A RESOLUTION APPROVING THE BUDGET FOR THE COMMUNITY SUPPORT AND TREATMENT SERVICES DEPARTMENT FOR THE 2007-2008 FISCAL YEAR; ***AUTHORIZING THE ADMINISTRATOR TO ADJUST COMMUNITY SUPPORT AND TREATMENT SERVICES' 2007-08 BUDGET ONCE THE FINAL IMPACT OF LABOR NEGOTIATIONS IS KNOWN;*** AUTHORIZING THE ADMINISTRATOR TO SIGN DELEGATE CONTRACTS; CREATING AND ELIMINATING POSITIONS; AND ADOPTING JOB DESCRIPTIONS

WASHTENAW COUNTY BOARD OF COMMISSIONERS

September 19, 2007

WHEREAS, the Community Support and Treatment Services Department (CSTS) has projected an increase in expense of $1,333,661 for the next fiscal year for a total expense of $24,946,443; and

WHEREAS, CSTS has projected an increase in revenue of $1,333,661 through a contract with Washtenaw Community Health Organization (WCHO) for community mental health services, fee for service substance abuse services, fee for service behavioral health services, and county appropriation; and

WHEREAS, CSTS has identified the need to align certain positions and to create new positions to assure that they are staffed with appropriately qualified individuals to meet the clinical needs of consumers and to maximize reimbursement; and

WHEREAS, CSTS will work with Support Services – Budget to revise this budget in alignment with any changes brought about by final union agreements; and

WHEREAS, this matter has been reviewed by the County Administrator, Corporation Counsel, the Human Resources Department, the Finance Department and the Ways and Means Committee

NOW THEREFORE BE IT RESOLVED that the Washtenaw County Board of Commissioners hereby approves the budget for the period of October 1, 2007 through September 30, 2008 as attached hereto and made a part thereof

BE IT FURTHER RESOLVED that the Board of Commissioners hereby authorizes the Administrator to adjust the 2007-08 budget once the final impact of labor negotiations is known

BE IT FURTHER RESOLVED that the Board of Commissioners hereby authorizes the Administrator to sign delegate contracts upon review by Corporation Counsel, to be filed with the County Clerk

BE IT FURTHER RESOLVED that the Washtenaw County Board of Commissioners authorizes the creation, elimination and reclassification of positions as follows effective October 1, 2007:

POSITION #	POSITION TITLE	NOTE	GROUP	GRADE	CREATE	ELIMINATE
14340002	CSTS Office Coordinator		12	14		1.0
17200011	Client Service Manager		11	17		1.0
17200025	Client Service Manager		11	17		1.0
17200040	Client Service Manager		11	17		1.0
17200044	Client Service Manager		11	17		1.0
17200045	Client Service Manager		11	17		1.0
17200046	Client Service Manager		11	17		1.0
17200050	Client Service Manager		11	17		1.0
17200051	Client Service Manager		11	17		1.0
17200054	Client Service Manager		11	17		1.0
17200055	Client Service Manager		11	17		1.0
17200056	Client Service Manager		11	17		1.0
17200057	Client Service Manager		11	17		1.0
17200058	Client Service Manager		11	17		1.0
17200060	Client Service Manager		11	17		1.0
17200069	Client Service Manager		11	17		1.0
19110021	Mental Health Caseworker		11	19		1.0
19700001	CAC Client Service Manager		11	19		1.0
19700002	CAC Client Service Manager		11	19		1.0
19700003	CAC Client Service Manager		11	19		1.0
19700004	CAC Client Service Manager		11	19		1.0
19700005	CAC Client Service Manager		11	19		1.0
19700006	CAC Client Service Manager		11	19		1.0
19700007	CAC Client Service Manager		11	19		1.0
19700008	CAC Client Service Manager		11	19		1.0
19700009	CAC Client Service Manager		11	19		1.0
19700010	CAC Client Service Manager		11	19		1.0
19700011	CAC Client Service Manager		11	19		1.0
19700012	CAC Client Service Manager		11	19		1.0
21100074	Mental Health Professional		11	21		1.0
21100078	Mental Health Professional		11	21		1.0
21100083	Mental Health Professional		11	21		1.0
21100098	Mental Health Professional		11	21		1.0
15790001	Consumer Benefit Specialist		12	15	1.0	
17200080	Client Service Manager I/II		11	17/19	1.0	
17200081	Client Service Manager I/II		11	17/19	1.0	
17200082	Client Service Manager I/II		11	17/19	1.0	
17200083	Client Service Manager I/II		11	17/19	1.0	
17200084	Client Service Manager I/II		11	17/19	1.0	
17200085	Client Service Manager I/II		11	17/19	1.0	
17200086	Client Service Manager I/II		11	17/19	1.0	
17200087	Client Service Manager I/II		11	17/19	1.0	
17200088	Client Service Manager I/II		11	17/19	1.0	
17200089	Client Service Manager I/II		11	17/19	1.0	
17200090	Client Service Manager I/II		11	17/19	1.0	
17200091	Client Service Manager I/II		11	17/19	1.0	
17450002	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450003	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450004	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450005	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450006	Supports Coordinator I/II/III		11	17/19/21	1.0	

POSITION #	POSITION TITLE	NOTE	GROUP	GRADE	CREATE	ELIMINATE
17450007	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450008	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450009	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450010	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450011	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450012	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450013	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450014	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450015	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450016	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450017	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450018	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450019	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450020	Supports Coordinator I/II/III		11	17/19/21	1.0	
17450021	Supports Coordinator I/II/III		11	17/19/21	1.0	
25270033	Service Coordinator	a	11	25		1.0
34320005	Staff Psychiatrist	a	32	34A		1.0
34320006	Staff Psychiatrist	a	32	34A		1.0
80030001	PORT Svcs Supervisor	a	10	80		1.0
33500004	CSTS Program Administrator	a	32	33	1.0	
34490001	Psychiatric Svcs Administrator	a	32	34D	1.0	
34490002	Psychiatric Svcs Administrator	a	32	34D	1.0	
77400027	Health Svcs Supervisor	a	10	77	1.0	
17200002	Client Service Manager I/II	b	11	17/19		
17200008	Client Service Manager I/II	b	11	17/19		
17200009	Client Service Manager I/II	b	11	17/19		
17200010	Client Service Manager I/II	b	11	17/19		
17200012	Client Service Manager I/II	b	11	17/19		
17200013	Client Service Manager I/II	b	11	17/19		
17200014	Client Service Manager I/II	b	11	17/19		
17200015	Client Service Manager I/II	b	11	17/19		
17200016	Client Service Manager I/II	b	11	17/19		
17200017	Client Service Manager I/II	b	11	17/19		
17200024	Client Service Manager I/II	b	11	17/19		
17200026	Client Service Manager I/II	b	11	17/19		
17200029	Client Service Manager I/II	b	11	17/19		
17200033	Client Service Manager I/II	b	11	17/19		
17200034	Client Service Manager I/II	b	11	17/19		
17200037	Client Service Manager I/II	b	11	17/19		
17200038	Client Service Manager I/II	b	11	17/19		
17200039	Client Service Manager I/II	b	11	17/19		
17200041	Client Service Manager I/II	b	11	17/19		
17200047	Client Service Manager I/II	b	11	17/19		
17200049	Client Service Manager I/II	b	11	17/19		
17200052	Client Service Manager I/II	b	11	17/19		
17200053	Client Service Manager I/II	b	11	17/19		
17200063	Client Service Manager I/II	b	11	17/19		
17200065	Client Service Manager I/II	b	11	17/19		
17200066	Client Service Manager I/II	b	11	17/19		
17200067	Client Service Manager I/II	b	11	17/19		
17200071	Client Service Manager I/II	b	11	17/19		
17200075	Client Service Manager I/II	b	11	17/19		

17200076	Client Service Manager I/II	b	11	17/19		
POSITION #	POSITION TITLE	NOTE	GROUP	GRADE	Remove H/V	Place on H/V
17200077	Client Service Manager I/II	b	11	17/19		
17200078	Client Service Manager I/II	b	11	17/19		
17200079	Client Service Manager I/II	b	11	17/19		
17200007	Client Service Manager I/II	c	11	17/19		1.0
17200081	Client Service Manager I/II	c	11	17/19		1.0
20600001	Registered Dietician I/II	c	11	20/22		0.5
21100099	Mental Health Professional	c	11	21		1.0
15800004	Mental Health Worker	d	11	15	0.25	

a-Reclassification of current occupant
b-Adding Level II
c-Place on Hold/Vacant
d-Remove Hold/Vacant

~~Position #~~	~~Status~~	~~Title~~	~~Grade~~	~~Group~~	~~Remove From Eliminate~~	~~Place On Create~~	~~Hold Vacant~~	~~Hold Vacant~~
~~3449-0001~~	~~A~~	~~*Psychiatric Services Administrator~~	~~34D~~	~~32~~		~~1.0~~		
~~3449-0002~~	~~A~~	~~*Psychiatric Services Administrator~~	~~34D~~	~~32~~		~~1.0~~		
~~3432-0005~~	~~A~~	~~*Staff Psychiatrist~~	~~34A~~	~~32~~	~~1.0~~			
~~3432-0006~~	~~A~~	~~*Staff Psychiatrist~~	~~34A~~	~~32~~	~~1.0~~			
~~8003-0001~~	~~A~~	~~*PORT Services Supervisor~~	~~80~~	~~10~~	~~1.0~~			
~~3350-0004~~	~~A~~	~~*CSTS Program Administrator~~	~~33~~	~~32~~			~~1.0~~	
~~2529-0033~~	~~A~~	~~*Service Coordinator~~	~~25~~	~~11~~	~~1.0~~			
~~7740-0027~~	~~A~~	~~*Health Services Supervisor~~	~~77~~	~~10~~		~~1.0~~		
~~1970-0002~~	~~A~~	~~CAC Client Service Manager~~	~~19~~	~~11~~				~~1.0~~
~~1720-0007~~	~~A~~	~~Client Service Manager~~	~~17~~	~~11~~			~~1.0~~	
~~2060-0001~~	~~A~~	~~Registered Dietician – CSTS~~	~~20~~	~~11~~			~~.50~~	
~~1434-0002~~	~~A~~	~~CSTS Office Coordinator~~	~~14~~	~~12~~		~~1.0~~		
~~2110-0099~~	~~A~~	~~Mental Health Professional~~	~~21~~	~~11~~				~~1.0~~
~~1534-0093~~	~~A~~	~~Mental Health Worker~~	~~15~~	~~11~~			.25	

~~* An internal applicant will be applying for this position, upon selection and promotion the position vacated will be eliminated~~.

Community Support and Treatment Services
Fund ~~Summary~~ 2930
~~2930~~

		~~Original Budget~~ Current	Revised	Variance
Revenue:				
50000	Federal Revenue	$0	$339,585	$339,585
54000	State Revenue	$0	$551,631	$551,631
58000	Local Revenue	$0	$1,119,500	$1,119,500
60000	Fees & Services	$0	$19,800,126	$19,800,126
67000	Other Revenue & Reimbursement	$0	$619,747	$619,747
69000	In-Kind Contributions	$0	$34,924	$34,924
69500	Transfers In	$0	$2,480,930	$2,480,930
	Total Revenue	$0	$24,946,443	$24,946,443
Expenditures				
70050	Personal Services	$0	$20,544,893	$20,544,893
72600	Supplies	$0	$379,393	$379,393
80000	Other Services & Charges	$0	$1,969,041	$1,969,041
93500	In Kind Charges	$0	$34,924	$34,924
94000	Internal Service Charge	$0	$1,993,960	$1,993,960
95000	Capital Outlay	$0	$24,232	$24,232
	Total Expenditures	$0	$24,946,443	$24,946,443

Washtenaw County

JOB DESCRIPTION

Job Code: 1720
Authorization: 07-
Employee Group: 11
Reference: 90-0314
October, 1995

CLASS TITLE: CLIENT SERVICES MANAGER I/II
DEPARTMENT: CSTS-Adult Mental Health Services
FLSA STATUS: Exempt

JOB SUMMARY

Under the supervision of a qualified professional Health Services Supervisor is responsible for working directly with consumers, natural supports and other service providers to achieve specific treatment/support outcomes for consumers with mental illness. The Client Services Manager, as a member of a continuous support team, is responsible for completing clinical assessment, developing and maintaining Person Centered Plans of Service, coordinating and monitoring consumer services, directly assisting consumers in achieving desired outcomes and documenting consumer progress. In addition, the Client Services Manager delivers evidence based practice interventions directly and through referral to programming within the continuous support team structure.

This is an alternatively staffed class, in which appointments will be made at **LEVEL I** with the opportunity to advance to a **LEVEL II** classification upon meeting additional requirements. **LEVEL I** is the entry level into this professional field in which applicants have basic desired competencies which are outlined below:

EXAMPLES OF DUTIES

Core functions within the context of the Continuous Support Team:

Assessment and Person Centered Planning:

- Completes comprehensive consumer needs assessment.
- Participates in the development and maintenance of current comprehensive Person-Centered Plan (or Family-Centered Plan) for all consumers assigned to the team. (Required paperwork/documentation responsibilities for individual consumers will be allocated to individual team members, as appropriate, by team Supervisor.)
- Completes Person-Centered Planning reviews as required.

Fostering recovery, self determination and improved quality of life:

- Develops supportive relationship with consumers assigned to the team, to assure that the Person-Centered Planning process is consumer driven.
- Coordinates and collaborates with a consumer's network of care, including primary healthcare, family and natural supports.

- Monitors and coordinates service delivery to consumers/families as specified in the Person-Centered Plan (PCP).
- Works with consumers within the team to promote the outcomes specified in PCP.

- Manages consumer crises whether directly or indirectly by accessing needed services.
- Assist consumers in resolving interpersonal conflicts in their environment.
- Assist consumers with the development of critical life skills.
- Provides supportive counseling.

Resources / Collaboration and Advocacy:

- Assists consumers with budget planning to meet basic necessities; co-pays, housing costs, and Medicaid Deductibles.
- Directly assists clients in securing and maintaining needed services and entitlements; e.g., housing, financial benefits, physical examinations, laboratory tests, etc.
- Assists in systems advocacy to secure needed services for the clients from any service provider either internal or external to the Community Mental Health system.
- Provides support and education regarding mental illness and the stigma associated to mental illness.
- Provides education to consumers about their rights, and about navigating the mental health system.

Record Keeping:

- Documents consumer activity in relation to the outcomes specified in the consumer's Person-Centered Plan.
- Maintains complete and detailed records consistent with agency standards, procedures and requirements of third party funding and accreditation sources.
- Keeps timely and accurate clinical records in the electronic health record system, including scheduled appointments, PCP and PCP updates, progress notes, etc.

Organizational Development:

- Fosters and promotes the organization's mission, vision and goals.
- Demonstrates alignment with the organization's vision and mission.
- Participates actively in performance improvement activities.

Other duties may be assigned by the Health Services Supervisor dependent on program needs.

<u>KNOWLEDGE, SKILLS and ABILITIES</u>

- Basic knowledge of the use of the DSM- IV.
- Knowledge of common signs and symptoms specific to the Adult Mental Health population.
- Knowledge of common mental health conditions, substance abuse conditions and mental health treatment/support interventions.
- Knowledge of available community resources.
- Ability to utilize sound judgment and practice autonomous decision-making.
- Ability to represent the agency to the community, natural supports and other interested persons in a manner that fosters understanding of the mental health needs of consumers, and the goals/mission of the organization.

- Ability to assess safety for consumers and self.
- Ability to manage crisis situations.
- Cultural sensitivity and awareness of the role of culture in the delivery of services.

- Delivery of culturally competent services including the ability to transform knowledge and cultural awareness into health and/or psychological interventions that support and sustain healthy client system functioning within the appropriate cultural context.
- Awareness of the impact of poverty upon consumers.

Employees may advance to a **LEVEL II** after gaining the required experience, education and licensure/ certification as detailed in the education and experience section of this document.

Within the first six months of hire, the employee will be expected to demonstrate competence in the following:

- Knowledge about current trends in the field of mental health.
- Knowledge of the Michigan Mental Health Code, including Recipient Rights and Grievance and Appeals.
- Expanded knowledge of community resources.
- Ability to work both autonomously and as a member of a multidisciplinary team.
- Ability to provide leadership, as demonstrated by initiative and ownership of projects.
- Ability to incorporate Person-Centered Planning principles into practice.
- Ability to recommend services for Person-Centered Planning, including the recommendation to deny, reduce, suspend or terminate services.
- Ability to communicate effectively with consumers, family members and other natural supports.
- Ability to effectively prioritize work.
- Competence in treatment of co-occurring disorders, recovery based interventions, evidence-based practices, and learning organization principles.
- Willingness to actively engage in the professional development process.
- Knowledge of how to access agency policies.
- Demonstrated skill and knowledge of evaluation of mental health service needs.
- Demonstrated skill and knowledge of Service Authorization Process.
- Demonstrated skill and knowledge of Service Eligibility Criteria and Medicaid-covered Services.
- Demonstrated skill and knowledge of CSTS, community services, support and other resources.
- Demonstrated skill and knowledge of treatment.
- Demonstrated skill and knowledge of Grievance and Appeal rights and procedures.
- Demonstrate proficiency with using computers adequate enough to use electronic medical record and mobile technology.
- Performs other duties as assigned by the Supervisor.

Beyond six months

Employee will continue to participate in on-going professional development activities, maintain all required professional development, and will be able to demonstrate increased competence in the skills required for the position. In addition, the employee will maintain current professional license and renew license prior to expiration date.

PHYSICAL DEMANDS

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen, and hearing

and speech sufficient to communicate in person or over the telephone. These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

EDUCATION AND EXPERIENCE

Minimum requirements are that applicants have a valid Michigan Driver's License and meet any requirements by funders for transportation of consumers; a Bachelor's degree in social work, a minimum of 2 years of direct social work experience, plus the following:

- Limited Licensed Bachelor's Social Worker (LLBSW) certification

Individuals in the job classification may be eligible for an upgrade to a **LEVEL II – GRADE 19** if the program has determined there is an unmet or underserved program need that requires this classification, and there is adequate financial capacity to support the upgrade. Individuals must meet the following requirements:

- Completion of the requirements for a Certified Addiction Counselor I or II.

OR

- Completion of a Master's degree in Social Work, Counseling, Clinical or Behavioral Psychology.
- Possession of a Limited Licensed Master's Social Work (LLMSW) license, a Licensed Professional Counselor license (LPC) or a Temporary Limited license Psychology license (TLLP).

OR

Other qualified health professional licensure as required to provide services and able to receive Medicaid and/or Medicare reimbursement and other third party reimbursement for mental health and/developmental disability services.

LEVEL II – GRADE 19 Client Services Managers would be expected to:

- Provide individual and group co-occurring counseling services under the supervision of a qualified staff.
- Co-lead groups that require advanced clinical skills and require an advanced certification for billing purposes.
- Advance the use of evidence based interventions in individual practice.
- Demonstrate leadership through program development activities; committee participation; and other leadership and organizational influence opportunities.
- Demonstrate increasing experience, participation and competency in advanced clinical practices.

This classification level intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Job related duties other than these may be required along with specific knowledge development and successful job performance.

Washtenaw County

JOB DESCRIPTION

Job Code: 1720
Authorization: 07-
Employee Group:
Reference: 90-0314
October, 1995

CLASS TITLE: **CLIENT SERVICES MANAGER I/II**
DEPARTMENT: **CSTS-Youth & Family Services**
FLSA STATUS: **Exempt**

JOB SUMMARY

Under the supervision of a qualified professional, the Case Manager/Supports Coordinator is responsible for working directly in the community, with youth and families, natural supports, service providers, and community agencies. This staff person may work with youth with serious emotional disturbance and/or youth with developmental disabilities and their families. Working within the team context assures that the Family Centered Process results in an integrated plan of service and facilitates the achievement of specific outcomes. In their role, the staff person is responsible for developing and maintaining the Family Centered Plan (FCP), coordinating and monitoring youth/family services, and directly assisting youth and families in achieving desired outcomes and documenting consumer progress according to CSTS documentation standards.

This is an alternatively staffed class, in which appointments will be made at **LEVEL I** with an opportunity to advance to a **LEVEL II** classification upon meeting additional requirements and based upon program development needs. **LEVEL I** is the entry level into this professional field to which applicants have basic desired competencies which are outlined below:

EXAMPLES OF DUTIES

Core Functions within the context of the Family Centered Practice:

Assessment and Family Centered Planning

- Completes comprehensive consumer needs assessments.
- Participates in the development and maintenance of current comprehensive FCP for consumer/families assigned to caseload.
- Assures that the Family Centered Plan is family focused.
- Assures that the FCP identifies the amount, scope, and duration of CSTS services.
- Completes periodic/annual FCP reviews as required by documentation and timeliness standards.

Foster resiliency, skill development, and improved quality of life

- Develops supportive relationship with youth and families to insure that the Family Centered Planning process is consumer driven.
- Coordinates and collaborates with the youth /family network of care, including schools, primary healthcare, family and natural supports.

- Monitors and coordinates service delivery to consumer/families as specified in the FCP.

- Works with youth/families to promote the outcomes specified in the FCP.
- Works with families to manage consumers' crisis whether directly or indirectly by accessing needed services.
- Assists youth/family in developing resiliency and skills in coping/resolving issues.
- Identify and link to community resources that support integration to community and natural supports.
- Provide supportive counseling and refer to more intensive level of services when clinically indicated.

Resources/Collaboration and Advocacy

- Assist families in identifying and linking to needed services and entitlement available in the community
- Assists in systems advocacy to secure needed services and resources either internal to the CMH system of services or external community system service providers (eg. Schools, DHS, etc.). Also links to family support networks within the community
- Provides support and education regarding mental illness and stigma regarding mental illness and/or developmental disabilities.
- Inform youth/families regarding their rights and navigation the mental health system.

Record Keeping

- Maintains complete and detailed records consistent with agency standards, procedures and requirements of third party funding and accreditation agencies.
- Keeps timely and accurate clinical records in the electronic medical record system, including scheduled appointments, PCP and PCP updates, progress notes, etc.
- Obtain all necessary parental consents and releases of information necessary to provide services.

Organizational Development

- Fosters and promotes the organization's mission, vision, goals, and values.
- Demonstrates alignment with the organization's vision and mission.
- Participates actively in performance improvement activities.

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Other duties may be assigned by the Health Services Supervisor dependent on program needs.

KNOWLEDGE, SKILLS and ABILITIES

- Basic knowledge of the use of DSM-IV as it relates to youth with Severe Emotional Disturbance (and criteria for youth with Developmental Disabilities if working with that consumer population.)
- Knowledge of common signs and symptoms specific to the target population assigned.
- Knowledge of common mental health and/or developmental disability issues experienced by youth and families and mental health treatments/supports interventions.
- Knowledge of available community resources and supports for youth and families

- Ability to utilize sound judgment and practice autonomous decision making, seeking supervision as needed.

- Ability to represent the agency to the community, natural supports and other interested persons in a manner that fosters understanding of the needs of youth and families, and the goals and mission of the organization.
- Ability to assess the safety for youth/families and self as a professional service provider.
- Ability to manage crisis situations and seek support appropriately.
- Cultural sensitivity and awareness of the role of culture in the delivery of services.
- Delivery of culturally competent services including the ability to transform knowledge and cultural awareness into interventions hat support and sustain healthy client system functioning within the appropriate cultural context of the youth and family.
- Awareness of the impact of poverty and other stressors on family systems.

Employees may advance to a **LEVEL II** after gaining the required experience, education and licensure/certifications detailed in the education and experience section of this document.

Within the first six months of hire, employee will be expected to deliver services demonstrating competence in the following:

- Knowledge about currents trends for youth and families in mental health and/or developmental disabilities including Family Centered Practice.
- Knowledge of Michigan Mental Health Code including Recipient Rights and Grievance and Appeals.
- Expanded knowledge of community resources.
- Ability to work both autonomously and as a member of a multidisciplinary team and to make use of supervision in the development of skills and competent practice.
- Ability to incorporate Family Centered Planning principles into practice.
- Ability to recommend services for Family Centered Planning, including the recommendation to deny, reduce, suspend or terminate services.
- Ability to communicate effectively with youth, family members, natural supports, and community agency staff from schools, juvenile courts, and department of human services.
- Ability to effectively prioritize work.
- Increased ability to foster resiliency and skill building for youth and families.
- Increased understanding of evidenced based best practices for youth and families and learning organizational principles.
- Willingness to actively engage in the professional development process.
- Knowledge of how to access agency policies and procedures.
- Demonstrated skill and knowledge of evaluation/assessment of youth/family service needs.
- Demonstrated knowledge of the Service Authorization Process.
- Demonstrated knowledge of Service Eligibility Criteria and Medicaid covered Services.
- Demonstrated knowledge of administration and use of CAFAS for SED youth age 7 through age 17.
- Demonstrated skill and knowledge of CSTS services and supports and other contractual services.
- Demonstrate proficiency with using computers adequate enough to use electronic medical record and mobile technology.

- Demonstrated skill in the ability to provide clinical documentation according to agency policy. Seeks supervisory support direction for clarification as needed.Perform other duties as assigned by the Supervisor.

Beyond six months
Employee will continue to participate in ongoing professional development activities, maintain all required professional development and stay current on all mandated training requirements, and will be able to demonstrate increased competence in the skills required for the position. In addition, the employee will maintain current professional license and renew license prior to expiration date,

Twenty four hours of documented youth/family education/training is required as a clinical staff member of CSTS-Youth and Family Services.

Physical Demands

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including computer, vision to read printed materials and a VDT screen, and hearing and speech sufficient to communicate in person and over the telephone. These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Education and Experience

Minimum requirements are that applicants have a valid Michigan Driver's License and meet any requirements by funders for transportation of consumers, a Bachelor's Degree in social work plus:

- Limited Licensed Bachelor's Social Worker (LLBSW) certification

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Individuals in this job classification may be eligible for an upgrade to a **LEVEL II- GRADE 19** if the program has determined there is an unmet need or underserved program need that requires this classification, and there is adequate financial capacity to support the upgrade. Individuals must meet the following requirements:

- Completion of the requirements for a Certified Addictions Counselor I or II.

OR

- Completion of a Master's degree in Social Work, Counseling, Clinical or Behavioral Psychology.
- Possession of a Limited Licensed Master's Social Work (LLMSW) license, a Licensed Professional Counselor license (LPC) or a Temporary Limited license Psychology license (TLLP).

OR

Other qualified health professional licensure as required to provide services and able to receive Medicaid and/or Medicare reimbursement and other third party reimbursement for mental health and/developmental disability services.

LEVEL II – GRADE 19 Client Services Managers would be expected to:

- Co-lead groups that require advanced clinical skills and require an advanced certification for billing purposes.
- Co-facilitates an evidenced based best practice group (e.g. DBT-Y, Multi-family group, Co-Occurring outpatient services) with a MHP Clinical Staff member at CSTS-YF
- Is trained and certified and provides Parent Management Training-Oregon (PMTO) skills training to CSTS-YF families.
- Has provided supports coordination for the Child Waiver Program for two years and demonstrated skills in meeting the clinical, programmatic, and online/hard copy documentation requirements for the Child Waiver Program.
- Demonstrate leadership through program development activities; committee participation; and other leadership and organizational influence opportunities.
- Demonstrate increasing experience, participation and competency in advanced clinical practices.

This classification level intends to identify the major duties and requirements of the job and should be interpreted as all inclusive. Job related duties other than these may be required along with specific knowledge development and successful job performance.

Additional Requirements

For clinical staff providing services to youth who meet Medicaid criteria for Developmental Disabilities, the clinical staff must meet Medicaid guidelines as a Qualified Mental Retardation Professional (QMRP) which requires that the clinical staff has had specialized training or one year of experience in treating or working with persons who have a developmental disability.

Washtenaw County

JOB DESCRIPTION

Job Code: 1579
Authorization: 07-
Employee Group: 12
Reference: 06-

May 2006

CLASS TITLE: Consumer Benefit Specialist, Youth & Family
DEPARTMENT: CSTS
FLASA STATUS: Non-Exempt

JOB SUMMARY:
Under the supervision of a higher classified employee provides assistance and coordination of a range of consumer related financial responsibilities including but not limited to:

- providing consumers/parents/guardians with assistance in completing the client financial review process, monitoring consumer's insurance status
- monitoring and processing's external authorizations for commercial insurance,
- assisting in follow up on outstanding 1st and 3rd party payments,
- assuring that consumer insurance information is up to date in the electronic medical record

Additionally, serves as a fully trained assistant performing a variety of tasks which require an understanding of departmental operations and processes, a high degree of accuracy, and a limited amount of independent judgment to handle a variety of situations.

EXAMPLES OF DUTIES:

Financial Duties:
Client Financial Review Process

- Prior to orientation verifies insurance (Medicaid, MI Child, Commercial, other)
- Determines who is financially responsible (consumer, mother, father, guardian, other)
- If working with an ability to pay verifies consumer/parent income
- Meets with consumer/parent/guardian to complete Client Financial Review upon intake and annually
- Completes other intake and annual releases and forms as assigned
- Enters client financial data into Electronic Medical Record
- Informs consumers of appeal process for financial determination, coordinates appeal with Local Dispute Coordinator as needed
- For teams/programs where clinical staff complete the above process in the field, tracks due dates, provides staff with packet of needed forms, including previous years information, enters completed information into electronic medical record and completes any needed insurance verifications

Public Insurance (Medicaid, Medicare, MI Child)

- Verifies consumer coverage upon intake and at minimum once per quarter
- Notifies Client Service Manager/therapist of any change in coverage
- Monitors Adverse Action Reports for Medicaid and immediately notifies Client Services Manager
- Assures insurance information is up to date in electronic medical record

Commercial Insurance

- Verifies insurance coverage and determines whether or not pre-authorization is required, including obtaining copy of insurance card and verifying both billing information as well as contact information for authorizations
- Informs assigned clinicians of authorization requirements for client specific insurance policy
- Coordinates pre-authorization process with insurance company, including coordinating any needed direct contact between clinician and insurance company
- Enters authorization information into electronic medical record
- Tracks approved sessions against actual usage
- Coordinates reauthorization between clinician and insurance company, assuring re-authorization process is initiated prior to all authorized session being utilized

1st party Payments

- Assures consumer/parent/guardian is informed of their payment obligation upon completion of CFR
- Assists Senior Account Clerk in communicating with consumer regarding outstanding payment as first step in collection process
- Assists consumer in completing a new Client Financial Review if consumer indicates that their financial circumstances have changed
- Assisting in communication between Business Office and Clinical Team if financial issues need to be addressed with consumer or guardian

Clerical Support Duties

- Assists in scheduling appointments including placing reminder calls to clients.
- Accepts and distributes mail and deliveries; prepares outgoing mail.
- Answers incoming telephone calls, routes calls as appropriate, provides routine information and takes written messages
- Assists with general office support including but not limited to typing, filing, sorting shredding and copying.
- Complete entry of staff time sheets.
- Process respite vouchers, timesheets and payments.
- Coordinate and assist clinical staff with all aspects of new client orientation.
- Provide tech and web liaison services as needed.

- Maintain magazines, bulletin boards in reception and waiting areas.
- Performs other clerical tasks as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

EMPLOYMENT QUALIFICATIONS

Skill in:
Computer skills: Microsoft Office including Excel, Access and Word.
Performing mathematical calculations with speed and accuracy.
Setting priorities, coordinating multiple projects and meeting critical deadlines.
Using sound, independent judgment within established policy and procedural guidelines.
Operating standard office equipment, including by not limited to, personal computer, fax machine, photocopier, calculator and cash register.
Performing effectively under stress; attaining precise set limits, tolerances and standards.
Communicating effectively with the public over the phone and while at reception.
Preparing clear and concise written correspondence.

Knowledge of:
Various public and commercial insurances, including Medicare, Medicaid, MI Child
Familiarity with basic insurance authorization procedures
Strong problem solving skills

PHYSICAL DEMANDS

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

Duties may require employee to lift, carry or otherwise move delinquent tax rolls and other books weighing up to 25 pounds frequently.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations

EDUCATION

Possession of high school diploma or the equivalent
Prior to application, must pass clerical exam on the 30th percentile, data entry test on the 38 percentile, typing test at 45 WPM, and math skills test.

EXPERIENCE

A minimum of two year experience in face to face interactions with persons with mental illness, developmental disabilities, and/or children with serious emotional disorders required. Six month probationary period.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to specific job-related knowledge for successful job performance.