

# Rusk County

## HEALTH & HUMAN SERVICES

## AGENDA

DATE: February 8, 2024

TIME: 9:00 AM

PLACE: Rusk County Government Center-County Board Room, Ladysmith, WI 54848

*Note: Items listed on the Agenda are for discussion and possible action by the Health & Human Services Board;*

### CALL TO ORDER

### PUBLIC COMMENT-Limited to Five Minutes Per Person

### APPROVAL OF MINUTES

- January 11, 2024

### HEALTH & HUMAN SERVICES FINANCE

- Approval of Health & Human Services Vouchers and Out-of-County Travel Requests
- 2023-2024 Contract Approval Process

### HEALTH & HUMAN SERVICES

- Aging Disability Resource Center Job Description and JDQ Position Proposal
- Children's Long-Term Support Update
- Community Support Program Job Description
- Senior Services Vehicle Repair
- Senior Services-Meals Program Vendors
- Comprehensive Community Services-Quality Assurance

### PUBLIC HEALTH

- Breastfeeding Peer Counselor Resignation & Recruitment
- ARPA Allocation Usage

### DIRECTOR'S REPORT

- Program Reports
  - o Children & Family Services
  - o Veteran Services
  - o Economic Support

### ADJOURN

*This agenda was prepared by Jeremy Jacobs at the direction of Chair Schneider. Posted February 1, 2024.*

*At any time, a quorum of another County Committee or of the County Board may be present at the meeting to observe the proceedings, but no action will be taken except by those Committee Members for the stated Committee meeting and only on noticed agenda items.*

*Please note that, upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For additional information or to request this service, contact the Rusk County Clerk, at 311 Miner Ave. E. Ladysmith, WI Phone: (715) 532-2100. For deaf and/or hard hearing, please call us through Wisconsin Relay 711.*

**UNAPPROVED**  
**RUSK COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES**  
**BOARD MEETING MINUTES**

**January 11, 2024**

Meeting called to order by Chair Schneider at 9:01 AM.

Board Members Present: Phil Schneider, Randy Tatur, Dan Gudis, Mary Schneider, Tom Hanson, Ted Hakala, Lois Goode, Dave Willingham. Appearing virtual: Dr. John Ziemer, Mark Schmitt. Excused: Ken Brown.

Staff Present: Jeremy Jacobs, Ashley Nelson and Carla Closs. Appearance by Kaylee Bugbee.

**Public Comments:**

None

**Approval of Previous Meeting Minutes:**

Motion by Hakala, second by Hanson, to approve the December 14, 2023; meeting minutes. Motion unanimously carried.

**Approval of Health & Human Services Vouchers and Out of County Travel Requests:**

Jacobs reported on various purchases, invoices, and Out of County Travel. Motion by Hanson, second by Gudis, to approve Vouchers and Out of County Travel. Motion unanimously carried.

**Health & Human Services:**

Discussion held.

Presentation by Al Christianson, City of Ladysmith, regarding the playground project by the City of Ladysmith-Park Board; at the former Ladysmith Elementary School location.

**Public Health:**

Discussion held.

Motion by Willingham, second by Hakala, to approve compensation for Part-Time WIC personnel (working 20-29 hours per week) as stated in the Personnel Handbook; 11 paid holidays and 6 PTO days and forward to the Personnel Committee. Motion unanimously carried.

**Program Reports:**

The Board received written reports from Child Support, Aging & Disability Resource Center-Senior Services, Adult Services and Public Health.

Meeting adjourned by consensus of the committee at 11:50 AM.

Next meeting: February 8, 2024.

As prepared by: Carla Closs, completed on 1/11/24 at 1:00 PM

## Position Paper for 2<sup>nd</sup> Information & Assistance (I&A) Position

### Fiscal:

- Effective January 1, 2024, **new** and **ongoing** annual State of Wisconsin GPR grant funding with federal MA drawdown, would fully support another full time I&A position. See attachment.

### Job Description:

- 80% working directly with: elderly, persons with intellectual/developmental disabilities, physical disabilities, mental illness, youth transitioning into long term care, and their caregivers with: Options Counseling, Functional Screening for publically funded long term care programs, Enrollment and Disenrollment counseling, Memory Screening, and Information and Assistance phone calls and follow ups
- 20% outreach and data entry

### Unmet Customer Needs:

1. Due to growing aging and disability population, customer demand has increased:
  - Total annual Information & Assistance contacts 2018 = 864, 2023 = 1,490 (72% increase and customers are more complex)
2. Opportunity to improve:
  - Memory Screens
  - Follow Ups
  - Outreach/Advocacy
3. Fidelity requirements of the position have changed since 2019, need opportunity to improve:
  - One business day to return customer calls, 10 business days for an appointment
  - Options Counseling requirements
  - 30 days to complete Functional Screens
  - Follow ups (Information & Assistance follow up can prevent crisis, ER visits, facility placement, Adult Protective Services intervention)
  - Documentation
4. Children's Long Term Support no longer has a cap which results in more referrals (previous caseload max 20, now at 87 and growing)
5. 2023: we now have (2) Managed Care Organizations (MCO) and (3) Include Respect I Self Direct (IRIS) agencies in our geographic service region
6. 2024: Nearly 40% of Rusk County's population is over 60 years old, projected to increase to 50% through 2040; this will increase Information & Assistance workload
7. 2024: 13.4% disability 18-64 y.o. and 35.5% disability 65+ y.o.
8. 2023: Rusk County is ranked #51 for health outcomes and is ranked among the least healthy counties (0-25%) for health factors. Health factors represent those things we can modify to improve the length and quality of life for residents. Increasing dementia prevalence and poor health outcomes will increase I&A workload

Barron County ADRC  
 2024 Allocations  
 12/11/2023

	2023 Allocation	Increase	2024 Allocation	Projected Medicaid	Total with Medicaid	
<b>Barron's Suggestion</b>						Cost of a new I &A
Barron	427,655	73,167	500,822	32,984	106,151	Salary \$47,310.65
Rusk	103,296	73,456	176,752	28,156	101,612	Fica \$3,619.26
Total	530,951	146,623	677,574	61,140	207,763	Retirement \$3,264.43
						Insurance \$21,862.56
<b>Per State</b>						Work comp \$1,182.77
Barron	387,655	73,167	460,822			Total <b><u>\$77,239.68</u></b>
Rusk	143,296	73,456	216,752			
Total	530,951	146,623	677,574			This is based on this year's hours of 2,030.50. Rate of pay \$23.30 grade 10
<b>Difference</b>						
Barron	40,000	-	40,000			
Rusk	(40,000)	-	(40,000) *			
Total	-	-	-			

\* Difference is due to the Dementia Care Specialist allocation that has always been included in Barron County's base to cover the employee.

Notes: The base allocation includes the original base, Dementia Care, and Nursing Home Relocation  
 Updated on 12/11/23 to include the Nursing Home Relocation

Rusk Allocation Per State	
Original Base	100,588.00
Dementia Care Specialist	40,000.00
Nursing Home Relocation	2,708.00
	<u>143,296.00</u>

**Barron & Rusk County ADRC**  
**I&A Medicaid Calculation for possible positions**  
**1/31/2024**

	Increased Grant	I&A Medicaid	Total	I&A Medicaid %
Barron	73,167	62,192.00	135,359	45.95%
<b>Rusk</b>	<b>73,456</b>	<b>62,438.00</b>	<b>135,894</b>	<b>45.95%</b>
Total	146,623	124,630	271,253	

NOTE: I&A Medicaid is earned as a region. Only EBS is earned individually.

Position Title	Information & Assistance Specialist
Department	Health & Human Services/ADRC
Classification	Full-Time
FLSA Status	Non-Exempt
Reports To	ADRC Manager
Direct Reports	N/A
Last Updated	January 2024

#### Purpose of Position

The I&A Specialist should have knowledge of the physical, psychological and economic needs and provide Rusk County residents with information, linkage to resources, and assistance with access to services for the elderly, adults with physical, intellectual/ developmental disabilities, mental illness, and or substance use disorders, youth who are transitioning into the adult long-term care system, and family caregivers. This position works under the general supervision of the ADRC Program Manager.

#### 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.**

1. Provides information to customers about services, programs and resources (public and private) that assist them to experience daily life with dignity and security, maximizing their opportunities for self-sufficiency and choice.
2. Provides counseling on long term care options, with a focus on personal goals, strengths and preferences.
3. Provides follow-up as needed to determine outcomes and to offer additional assistance as necessary.
4. Assists individuals in determining their eligibility for long-term care services available through the State. This includes administering the Long-Term Care Functional Screen (LTCFS) and providing appropriate counseling.
5. Provides outreach and information to young persons, age 17.5 and older, with disabilities as well as their families/caregivers as they transition into the adult long-term care system.
6. Supports persons facing a crisis by connecting them to emergency services and/or by providing short term care coordination. This includes referrals for elder abuse and adult protective services.
7. Links at-risk individuals with prevention and early intervention services provided by public health and other service providers.
8. Advocates on behalf of customers and their caregivers. Empowers individuals to advocate on their own behalf.
9. May meet with a customer in the office, in the customer's home or in a public or community setting.
10. Collects and records customer demographic information and actions taken using the ADRC database and reporting system as well as document accurately in the state/federal time reporting system.
11. Maintains paper filing and record systems to provide easy access to records and information; maintain/destroy records and reports as required per County policies.

12. Provides regional coverage when needed.
13. Attends educational trainings and conferences as required or relates to the position.
14. Other duties as assigned.

#### **Education, Experience, and Skills**

- Knowledge of physical, psychological and economic needs of older persons and persons with physical and/or developmental disabilities, and mental illness.
- Counseling and motivational interviewing skills, with the ability to assess and reframe as the conversation progresses.
- Ability to conduct comprehensive assessments for individuals with long term care needs.
- Knowledge of community resources and services available to elderly and disabled persons.
- Knowledge of federal and state laws that regulate long term support programs.
- Knowledge of administrative policies and procedures of the County.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Ability to establish and maintain accurate records of assigned activities and operations.
- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
- Ability to perform mathematical calculations required of this position.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
- Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain effective working relationships with individuals within and outside the organization.
- Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, within the provision of open records laws.
- Ability to work the allocated hours of the position and respond after hours as needed.

#### **Required Education, Experience, Licensing, and Certifications**

- Bachelor's degree in a health or human services related field or licensed to practice as a Registered Nurse in Wisconsin pursuant to §441.06.
- Must have a minimum of one (1) year of relevant professional work experience with the aging, elderly, or persons with disabilities.
- Must obtain and maintain certification for administering the Wisconsin Long Term Care Functional Screen.
- Must become certified by the Inform USA within one (1) year from date of hire and meet requirements to maintain certification.

- Must successfully pass caregiver and criminal background check.

**Physical Requirements/Work Environment**

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Frequent travel may involve exposure to inclement weather conditions, unsanitary conditions in homes, communicable illnesses and diseases and unsafe environments.
- May require dealing with persons who are hostile, aggressive, abusive or violent, posing threatening conditions.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

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 encourages both prospective and current employees to discuss potential accommodations with the employer.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



# JOB DESCRIPTION QUESTIONNAIRE

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are a regular and ongoing part of the job, under typical conditions, and not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

<b>SECTION 1</b>		<b>DEMOGRAPHIC INFORMATION</b>	
<b>Employee Name</b>	New Vacant position	<b>Employer Name</b>	Rusk County
<b>Job Title</b>	Information & Assistance Specialist	<b>Work Location</b>	Rusk County Government Center
<b>Department</b>	Aging & Disability Resource Center (ADRC)	<b>Division</b>	Rusk County Health & Human Services
<b>Full-Time / Part-Time</b>	Full-Time	<b>Part-Time (Hrs per Wk)</b>	
<b>Supervisor Name</b>	Kathy Walthers	<b>Supervisor Title</b>	ADRC Manager

<b>SECTION 2</b>	<b>JOB SUMMARY/PURPOSE</b>
	What is the primary purpose of your job? Briefly state what your job is—including why your job exists—in such a manner that could easily be explained to another person. In other words, if someone came up to you on the street and asked what your job entailed, how would you describe it?
	Work with elderly and disabled residents and their families to provide information, resources and services available in the county to help them remain as independent as possible. Conduct functional assessments for determination of eligibility for state funded long-term care programming and refer to those programs for enrollment.

### SECTION 3

### DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Positions are made up of various duties that generally fall into a handful of categories/responsibilities. For example, a Street Operator's categories may include Streets Maintenance, Snow Plowing, Equipment Operation, Refuse Collection, etc. An Administrative Assistant's categories may include Document Preparation, Meeting Coordination, Records Management, etc.

Identifying the main functions and the percent of time spent on each category provides the best information to correctly classify your position. Adding the significant duties within each category allows us to better understand your work in each area. As you list the specific duties, please focus on WHAT is done, rather than HOW it is done. This provides adequate detail without requiring your responses to be more labor-intensive than needed. Please try to avoid terminology and acronyms that are not widely known outside of your line of work.

<b>Category (Area of Responsibility):</b>	<b>Information &amp; Assistance/AIRS Certification</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>12%</b>
Duties within Category:	Give contact information for various resource and service inquiries to help customers or a loved one remain safe and healthy in their home. Assist with contacting resources on a customer's behalf. Referring to various agencies for assistance. This also includes resources regarding advanced directives. Maintain AIRS certification every 2 years to be compliant with state and national standards of Information and Referral/Assistance when helping customers.		
<b>Category (Area of Responsibility):</b>	<b>Options Counseling</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>32%</b>
Duties within Category:	Work with customers regarding inquiries to help them or a loved one stay in their home and remain as independent as possible. Educate on various options that may be available to achieve independence with/without assistance. Educate on resources, services and programs available in the county including but not limited to the state funded long-term care programming. Give contact information for various resources as requested. Help by contacting resources on a customer's behalf and/or refer to various agencies for assistance. Educate on the basics of Medicaid benefits; educate more thoroughly if they are expressing an interest in the long-term care processes. Follow a guided template when noting these meetings/calls in the Wellsky system. Obtain proper documentation when someone is calling on another's behalf showing they are able to help with decision making when needed, for example; health care or financial power of attorney documents, guardianship orders, etc. Continual training required to maintain standards. Reviews done by Supervisor and Regional Quality Specialist to determine if standards are being met.		
<b>Category (Area of Responsibility):</b>	<b>Functional screening</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>33%</b>
Duties within Category:	Conduct functional assessments with customers to determine (functional) eligibility for the state funded adult long-term care programs. Work with income maintenance and customers to assist in financial eligibility for these programs. Request information from medical agencies and follow up with these agencies to gather needed information to help identify a person's need for assistance and diagnoses to verify such needs. Track down information that may be given by a customer but not readily found in medical documentation by contacting the proper care teams to help gather the needed information. Input gathered information into the screening system (FSIA) by following state guidelines for proper eligibility determination.		
<b>Category (Area of Responsibility):</b>	<b>Maintain certification for functional screening</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>4%</b>

Duties within Category:	Must test every 2 years to remain certified to conduct these assessments with customers. Continual training required to remain in compliance with screening guidelines. This training includes meetings, quizzes, etc. Testing has guidelines for accuracy to remain certified.		
<b>Category (Area of Responsibility):</b>	<b>Enrollment &amp; disenrollment counseling</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>6%</b>
Duties within Category:	Educate customers that have completed the functional screening process on enrollment processes. Educate customers on the options that are available to them considering their functional eligibility. Explain how each available agency/option might help with their care services. Complete enrollment/authorization forms with the customer to refer them to their chosen program agency to continue the process of obtaining services. Educate customers on disenrollment and/or transferring processes if they are looking to change service agencies or remove themselves from programming.		
<b>Category (Area of Responsibility):</b>	<b>Dementia capable</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>2%</b>
Duties within Category:	Continuing education from Dementia Care Specialist (DCS) along with other resources to continue to help customers as they request information and resources regarding dementia and Alzheimer's cares. Meet with customers to help with such resources. Refer to DCS when appropriate.		
<b>Category (Area of Responsibility):</b>	<b>Memory screening</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>2%</b>
Duties within Category:	Conduct memory screens when customers request. Conduct memory screen clinics. Memory screens can also be done during the functional screening process if the customer requests or is willing to do so when asked during the functional screening process.		
<b>Category (Area of Responsibility):</b>	<b>Data entry</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>6%</b>
Duties within Category:	Enter contact notes in the reporting system currently known as Wellsky. These notes are to provide information about the contact whether it be by phone, in-person, by email, etc. Demographic information is also collected during these contacts to enter for tracking purposes to help with further potential funding for services, etc. This specific demographic data is to be recorded along with details regarding the conversation within the Wellsky platform.		
<b>Category (Area of Responsibility):</b>	<b>Outreach to community and internal entities</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>2%</b>
Duties within Category:	Describe to community entities, board members, etc. what the ADRC can offer the residents of our community and educate on how to make a referral, etc. Attend community vendor events with ADRC information. Also educate on what specifically the Information and Assistance Specialist position offers with regards to helping residents of the community.		
<b>Category (Area of Responsibility):</b>	<b>Serve on internal and external committees</b>	<b>% of Annual Total Time Spent on Category:</b>	<b>3%</b>
Duties within Category:	Iteam/Caregiver Coalition, Dementia Care Coalition, Chamber of Commerce, attend ADRC Committee Meetings. Share any information that may be beneficial to the community, especially in helping residents that would be serviced through the Aging and Disability Resource Center. Work with other community members during vendor events as well as other educational platforms for the community members, etc.		

**SECTION 4****TOOLS, SOFTWARE, & TECHNOLOGY**

Identify the software programs that proficiency is required in to successfully perform your duties. Please include standard programs (i.e. MS Word or Excel) in addition to job-specific programs (i.e. accounting software, engineering software). If none are required, please list n/a.

Wellsky, FSIA, CARES, WILMS, WAMS, Forward Health, Microsoft Word, Microsoft Excel, Outlook, Adobe, BlueJeans, Zoom, VPN, PaperCut, internet search engines, scanning, faxing, copying, portable technology

Identify technical equipment that proficiency is required in to successfully perform your duties. Examples include office equipment (i.e. copier, multi-line phone system) as well as equipment used in the field (i.e. calibration equipment, GPS units, locating devices).

Laptop, phone system, docking station, copier, printer, scanner, hot spots, calculator

Identify vehicles and machinery that proficiency is required in to successfully perform your duties. Examples include forklift, squad car, lawn mower, etc.

County fleet

**SECTION 5****JUDGMENTS / DECISION-MAKING**

Identify at least five of the most typical judgments/decisions that you make in performing your job (throughout the course of a year) as well as the possible solutions to these problems. Finally, identify those who may assist in the decision-making process and/or those who may review the decisions made.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Job Title(s) of Collaborators and/or Who Reviews
Using best judgment when obtaining information while conducting and completing the long-term care functional screening process	Gather as much information as possible to determine proper scoring and risk	Functional screen lead and supervisor. Regional Quality Specialist if needed. State staff yearly desk reviews.
Determining if/when to make a referral to Adult Protective Services (APS)	Discuss scenario with supervisor and/or co-workers. When in doubt send the referral.	Supervisor, co-workers, HHS director, APS Supervisor
Determining if/when to make a mental health referral to Adult Services	Discuss scenario with supervisor and/or co-workers. When in doubt send the referral.	Supervisor, co-workers, HHS director, Adult Services Supervisor
Determining resources when some are very limited in the county	Discuss with supervisor and/or co-workers, other staff, calling potential resources. Give guidance of how else to find appropriate assistance	Supervisor, many different staff, many outside resource options
During times of the pandemic, determining when to complete home visits as opposed to telephonic or virtual visits	Discuss with customers the recommended questions to determine potential exposure, let the customer decide the platform for the visit	Supervisor

**SECTION 6****WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS**

Please identify your typical work relationships with other persons inside or outside of your own organization.		
Title of Individuals With Whom You Typically Interact	Describe the Interaction (What Was Going On?)	Why Was It Necessary?
ADRC Staff and HHS Staff	Assistance with coordination of cares including but not limited to customer health and drug insurance questions; Medicaid application assistance; Adult service assistance in with customer care needs, behavior health services and CCS programming, etc.	To help customers get the services that will help to them to be independent, safe and healthy.
Managed Care Organizations (MCO), IRIS Consulting Agencies (ICA) and Income Maintenance (IM) Staff	MCO and ICA staff to help with coordination of cares to assist in getting the best possible help for customers enrolling in long-term care programming. Income maintenance to help with financial assistance with eligibility for Medicaid for this programming.	To help customers get the services that will help to them to be independent, safe and healthy.
Medical Facilities (hospitals, clinics, etc.) and SSA	Request of information regarding a customer's health records and disability information. Conversations are had to discuss care needs and understanding of needs for assistance, etc.	To help customers get the services that will help to them to be independent, safe and healthy. Medical diagnoses and determinations are required to determine a person's eligibility for long-term care programming.
Assisted Living Facility and Nursing Home Staff; Customers and Family Members	Gathering information to determine a customer's care needs and abilities. Referrals are received when customers need services beyond what they currently have potentially both functionally and financially.	To help customers get the services that will help to them to be independent, safe and healthy.
Many public resources	Many different types of interactions to help understand and gather information to help customers determine what will benefit them or a loved one to remain safe and independent. Also contact is made to let other companies/agencies, etc. know what the ADRC can do to help their customers, etc.	To help customers get the services that will help to them to be independent, safe and healthy.

<b>SECTION 7</b>		<b>SUPERVISION / MANAGEMENT</b>		
Please indicate the type of responsibility you have as it pertains to leading or managing others. Understanding that some areas (e.g. terminating employees) may require approval at a higher level (e.g. Human Resources), give a "yes" response if the primary recommendation comes from this position and give a "provides input" response if the recommendation is handled through the "chain of command" in a department.				
Area of Action / Responsibility	Yes	No	Provides Input	
Screen / Interview Applicants		X		
Hire / Promote Employees		X		
Evaluate Performance Of Others		X		

Provide Written / Verbal Warnings		x	
Suspend Employees		x	
Terminate Employees		x	
Prepare Work Schedules For Others		x	
Formal Project Management		x	
Provide Work Direction For Others		x	
Counsel Employees (e.g. Guiding/Coaching/Mentoring)			x
Developing Training/Development Plans for Employees		x	
Train Employees (As Part Of The Normal Duties Of The Job)			x
Approving/Assigning Overtime		x	
Approve Time Off Request For Others		x	
Develop / Implement Policies			X
Do you <u>directly</u> supervise any employees? <i>If yes, please list the number of FTEs and job titles of those employees below:</i>		x	n/a
Job Title	# of FTEs		

<b>SECTION 8</b>	<b>PHYSICAL REQUIREMENTS / WORK ENVIRONMENT</b>
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Please indicate the amount of time typically spent in the following categories throughout the course of a year. Although an explanation is invited for each element, we ask that you provide a brief explanation of those elements marked with an \* in the space provided.

Physical Requirements	[Place an "X" in the appropriate cells]			
	N/A	Low Frequency	Moderate Frequency	High Frequency
Carrying / Lifting 10 - 25 Pounds		x		
Carrying / Lifting 25 - 50 Pounds		x		

Carrying / Lifting > 50 Pounds *	X			
Sitting				X
Standing / Walking / Climbing			X	
Specific Vision, Hearing, Taste, or Smell Requirements *	X			
Squatting / Crouching / Kneeling / Bending		X		
Repetitive Hand/Foot Movement *				X
Pushing / Pulling / Reaching Above Shoulder		X		
<b>Work Environment</b>	<b>N/A</b>	<b>Low Frequency</b>	<b>Moderate Frequency</b>	<b>High Frequency</b>
Indoor/Office Work Environment				X
Outdoor Weather Conditions			X	
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.) *		X		
Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees) *			X	
Irritated or Agitated Individuals *		X		
Hostile or Violent Individuals *		X		
Hazardous Fumes / Odors / Toxic Chemicals *		X		
Electrical Hazards *	X			
Confined Spaces (as identified by OSHA) *	X			
Close Proximity to Moving Machinery / Equipment *			X	
Bodily Fluids / Communicable Diseases *		X		
Work-Related Travel				X
Working Alongside Moving Traffic on Roads				X
<b>Provide Any Additional Information Regarding the Physical Requirements or Work Environment</b> (e.g. description of required vision, hearing, taste, smell; type of work travel; etc.):				
Repetitive hand movement – typing and/or is consistent in a workday Noise – very infrequent – fire drills, mowing equipment Hot/Cold Temperatures – traveling to customer visits on hot summer days or cold winter days, winter temperatures are <40 for several months Irritated or agitated individuals – customers that are upset about certain situations Hostile or violent individuals – work with many individuals that have felony/criminal backgrounds/charges including sexual assault and murder, etc. Chemicals – periodic chemical smells in office, ammonia smells, smoking, wood burning stoves, etc during customer visits Moving machinery/equipment – driving for customer visits, meetings, trainings, etc.				

Bodily fluids/communicable diseases – potential during customer visits in their homes, hospital rooms, nursing home and assisted living facilities  
Work travel - home visits with customers as well as trainings and meetings

## SECTION 9

## ADDITIONAL EMPLOYEE COMMENTS

Please identify any other job-related information that is not otherwise addressed in the JDQ, or would help someone else understand this job more clearly:

Potential during home visits to be in the presence of pets/animals, weapons/guns, other potential dangers of entering a residence of an unknown person; feces, urine, cigarette smoke, drugs, other potential substances, etc  
Time reporting – important to accurately report time in 15-minute increments to capture all funds possible from state and federal programs  
Equity – it is very important to treat all customers with the utmost respect each as individuals  
Tri County- Our ADRC is a Regional ADRC. We have to cover for the other two counties as needed. There are Quarterly I &A meetings to keep certification up to date. Quarterly meeting with MCOs and ICAS and IM.



**To BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR**

<b>SECTION 10</b>		<b>SUPERVISOR INFORMATION</b>	
<b>Supervisor Name</b>	Kathy Walthers	<b>Supervisor Title</b>	ADRC Manager

<b>SECTION 11</b>		<b>EDUCATION REQUIRED FOR HIRE</b>
Level of Education REQUIRED (Select one with an "X")		Field(s) of Study (e.g. Degrees/Concentrations)
	Less than High School Education	
	High School Education (or Equivalent)	
	One Year Certificate (or Equivalent)	
	Associate's Degree (or Equivalent)	
X	Bachelor's Degree	Health and Human Resources related field
	Master's Degree	
	Professional Degree ( <i>Juris Doctor, Medicine, etc.</i> )	
	PhD w/ Dissertation	
	Other:	
Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.):		

<b>SECTION 12</b>							<b>TOTAL EXPERIENCE REQUIRED UPON HIRE</b>
[Place an "X" in the appropriate cells]							
No Experience	< 2 yr.	2 to 3 yrs.	4 to 5 yrs.	6 to 7 yrs.	8 to 9 yrs.	10 to 11 yrs.	≥ 12 yrs.
	X						
Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):							

<b>SECTION 13</b>	<b>CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB</b>
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List Required Certification/Licensure/Training	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
Bachelor Degree	College	X	
Functional Screen Certification	State testing and 2-year recertification testing		X
AIRS Certification	State testing and 2-year recertification with continuing education hours		X
Options Counseling Certification/Memory Screen Certified	State test and yearly reviews		X
Time and Tasks Reporting/Ethics and Boundaries	Classes every 2 years		X
<b>Comments</b> - Describe any time requirement for certification, recertification requirements, and any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):			
<b>Employer pays for all certification after the Bachelor's Degree. If Functional Screen Certification is not obtained then employment pay be lost due to the inability to retest for 2 years.</b>			

<b>SECTION 14</b>	<b>SUPERVISOR'S CORRECTIONS / ADDITIONS</b>
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In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.

JDQ Section	Correction / Addition

<b>SECTION 15</b>	<b>ADDITIONAL SUPERVISOR COMMENTS</b>
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Please identify any other job-related information that is not otherwise addressed in the JDQ, or would help someone else understand this job more clearly:

Other Certifications: Motivational Interviewing and Advanced Motivational Interviewing How: Class After Hire.  
 This position takes all the callers that don't know what they want and helps them with resources that are available to them. It requires many hours of

training to keep up on important changes and services for the ADRC customer base. It has the most needed certifications with renewal deadlines every 2 years.

JDQ Reviewed by KW 3-18-22

**To BE COMPLETED BY ADMINISTRATIVE DESIGNEE (AS NEEDED)**

<b>SECTION 16</b>	<b>SUPERVISOR INFORMATION</b>		
Administrative Designee Name		Administrative Designee Title	

<b>SECTION 17</b>	<b>ADMINISTRATIVE COMMENTS / CORRECTIONS / ADDITIONS</b>
In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.	
JDQ Section	Comment / Clarification / Addition

Position Title	Case Manager-Community Support Program
Department	Health & Human Services
Classification	Full-time
FLSA Status	Non-Exempt
Reports To	Adult Services Manager
Direct Reports	N/A
Last Updated	January 1, 2024

**Purpose of Position**

This program strives to identify ways to maximize community-based, least-restrictive opportunities for consumers experiencing serious, persistent mental illness. Provide and maintain a clinical treatment relationship with Community Support Program consumers. While the goal is home based services, the case manager may have to reach the consumer in the hospital or other settings for case planning and transitional services. A skilled Community Support Program Case Manager assists individuals to maximize meeting that consumer where they are at promoting that consumers best life. This program attempts to create and maximize all formal and informal supports available consumers.

**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.**

Under the direction of Community Support Program Director and/or Clinical Coordinator, provide case management, crisis intervention, and community support services to consumers

Develop realistic individual treatment plans/in-depth assessments based on consumer’s changing needs, closely consulting with consumers and other team members

Monitor treatment progress, and provide follow-up services

Work side by side with consumers to assist in acquiring independent living skills pertaining to activities of daily living, vocational adjustment, interpersonal skills, social, recreational, and leisure activities

Facilitate consumer groups to enhance the acquisition of skills necessary to improve the consumer’s quality of life

Coordinate all treatment services, assess CSP consumer symptoms, and maintain regular in-person contact with consumers

Assess crisis situations, intervene appropriately, and work autonomously

Complete all necessary documentation as required by certification, funding source, and program standards

Write reports that conform to prescribed style and format. Accurately author case management notes.

Maintain records documenting time spent with individual consumers, time utilization, meeting locations, individual consumers involved and their symptoms/status

Monitor treatment plans, attend 6-month reviews/update, write progress notes based on treatment plans, and objectives/goals

Consult with peers, supervisors, and other professionals regarding cases, treatment plans, interventions, approaches, etc.

Attend staff meetings as required, advocating for the consumer

Effectively present information to management, staff, and other organizational groups

Demonstrate positive working relationships with consumers, staff, and other professionals

Promote positive consumer relations

Provide consultation, education, and counseling services to family/support systems involved with CSP as needed

Complete agency training and review of company policies/procedures

Maintain consumer confidentiality standard consistent with DHS 75 and HIPAA regulations

Ensure safe work practices

Performs other duties as assigned.

### **Requirements/Qualifications**

Bachelor's degree in related field with 1,000 hours of supervised post-degree clinical experience, or a field other than behavioral sciences with 2,000 hours of supervised post-degree clinical experience with person who have chronic mental illness. These regulations comply with Wis. Stat. 63.

Proficient use of Windows applications - Microsoft Word, Excel, Outlook, and ACCESS

Excellent spelling, grammar, and written/verbal communication skills

Have a valid driver's license, reliable transportation, and be insurable

Acceptable background verification

Ability to communicate effectively orally and in writing.

Considerable ability to work and make appropriate decisions independently.

## **Physical Demands**

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch; or crawl. The employee must occasionally lift and/or move up to 20 pounds

## **Language Ability and Interpersonal Communication**

**Problem Solving** - identify and resolves problem in a timely manner, gathering and analyzing information skillfully

**Interpersonal Skills** - maintain confidentiality, remaining open to others' ideas and exhibiting willingness to try new things

**Oral Communication** - speak clearly and persuasively in positive or negative situations; demonstrating group presentation and meeting skills

**Written Communication** - edit work for spelling and grammar, presenting numerical data effectively, and ability to read and interpret written information

**Planning/Organizing** – prioritize and plan work activities, using time efficiently, and develop realistic action plans

**Quality Control** - ensure accuracy, quality, and thoroughness by effectively monitoring own work

**Adaptability** – adapt to changes in the work environment, manage competing demands, and deal with frequent change, delays, or unexpected events

**Dependability** –consistently at work and on time, following instructions, responding to management direction, and soliciting feedback to improve performance

**Safety and Security** - actively promote, personally observe, and promote safety/security procedures, using equipment and materials properly

## **Judgment and Situational Reasoning Ability**

Ability to use functional reasoning in performing influence functions such as supervising, managing, leading, teaching, directing and controlling.

Ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs. Demonstrated ability to maintain confidentiality.

## **Environmental Adaptability**

Ability to work under conditions which require exposure to environmental factors such as irate individuals, intimidation and potential violence. This exposure may cause some discomfort and presents a risk of injury.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

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 encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Supervisor's Signature

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Date

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Date



Rusk County Department of Health and Human Services  
Children and Family Services

**January 2024 Board Report**

	January Referrals	2024	2023	2022	2021
CPS reports	16		210	217	194
Services reports	4		82	105	90
Delinquency/JIPS	1		52	58	61

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Children in Out-of-Home Care	14
Children in home on caseload	28
Youth Justice cases	23
Interstate Compact Case	0
Courtesy cases (assisting another county)	2

Placements

- 6 children placed with relatives
- 2 children placed in Rusk County foster home
- 1 child placed in relative foster care
- 4 children placed in private agency home
- 1 child placed at an Assessment Center

**Child Protection:** 4 of the 14 children are in out of home care due to physical abuse and neglect. The remaining 10 are in out of home care due to neglect stemming from parental drug use. We are struggling to find placements for some youth at this time due to high behavioral needs and limited placement options. This agency completed 45 CPS investigations in 2023.

**Youth Justice:** The YJ team continues to work with juveniles who have received referrals due to law violations.

**Kinship Care:** We are currently providing kinship for 12 voluntary cases, 4 long-term cases and 4 court-ordered cases.

**Children's Long-Term Support (CLTS):** We are currently serving 90 children under this program. 35 of these children are also enrolled in CCS. 9 children in the process of being screened for eligibility.

As always, please reach out to me with any questions or concerns you may have.

Respectfully,



Ashley Nelson, CSW  
Children and Family Services  
715-532-2120

## **Veterans Services HHS Board Report 11/30/2023 – 1/29/2024**

### **Forms and Reporting:**

- Total Federal VA Forms filed for veterans (November, 30 2023 – January, 29 2023) = 201; 135+ of which directly involved Federal Service Connected, Pension and/or burial claims.
- Reported deaths for 6 Rusk County veterans; Authorized burial benefits filed for 5 county veterans' next – of – Kin; Ensured over \$7,385 received easing the financial burden of veteran's funeral and internment for the grieving families.
- Coordinated mental health treatment for 2 combat veterans through the La Crosse Vet Center and/or other VHA channels, providing skilled counseling while establishing substantiated medical proof for potential service connected claims.
- Processed VA Health Care Claims for 3 local veterans through the Minneapolis or Tomah VA Medical Centers. All filings approved resulting in full health benefits for the veterans.
- Submitted 4 CHAMPVA dependent health care benefits for two surviving spouses' post-death filings for 2 spouses of a veteran recently granted the 100% P&T Award. CHAMPVA provides qualifying dependents with an excellent health insurance coverage through the federal VA free of charge.
- Petitioned WI Property Tax credit for 4 qualifying veterans (or surviving spouses) ensuring 100% reimbursement of CY2023 primary residence property taxes (home + 1 acre).

### **11 Service Connected, Pension and specialized claims finalized by the VA**

Earned benefits and pensioned dollars totaling \$249,444 allocated from the Federal VBA. These tax-free monies go directly in the pockets of Rusk County resident veterans and/or their surviving family.

### **Highlights:**

- Multiple annual Grants submitted through WDVA. Annual CVSO grant finalized and annual reporting of the Supplemental ARPA CVSO Grant dissecting authorized costs from the \$14K total funding. Additional funding earmarked for multiple in-person conference/Accreditation training(s).
- Initiated a Congressional request for a retired civil-service veteran with gaining evidence of unrecognized service data affecting his final government retirement.
- Now Accredited, new benefit specialist (Geri) is embracing duties and working veteran death claims with surviving families. Projecting Geri to slowly train into Dependency and Indemnity Claim filing for surviving spouses.
- Finalized one teleconference with the Board of Veterans Appeals (Law judge, Washington DC) and one Higher-level Review (HLR) with a west coast Regional Office.

- Multiple Fiduciary filings and coordinating direct deposit changes through the FID HUIB located in Milwaukee. VBA does not accept private Power of Attorney and Fiduciary must be established when the veteran is deemed “incompetent” to handle financial matters.
- Attended and outreach provided to a large number of veterans during the local SVO 1/13/2024 Christmas Party. Leads me to believe there is a need of open-forum type face to face contact that may need to be established on my part.
- Presented multiple informative sessions on the recent legislation to include the 2022 Pact Act. The Act establishes 20 new presumptive disabilities and other qualifying factors for Gulf War, Post 911 and Vietnam Veterans based on exposure of deadly toxins while deployed to a multitude of SW Asia locations.
- Worked two HISA Grants through VHA, Minneapolis VAMC ensuring potential funding backing of \$6,800 for each submission focusing on disability home modifications.
- Assisted multiple veteran families with gaining military service data and awards for numerous mural paintings (Bruce and L-Smith). Assisted with coordination and actively participated with annual Wreaths Across America. Program is now Rusk County wide event (all major cemeteries).
- Due to local bank buyouts, continue to assist veterans and surviving spouses with establishing new and updating existing direct deposit information to the federal VBA. Each individual coordinated meeting involves an office visit and telephonic coordination between a VBA representative and the veteran/spouse.

## ECONOMIC SUPPORT REPORT FOR February 2024

We are expecting higher renewal numbers for the last part of the unwinding now through May 2024. The State is planning to take some cases and moving them to June which will extend the unwinding for one additional month in a hope that the consortiums will be able to handle the call volume. The Consortium is still utilizing overtime to address the increased needs. State wide, consortiums are reporting an increase in EBD and Long-Term Care related calls.

2 new ES workers: Kassidy Canfield and April Smith. They started the DHS Cohort training Jan 8, 2024. They will do Badger Care and FoodShare training through Feb 16<sup>th</sup>. They seem to be doing well and asking lots of appropriate questions.

Geri will be going to required WHEAP training Feb 12-15. Virginia Jacobs will also be going for one day. Virginia is receiving an award at this conference for 2024 Home Energy Plus Achievement Award. The Achievement Award recognizes actions that go beyond specific program elements; and acknowledges leadership and commitment to seek out innovative solutions that continue to advance the programs which make Wisconsin a national leader.

NIMC call center hours will be changing Effective Feb 5<sup>th</sup>. Hours will be M-W 8 am – 4pm, Th 11 am to 4pm, F 8 am – 2 pm. Rusk County ES workers will now be able to work M-Th 8 am – 4:30 pm and Fr 8 am – 2 pm. Workers may have to stay after 2 pm to ensure that the call center is cleared, at least for the first few weeks.

WHEAP Desktop Review was conducted by the State in Jan 2024. No observations were noted in these areas of review: program integrity, marketing materials/agency website, HE+ systems maintenance or repeat observations. It was noted by reviewer: “Review of the case files indicate that the agency has good working knowledge of WHEAP policy.” It was also noted that program participation in this program is lower than last year. Geri will be reaching out to 355 participants of the WHEAP program from 2023 that have not yet applied in 2024 via mailing/calls/email notices to participants. Informational ad will be placed in the Ladysmith News, Rusk County Shopper and The Source.

### FOODSHARE – December 2023 numbers

#### Rusk County

FS Cases- 1,256  
FS Recipients- 2,306  
Total FS Benefits Paid- \$323,179

#### Northern Consortium Cases

Consortium FS Cases- 16,301  
Consortium FS Recipients- 30,015  
Consortium FS Benefits- \$ 4,251,525

#### Health Care

Badger Care – 1,616  
EBD Medicaid- 655  
Long Term Care - 196

Badger Care- 22,698  
EBD Medicaid -7,528  
Long Term Care -3,106

### WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP):

Rusk County- 2024 Heating Season started October 1st: 815 applications, 725 Households received Energy Assistance totaling \$453,360. There were also 22 households that received furnace repairs or replacements totaling \$50,880.

Rusk County Health and Human Services Mobile Crisis Year-End-Data 2023

**Total Assessments:** 65 2022 66

**Gender:** Adults: 48 Male: 29 Female: 19  
 Children: 17 Male: 6 Female: 11

<b>Worker:</b>	<b>Number:</b>	<b>Emergency Det.:</b>	<b>Asmt. Avg:</b>
	20	7	4.19
	9	1	3.75
	8	2	2.75
	7	0	2.6
	6	1	2.8
	4	1	4
	4	0	2.75
	4	0	2.13
	3	1	5.48
<b>Total Assessments</b>	<b>65</b>	<b>13</b>	<b>3.38</b>

**Outcomes:**

Community Based Safety Planning	41	
Emergency Detention	13	7-LPD, 6-RCSD
Emergency Detention Transfer	5	
Jail Safety	3	
Emergency Commitment (51.35, (11)(12)	1	
Voluntary Hospitalization	4	
Medical	3	

**Actual Hours:** Daytime Calls 22 71.5-Hours  
 After Hour Calls 43 154.95-Hours  
 Comp Hours 76-Hours

**Funding:** Private-7 Medicaid-50 None: 2 Other-6 (medicare, parent, MN)

**Referral:** RCSD-30 LPD-33 School-2

Recidivism-

Aurora Crisis Line Calls processed in 2023-21