

Richland County

Position Description

Position Title: Coordinated Services Facilitator (CLTS Birth to Three Case Manager)

Department: Health and Human Services- Behavioral Health

Reports to: Behavioral Health Manager

Pay Grade: 12 H

Date: 09/29/2024

Hours per week: 40

Purpose of Position

Responsible for providing case management services to children with seen and unseen disabilities. The purpose of the position is to identify child and family outcomes, assess needs, identify and authorize appropriate services, monitor on-going services, connect children and families to other community services, in order to maintain children in the community with their family. This position works within Richland County Health and Human Services Behavioral Health Services Unit.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Perform case management for Birth to Three: Process referrals; meet with families; conduct developmental evaluations; obtain medical records and physician authorizations; coordinate team meetings; develop individualized service plans; and monitor therapy progress. Coordinate with education systems for transition out of the birth to three programs and IEP development. Refer to other programs and specialty clinics.
- Perform case management for CLTS/CCOP: Process referrals; meet with families; obtain medical and IEP records and complete functional screens for program eligibility; assist families in obtaining Medicaid sources; develop service plans and outcomes and monitor progress; identify providers and determine qualifications; establish provider contracts and ensure providers maintain requirements. Review CLTS and Medicaid handbooks to determine fundable services. Determine program cost share, review and authorize provider estimates and receipts and manage funding services. Purchase funded services and enter authorizations for state reimbursement. Identify local resources to support families' needs.
- Coordinate with contracted providers to deliver services at the approved rate schedule, ensure ADA requirements are met, and authorize payments ensuring appropriate documentation is completed by providers.
- Prepare and enter case notes for all activities and contacts for clients' program participation and monthly billing and time tracking.
- Determine Medicaid sources and complete enrollment paperwork.

- Provide information to families and coordinate referrals to these programs as appropriate.
- Complete annual program plans.
- Ensure parent and child rights and procedural safeguards are met.
- Review and maintain case files.
- Inform parents of the availability of advocacy services and resources.
- Participate in 24-hour emergency coverage rotation.
- Assess for family needs through evidence-based programs, utilization of mandatory statutes, standards and practice guidelines to refer for needed services.
- Represent Richland County Health and Human Services to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups.
- Comply with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Maintain the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act.
- Maintain current knowledge of program requirements and best practices and participates in continuing education opportunities.
- Participate in committees, trainings and meetings.
- Maintains current knowledge of program requirements and best practices and participates in continuing education opportunities
- Represent Richland County Health and Human Services to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups.
- Perform other duties as assigned or apparent.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's Degree in Social Work, Human Services, or relevant field with one-year relevant experience; or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Experience working with persons with developmental disabilities is preferred. Valid Driver's License required. Ability to acquire Wisconsin Social Worker Certification within two years of hire.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communications

- Ability to communicate effectively, orally and in writing, and have strong positive customer service skills.
- Ability to establish and maintain effective working relationships with others.

Skills, Knowledge and Abilities

- Knowledge of applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Knowledge of human and child development and developmental disabilities.

- Ability to read, interpret, and apply regulations, laws and policies.
- Experience and skill with computer data entry.
- Knowledge of Microsoft Office software.
- Ability to prepare reports and records.
- Ability to be available on-call 24/7,
- Ability to work under limited supervision with general autonomy in determining how objectives are achieved.
- Ability to use considerable analytical ability to select, evaluate and interpret data from several sources including interpretation of guidelines, policies and procedures.

Physical Requirements

- Ability to exert moderate physical effort in sedentary to light work, involving stooping, kneeling, and crouching. Ability to handle, finger, and feel. Ability to lift, carry, push, and pull.

Working Conditions

- Work is performed in an office, community settings, and client residences. Headaches, eyestrain, and other related occupational hazards reflect the most common potential for injury.
- Work is light duty and sedentary with the ability to lift, carry or push up to 20 pounds.
- This position may be occasionally exposed to mental effort and stress as well as angry or confused persons and offensive language.
- This position frequently performs work under high attention to detail and deadlines.

Special Requirement

As a post-offer pre-employment condition, a criminal background check conducted by the State Department of Justice (DOJ) must be completed and passed. Richland County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history. Wisconsin's Fair Employment Law, s.111.31-111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. Management reserves the right to make employment contingent upon the successful completion of the background check. The cost of the background check will be covered by Richland County.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date