards.
26. Make intervention and assessment decisions using the "Best Practice" philosophy.

27. 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.
28. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
29. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the APS Supervisor

Qualifications

- Bachelor's degree in Human Services field required (or Associate Degree with 10 years related experience).
- Three years of experience post-graduation working as a Social worker or in a related professional position.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.
- Bilingual - Spanish

Knowledge, Skills & Abilities

- Knowledge of Chapters 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.

PROGRAM DESCRIPTION

Adult Protective Services Investigator

Basic Function

To provide case management to Human Services Department clients in an assigned caseload area, develop and manage caseload, develop and maintain relationship with court and legal system, document casework activities, and provide an evaluation, advocacy and follow-up to clients.

Essential Duties

1. Review and analyze information relating to client's social, psychiatric and medical history to learn the nature of the functional limitation in relation to adjustment and survival skills.
2. Obtain and assess relevant information regarding client's development, i.e., social, familial, medical and vocational strengths.
3. Investigates abuse and neglect for clients by responding to referrals, interviewing clients and collateral contacts, analyzing collected information to determine if criminal actions have occurred, preparing investigative reports, and submitting recommendations to supervisors.
4. Communicates and collaborates with representatives of law enforcement agencies to ensure client protection advocacy and prosecution of perpetrators.
5. Educates local community service providers on elderly abuse by providing information upon request or making presentations.
6. Serves as a member of a multi-disciplinary team to address the needs of elderly and disabled clients and participates in meetings when needed.
7. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
8. Review and interpret diagnostic data to client or client's family in order to develop a Case

- Management plan.
9. Write a Case Management plan in conjunction, consultation, and cooperation with client, which outlines the services to be provided by the Human Services Department and contracted agencies to the client.
 10. Refer to and coordinate the various services to implement plan.
 11. Recommend to supervisor the various services requiring authorizations.
 12. Monitor on-going progression of client/plan to assure the efficiency and adequacy of service system.
 13. Recommend to management changes or gaps in the system that prevent the delivery of services.
 14. Prioritize and organize time to cover assigned area and manage caseload in equitable manner.
 15. Maintain and develop resources appropriate to needs of client population served.
 16. Develop and maintain contacts with in/out of house agencies who may be able to provide services to clients of the agency.
 17. Maintain contacts with the Court, Corporation Counsel, Public Defender and legal community that deals with and serves the client population.
 18. 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.
 19. Develop and maintain an effective body of knowledge regarding laws and procedures affecting clients and procedures dealt with.
 20. Develop and maintain an effective body of knowledge regarding Human Services Department's statutory responsibilities to the court and client served.
 21. Serve as liaison to the court from the Human Services Department.
 22. Provide appropriate linking mechanisms as indicated by the disposition of the legal/court system.
 23. Provide an evaluation, advocacy and follow-up capability to the clients included in the assigned caseload.
 24. Participate in staff meetings and in-services trainings, as required.
 25. Provide oral and written communication that is appropriate to the task and in accordance with agency and industry standards.
 26. Make intervention and assessment decisions using the "Best Practice" philosophy.
 27. 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.
 28. Complete all necessary health care/medical and financial record documentation required to maintain complete medical and financial billing records.
 29. Perform other duties as assigned, including responding to an emergency event.

Supervision Received

Receives supervision from the APS Supervisor

Qualifications

- Bachelor's degree in Human Services field required (or Associate Degree with 10 years related experience).
- Three years of experience post-graduation working as a Social worker or in a related professional position.
- Valid Wisconsin driver's license and automobile insurance are required.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Knowledge of Chapters 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.

PROGRAM DESCRIPTION

Crisis Services Worker I

Basic Function

To assess consumer needs through careful collection of consumer data, describe basic services to consumers and provide linkage and follow up. Document all consumer contact. Follow up with crisis and targeted case management consumers when assigned. Develop and maintain relationships with other departments, Court and Law Enforcement.

Essential Duties

1. Gather data from consumer interviews, past records, other information, to gain understanding and verification of previous disorders and treatment episodes.
2. Provide assessments to identify treatment needs of the consumer.
3. Provide follow up services for consumers enrolled in the crisis and or targeted case management program as assigned. This may include home visits, or if inpatient, hospital visits. You may also have a need to meet one on one with the consumer in office.
4. Provide brief counseling to consumers.
5. Respond with Mobile Response when called.
6. Respond to potential suicide or other emergency telephone calls.
7. Assess clients' needs.
8. Provide consumers with necessary or appropriate information regarding services offered by the Human Services Department or community.
9. Provide back up to UA collection.
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. 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.
15. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers.
16. Document all work to ensure compliance with County, State, and Federal requirements.
17. Complete all other duties as assigned.

Supervision Received

Receives supervision from the Crisis Supervisor of Behavioral Health Services and accordance with DHS 34.

Qualifications

- Bachelor's degree in a Human Services field (Criminal Justice, educational psychology, vocational rehabilitation, guidance counseling, psychology, sociology, social work).
- Minimum one-year post-graduate experience with mental health consumers.
- Prompt and regular attendance.
- Successful completion (within three months after beginning position) of 40 hours Wisconsin certified Crisis Program training which is provided as part of on-the-job training.

*Or any equivalent combination, training and experience, which provides the requisite knowledge, skills and abilities.

Knowledge, Skills and Abilities

- Knowledge of community resources.
- Knowledge of DHS 34, 92 and 94 and Wisconsin State Statutes, 48, 51 and 55.
- Ability to respond to crises and make appropriate assessments as to resolution.

- Ability to work independently and multitask.
- Effective oral and written communication.
- Basic computer knowledge.
- Maintain effective working relationships with a diverse client population.

PROGRAM DESCRIPTION

Crisis Services Worker I

Basic Function

To assess consumer needs through careful collection of consumer data, describe basic services to consumers and provide linkage and follow up. Document all consumer contact. Follow up with crisis and targeted case management consumers when assigned. Develop and maintain relationships with other departments, Court and Law Enforcement.

Essential Duties

1. Gather data from consumer interviews, past records, other information, to gain understanding and verification of previous disorders and treatment episodes.
2. Provide assessments to identify treatment needs of the consumer.
3. Provide follow up services for consumers enrolled in the crisis and or targeted case management program as assigned. This may include home visits, or if inpatient, hospital visits. You may also have a need to meet one on one with the consumer in office.
4. Provide brief counseling to consumers.
5. Respond with Mobile Response when called.
6. Respond to potential suicide or other emergency telephone calls.
7. Assess clients' needs.
8. Provide consumers with necessary or appropriate information regarding services offered by the Human Services Department or community.
9. Provide back up to UA collection.
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. 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.
15. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers.
16. Document all work to ensure compliance with County, State, and Federal requirements.
17. Complete all other duties as assigned.

Supervision Received

Receives supervision from the Crisis Supervisor of Behavioral Health Services and accordance with DHS 34.

Qualifications

- Master's degree from an accredited college or university in social work or Candidates must be a certified advanced practice social worker, licensed professional counselor – in training, or can obtain one within six months of employment
- Minimum one-year post-graduate experience with mental health consumers.
- Prompt and regular attendance.
- Successful completion (within three months after beginning position) of 40 hours Wisconsin certified Crisis Program training which is provided as part of on-the-job training.

*Or any equivalent combination, training and experience, which provides the requisite knowledge, skills and abilities.

Knowledge, Skills and Abilities

- Knowledge of community resources.
- Knowledge of DHS 34, 92 and 94 and Wisconsin State Statutes, 48, 51 and 55.
- Ability to respond to crises and make appropriate assessments as to resolution.
- Ability to work independently and multitask.
- Effective oral and written communication.
- Basic computer knowledge.
- Maintain effective working relationships with a diverse client population.

PROGRAM DESCRIPTION

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.

PROGRAM DESCRIPTION

IDP Health Unit Clerk

Basic Function

Working under close supervision, performing front desk and clerical duties. Schedules IDP assessments, arranges for IDP payments, researches for solutions as needed to assist consumers in receiving needed services. Careful collection of consumer data and assists in describing basic services to consumers. Works with IDP assessors to ensure the IDP process is completed.

Duties and Responsibilities

1. Greet consumers and guests and refer to appropriate program or area. Process incoming calls efficiently by providing information and assistance.
2. Check consumers into the clinical software and obtain insurance information and any other necessary data such as identification (ID's).
3. Provide patients with intake and new patient forms as well as any other necessary documents.
4. Maintain cash drawer, which includes set up in the morning and breakdown in the evening. Collect all monies from consumers at the front desk.
5. Develop and maintain resources appropriate to needs of the consumer population. Assist consumer in understanding their insurance coverage. Provide consumers with reminder phone calls for appointments.
6. Pass out checks to CSP consumers for Protective Payee Program.
7. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers. Document all work to ensure compliance with County, State, and Federal requirements.
8. Recommend to management changes or gaps in the system that prevent or hinder the delivery of services.
9. Request prior authorizations from insurances for services delivered by Behavioral Health Services. Ensure accurate service information and consumer insurance information is relayed to Behavioral Health billing company.
10. Perform billing quality assurance activities as part of the billing process for Behavioral Health Services programs.
11. Other duties as assigned.

Qualifications

- High School Diploma or GED.
- Passing score on OPAC's Language Arts, Transcription and Alphabetic Filing tests.
- Type 50 net w.p.m. with 95% accuracy.
- Two (2) years of responsible office experience.
- Experience in transcribing.

- Prompt and regular attendance
- Valid Wisconsin Driver's License

Knowledge, Skills & Abilities

- Working knowledge of Microsoft Word or comparable word processing application and Microsoft Outlook.
- Excellent grammar and spelling skills.
- Knowledge of medical terminology.
- Ability to work independently and be a team worker.
- Ability to deal with sensitive and highly confidential information.
- Ability to type under pressure to meet a designated deadline.
- Skill in organizing and prioritizing work.
- Ability to communicate effectively both verbal and written

Physical/Sensory Demands:

1. Ability to move throughout office area.
2. Ability to effectively and professionally communicate in both written and verbal form to customers and other staff.
3. Ability to use computer keyboard for an extended length of time with repetitive use of hands in the form of fine manipulations.
4. Ability to lift up to 10 pounds occasionally.

PROGRAM DESCRIPTION

Health Unit Clerk

Basic Function

To provide the support to the Racine County Behavioral Health Clinic by performing front desk patient check-in and clerical duties.

Duties and Responsibilities

1. Greet consumers and guests and refer to appropriate program or area. Process incoming calls efficiently by providing information and assistance.
2. Check consumers into the clinical software and obtain insurance information and any other necessary data such as identification (ID's).
3. Provide patients with intake and new patient forms as well as any other necessary documents.
4. Maintain cash drawer, which includes set up in the morning and breakdown in the evening. Collect all monies from consumers at the front desk.
5. Develop and maintain resources appropriate to needs of the consumer population. Assist consumer in understanding their insurance coverage. Provide consumers with reminder phone calls for appointments.
6. Pass out checks to CSP consumers for Protective Payee Program.
7. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers. Document all work to ensure compliance with County, State, and Federal requirements.
8. Recommend to management changes or gaps in the system that prevent or hinder the delivery of services.
9. Request prior authorizations from insurances for services delivered by Behavioral Health Services. Ensure accurate service information and consumer insurance information is relayed to Behavioral Health billing company.
10. Perform billing quality assurance activities as part of the billing process for Behavioral Health Services programs.
11. Other duties as assigned.

Qualifications

- High School Diploma or GED.
- Passing score on OPAC's Language Arts, Transcription and Alphabetic Filing tests.
- Type 50 net w.p.m. with 95% accuracy.
- Two (2) years of responsible office experience.
- Experience in transcribing.

- Prompt and regular attendance
- Valid Wisconsin Driver's License

Knowledge, Skills & Abilities

- Working knowledge of Microsoft Word or comparable word processing application and Microsoft Outlook.
- Excellent grammar and spelling skills.
- Knowledge of medical terminology.
- Ability to work independently and be a team worker.
- Ability to deal with sensitive and highly confidential information.
- Ability to type under pressure to meet a designated deadline.
- Skill in organizing and prioritizing work.
- Ability to communicate effectively both verbal and written

Physical/Sensory Demands:

1. Ability to move throughout office area.
2. Ability to effectively and professionally communicate in both written and verbal form to customers and other staff.
3. Ability to use computer keyboard for an extended length of time with repetitive use of hands in the form of fine manipulations.
4. Ability to lift up to 10 pounds occasionally.

PROGRAM DESCRIPTION

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.

PROGRAM DESCRIPTION

Clerk – Typist

Basic Function

To transcribe dictation, type and perform other clerical duties for the Human Services Department.

Duties and Responsibilities

1. Operate word processing programs.
2. Transcribe dictation, including: intakes, psychological evaluations, doctor notes, letters, memos, narratives, miscellaneous and other written documentation.
3. Store, retrieve and update documents.
4. Meet deadlines.
5. Create template letters and forms.
6. Perform other duties as assigned by Administrative Services Coordinator.

Supervision Received

Receives supervision from the Administrative Services Coordinator.

Qualifications

- High School Diploma or GED.
- Passing score on OPAC's Language Arts, Transcription and Alphabetic Filing tests.
- Type 50 net w.p.m. with 95% accuracy.
- Two (2) years of responsible office experience.
- Experience in transcribing.
- Prompt and regular attendance

Knowledge, Skills & Abilities

- Working knowledge of Microsoft Word or comparable word processing application and Microsoft

Outlook.

- Excellent grammar and spelling skills.
- Knowledge of medical terminology.
- Ability to work independently and be a team worker.
- Ability to deal with sensitive and highly confidential information.
- Ability to type under pressure to meet a designated deadline.
- Skill in organizing and prioritizing work.
- Ability to communicate effectively both verbal and written.

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County Behavioral Health.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County's Behavioral Health Division for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Coordinator of Contract Services by 2/1/20.

XII. COST AND SERVICES TO BE PROVIDED

A. Provider and Purchaser understand and agree that the eligibility of individuals to receive the services purchased under this agreement will be determined by the Purchaser.

B. Purchaser agrees to pay Provider for the actual services rendered by Provider and authorized by Purchaser at the contracted amount.

C. The total amount to be paid to Provider by Purchaser for programs and services as specified in this section will not exceed the total contracted dollar amount.

Account #	Program	Total	Units	Unit Rate	Method of Payment
	BEHAVIORAL HEALTH SERVICES STAFF:				
61702.010.990.404500	Operations	183,000			
71729.011.605.404500	Jail AODA	120,000			
71723.003.507.404500	AODA Treatment	288,183			
71731.003.300.404500	IDP	171,600			
71740.002.501.404500	Crisis Intervention	116,400			
71740.002.507.404500	MH Treatment	240,000			
71740.002.509.404500	CSP	146,640			
71751.002.510.404500	CCS	736,200			
71740.002.604.404500	Targeted Case Management	66,200			
71717.008.604.404500	Adult Protective Services	216,987			
71719.002.604.404500	CST	57,204			
71748.003.507.404500	STR Grant	75,000			
71734.011.606.404500	Alcohol & Drug Treatment Court	2,600			
	Total Program:	2,420,014			

Approved by HSD Fiscal Manager *[Signature]*

2/22/19

Approved by Contracted Agency *[Signature]*

4/9/19