



Bilingual Adult Case Manager Job Description

Job Title: Adult Case Manager - Bilingual
Reports To: Adult Case Management Director
Job Location: Envision
Work Schedule: 36 Hour week, Monday - Thursday
Exemption Status: Non-Exempt
Prepared By: Envision Human Resources
Latest Revision Date: 1/2/2014
Approved By: *Maryanne Dalton*
Approved Date: 1-2-14

Position Summary:

The Bilingual Adult Case Manager will work to enhance the quality of life for adults with intellectual and developmental disabilities by assisting eligible monolingual Spanish speaking people who have been allocated a funded resource to enroll into services, to maintain quality services that meet the person's identified needs and to monitor the services provided to assure they continue to meet the needs. The adult case manager will encourage and assist the person receiving support to connect with generic community services and develop and maintain natural supports. At least 80 % of paid time must be billable units.

Essential Job Responsibilities:

Provide Assistance with Enrollment Activities

- Complete steps for enrollment in conjunction with the Waiting List Case Manager, assuring that the enrolled person is given choice of services based on documented needs and choice of service providers.
- Provide enrolled people with the opportunity to choose new providers at annual service plan meeting and when requested. For the person opting for a new provider for comprehensive services, complete a profile and obtain appropriate releases to allow a Referral for Services to be sent.
- Assist with contacting and interviewing providers, if requested.
- Complete initial Service Plan (SP), clearly identifying and documenting the person's need for services.
- Complete the Individual Choice and County Notification forms. Gather other enrollment documents from Waiting List Case Manager to complete the enrollment.
- Notify placement manager of chosen providers and enrollment.

Complete Steps Necessary to Assure Quality Services

- Attend and participate in agency and department trainings, as well as state trainings as they become available.
- Coordinate gathering information for and completion of annual SPs and 6-month reviews.
- Convene interdisciplinary team meetings (IDTs) as needed or requested to address specific issues.
- Assure written notice of meetings is sent prior to the meeting date to enrolled people and guardians, and that providers are notified in a manner indicated by the CM department.
- Monitor services provided through review of documents received from providers, including but not limited to incident reports, Individual Service and Support Plans (ISSPs), progress notes, physician visits, assessments and evaluations. Review treatment plans for dental, vision, hearing and behavior services. Obtain prior authorization for those services.



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- Follow up with providers to obtain additional information or for next steps when indicated by the Incident Report, ISSP or IDT.
- Meet individually with enrolled people to gauge satisfaction with services and discuss any areas of concern.
- Monitor through visits to program sites, especially to the person's home if they are receiving services through the HCB-DD waiver. Evaluate health and safety issues primarily at the sites, and evaluate quality of services and quality of life issues secondarily.
- Document all activity with or on behalf of enrolled people in appropriate log notes.

Complete Assessments Required for Access to Services

- Complete the Uniform Long Term Care (ULTC) 100.2 in the person's home at waiver enrollment and annually thereafter.
- Assure receipt of the Physician's Medical Information Form.

Provide Assistance to Maintain Benefits for People Enrolled

- Monitor services provision to assure at least one service is provided each month.
- Assist as needed with application or appeals for Social Security benefits
- Monitor annual Medicaid Redetermination dates for people receiving Supported Living Services (SLS), to assure forms are completed and returned in a timely manner. Assist the people supported and family with completing the paperwork when needed.

Assure Due Process is Respected for People Enrolled

- Complete and send 803 Notices whenever services indicated in the IP are to be reduced, denied, or terminated.
- Assist people with Medicaid appeals when requested.
- Be available as a witness in Medicaid appeals hearings.
- Assure discussion and planning for other supports occurs at the IP and 6 month review for any suspensions of rights, restrictive procedures, or safety control procedures, and that all needed steps are followed, including Human Rights Committee (HRC) review.
- Monitor use of psychotropic medications to assure there is a psychiatric diagnosis justifying their use and at least annual psychiatric review.
- Review ISSPs to assure clarity and that restrictive procedures are not used without due process.
- Review rights with people annually at the SP meeting and whenever changes are made to the SP.
- Facilitate the Supports Intensity Scale (SIS) dispute process when appropriate.
- Document all activities in log notes.

Other Duties as Assigned.

Education and Work Experience Qualifications:

Bachelor's degree in a related field or 5 years experience in the field of developmental disabilities, or a combination of education and experience. Previous experience in developmental disabilities strongly preferred. Oral and written fluency in English and Spanish is required.

Required Skills:

Ability to communicate effectively verbally and in writing, using appropriate spelling and grammar. Ability to exercise initiative and independent judgment. Knowledge of and ability to utilize a computer and software, including Microsoft Windows, Word, and Excel.



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Certificates, Licenses, Registrations:

Must have a motor vehicle, provide proof of automobile insurance, have a valid Colorado Driver's license and acceptable driving record. An unacceptable driving record is a record with at least 3 occurrences of any combination of accidents (regardless of fault) or moving violations during the past three years and/or a record with 1 serious violation in the last three years or 3 or more serious violations committed prior to the past 3 years, but not more than 8 years ago.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stand; walk; and stoop, kneel, crouch, or crawl; climb or balance; and talk, hear, taste, or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision

Work Environment:

Typical office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate and continuous sensitivity of co-workers in close proximity required.

The employee must be able to complete their work satisfactorily in an environment where there are significant distractions, including but not limited to other staff working and conversing in the area, telephones ringing and conversations carrying over from other work spaces, interruptions to answer the telephone or to answer questions from other employees.

Employee Acknowledgement:

I have received and understand the essential duties and other requirements of my position as stated in the above job description. I am able to perform the essential duties with or without reasonable accommodations. I understand employment is at will.

Print Name

Signature

Date