



## Notice of Public Meeting

---

### AGENDA

---

**Committee:** Human Resources Committee  
**Date:** Monday, June 13, 2022  
**Time:** 9:00 a.m.  
**Location:** 3<sup>rd</sup> Floor County Board Room  
**Remote Access:** [Click here to join the meeting](#)

---

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the committee may convene in closed session. The following matters may be considered and acted upon at the meeting, but deviations from the order shown may occur:

1. Call to Order
2. Roll Call of Members
3. Public Comment Regarding Posted Agenda Items
4. Review/Discussion/Action ~ Minutes of the Previous Meeting
5. Review/Discussion/Action ~ Alternative Work Schedule Renewal for Treasurer's Office
6. Review/Discussion/Action ~ A Resolution to Fill the 90% Zoning/10% Land Conservation Administrative Assistant
7. Review/Discussion/Action ~ Health and Human Services Account Clerk Position Description
8. Review/Discussion/Action ~ Health and Human Services Director Position Description
9. Review/Discussion/Action ~ Health and Human Services Social Worker Position Description
10. Review/Discussion/Action ~ Health and Human Services Transportation APS Manager Position Description
11. Review/Discussion ~ Policy 209 Update Paid Time Off usage
12. Chairperson's Report
13. Administrative Coordinator's Report
14. Personnel Advisor Report
15. Public Comment Unrelated to Agenda Items
16. Review/Discussion/Action ~ Next Date and Time
17. Adjournment.

Date: June 7, 2022

Steve Nelson, Chair

---

By: Roxann M. Halverson, County Clerk

**Board Members:** If unable to attend, please contact the Chair. If the Chair is unavailable, please contact the County Clerk's Office at 608-685-6209. If the Chair and the County Clerk are not available, please call the Administrative Coordinator at 608-685-6234.

**Persons with Disabilities:** Buffalo County shall attempt to provide reasonable accommodations to the public for access to its public meetings, provided reasonable notice of special need is given. If you require special accommodations to attend this meeting, please contact the County Clerk's Office at 608-685-6209.

**Public Access to the Courthouse:** The South Entrance will be the only access to the building after 4:30 p.m.

*Persons who are members of another governmental body, but who are not members of this committee, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended, and they are not meeting to exercise the authority, duties, or responsibilities of any other governmental body.*

## Buffalo County Minutes

**Committee/Board:**

**Human Resources Committee**

**Date of Meeting:**

Monday, May 9, 2022

Ms. Roxann Halverson called the meeting to order at 9:00 p.m.

**Committee Members Present:** Ms. Mary Anne McMillan Urell, Mr. Michael Taylor, Mr. Steve Nelson, and Ms. Carol McDonough. Mr. Nathan Nelson was excused.

**Others Present for All or Parts of the Meeting:** Ms. Roxann Halverson, Mr. Ryan VanDeWalle, Ms. Carol Burmeister, Mr. Dave Rynders, Ms. Felicia Decker, Sheriff Mike Schmidtknecht, Ms. Lisa Schuh (Teams), Mr. Marvin Rieck (Teams), and Ms. Tina Anibas (Teams).

**Review/Discussion/Action regarding Election of Chairperson and Vice Chairperson:**

Ms. Halverson called for nominations for Chair of the Human Resources Committee. Ms. McMillan Urell nominated Mr. Steve Nelson as Chair. Ms. Halverson called for further nominations. Mr. Taylor made a motion to close nominations and cast a unanimous ballot for Mr. Steve Nelson as Chair, seconded by Ms. McMillan Urell. Carried. Mr. Steve Nelson is declared Chair of the Human Resources Committee.

Ms. Halverson called for nominations for the position of Vice Chair of the Human Resources Committee. Ms. McMillan Urell nominated Mr. Nathan Nelson. Mr. Steve Nelson nominated Ms. Carol McDonough. A secret ballot vote was taken. Mr. Nathan Nelson -2 and Ms. Carol McDonough – 2. Ms. Carol McDonough withdrew her name from the ballot and asked for Mr. Nathan Nelson to be declared the winner. Ms. McMillan Urell made a motion to declare Mr. Nathan Nelson the Vice Chair of the Human Resources Committee, seconded by Mr. Taylor. Carried.

**Public Comments Regarding Posted Agenda Items:** None.

**Review/Discussion/Action regarding Approval of Previous Meeting Minutes:** Ms. McMillan Urell made a motion to approve all minutes, seconded by Mr. Taylor. Carried.

**Review/Discussion/Action regarding the Promotion of a Highway Employee from Class H4, Step 4 to Class H3, Step 4:**

Mr. VanDeWalle explained the discussed he had with Mr. Platteter regarding the promotion of a current employee. There are currently two vacancies in the Highway Department and Mr. Platteter would like to promote a current employee and fill the vacancies at a lower pay scale. Per the employee handbook the promotion of the employee would need HR approval. Ms. McMillan Urell made a motion to approve the promotion, seconded by Ms. McDonough. Carried.

**Review/Discussion/Action regarding A Resolution to Create and Fill an Administrative Veterans Benefit Specialist Position:**

Ms. Decker explained the DHHS & Veterans Committee approved and supports this position. The funds will come from unused budgeted funds from a vacant position. There are several individuals that have expressed interest in

the position. Ms. McMillan Urell made a motion to approve the resolution, seconded by Mr. Taylor. Carried.

**Review/Discussion/Action regarding Wage Classification Descriptions:** Mr. VanDeWalle explained he has concerns with putting descriptions with classifications. He explained he does not want these descriptions to be used to customize the position description so that they fit into a different pay classification. Position descriptions should list education requirements, experience requirements, is the position hazardous, and any continuing certifications required. Administration will still work on completing the classification descriptions, but warrants caution. Ms. Rolbiecki would like all position descriptions reviewed annually. She is working with Department Managers on this now.

**Review/Discussion/Action regarding the DHHS Account Clerk Supervisor Position Description:** Mr. Rynders explained DHHS Committee reviewed the description and supported the changes made. He indicated the position would no longer supervise more than one individual, only the Account Clerk, and would like to strike that from the description but does not want that to change the classification the position is in. Mr. Taylor made a motion to approve the position description removing the "s" from the word "individuals", seconded by Ms. McMillan Urell. Carried.

**Review/Discussion/Action regarding the Communications/Corrections Officer Position Description:** Sheriff Schmidtknecht explained the description is being updated to reflect duties and remove outdated terms. The classification will be added to the top near the title. Ms. McMillan Urell made a motion to approve the description adding the classification, seconded by Ms. McDonough. Carried.

**Review/Discussion/Action regarding Policy 512 Telecommuting (One Year Review):** There are several employees that are working using the formal telecommuting policy and others use the temporary informal telecommuting policy. The formal telecommuting needs to be reviewed and approved as the one year trial is up. Mr. Rynders and Sheriff Schmidtknecht explained how well it is working in their departments and how work being done is tracked. The HR Committee would like a written policy that if an employee is requested to report to work in the courthouse building they must do so and will not receive any per diem or mileage. Mr. VanDeWalle will work on this language for the employee manual. Mr. Taylor made a motion to approve the formal telecommuting for an additional one year, seconded by Ms. McMillan Urell. Carried.

**Review/Discussion/Action regarding the Nationwide Benefits Program:** Ms. Rolbiecki and Mr. VanDeWalle gave an overview of additional benefits available from Nationwide. These are at the expense of the employee not the county. Concerns were raised about fees associated with the investment program and that Nationwide should disclose any and all costs to the employees. Ms. McMillan Urell made a motion to approve the benefits program and insure employees are informed of actual costs, seconded by Ms. McDonough. Carried.

**Review/Discussion/Action regarding Policy 208 Update on Personal Sick Leave Balance:** Ms. Rolbiecki discussed the changes she would like to make to Policy 208. The language change would make it clearer that PSLB could be used for intermittent FMLA leave. Ms. McMillan Urell made a motion to approve the change, seconded by Mr. Taylor. Carried.

**Review/Discussion regarding Policy 209 Update on Paid Time Off Usage:** There has been some concern with employees submitting resignation notification and then taking vacation. This makes it difficult for the department to be transitioned into handling the workload from that individual or the training of a new employee by the individual leaving. If the policy is changed to not allow any usage of time off after giving notice this could eliminate some of that concern. A discussion was had in allowing the Department Manager to make the decision if PTO could be used during that notification period or, if it is a Department Manager leaving, Administration give permission to use PTO during that period. This will be revisited at a future meeting.

**Review/Discussion/Action regarding the Buffalo County Hiring Flowchart:** Ms. Rolbiecki explained the flowchart for hiring budgeted and unbudgeted positions. Ms. Halverson explained an unbudgeted position needs to have a resolution and go through home committee, HR Committee, Finance Committee, and County Board. A discussion was held on having the HR Committee approve a budgeted position and how this step had been eliminated due to the delay it causes in filling vacant positions. Ms. Rolbiecki will update the chart for her use.

**Chairperson's Report:** None.

**Administrative Coordinator's Report:** None.

**Personnel Advisor Report:** Benefit Plan Administrators was onsite to help employees with the process to request HRA and flex spending funds. There are some issues that will be worked on. The employee handbook is being looked at to put into a pamphlet so it is easier for employees. The classification descriptions will be worked on.

**Public Comments:** Chair Nelson has heard concerns from other Department Managers regarding secure files in offices. He would like this looked at prior to any offices moving.

Sheriff Schmidtknecht asked when the Covid stipend would be paid out. Mr. VanDeWalle indicated this was being taken back to Finance for review of updated amounts and will then be paid out.

**Review/Discussion/Action regarding the Next Meeting Date and Time:** June 13<sup>th</sup> at 9:00 a.m.

**Adjournment:** Mr. Taylor made a motion to adjourn at 10:50 a.m.

Respectfully Submitted,

Roxann Halverson  
Buffalo County Clerk

## BUFFALO COUNTY

### POSITION DESCRIPTION

**Department:** Health and Human Services

**Position Title:** Account Clerk

**Pay Class:** **K**

Formatted: Font: Bold

**Pay Rate:** ~~Hourly~~ ~~(N) Non-Exempt~~ Exemption Status ~~Hourly~~  
~~– (N) Non-Exempt Salary Scale H~~

**Direct Supervisor:** ~~Assistant to the Director/Child Support Coordinator~~ ~~Account Clerk Supervisor~~

Formatted: Strikethrough

**Date:** ~~February 12, 2008~~ ~~May 2017~~ ~~Enter Date of Meeting Here~~ ~~May~~  
~~June 2022~~

#### **Purpose of Position:**

Under the general direction of the ~~Assistant to the Director/Child Support Coordinator, as delegated by the Director~~ ~~Account Clerk Supervisor,~~ performs accounting, budgeting, ~~clerical~~ ~~clerical~~, and technical support to the department. This position is responsible to maintain an adequate accounting system to meet audit standards in accordance with requirements of the [DHS, DCF, and GWAARDHFS and DWD](#) Accounting Principles and Allowable Costs Manuals.

Formatted: Strikethrough

Formatted: Strikethrough

#### **Essential Duties:**

This list of duties is not to be construed as ~~all inclusive, and all-inclusive and~~ may be modified as need requires. Special duty assignments will occur.

- Prepares monthly invoices after checking bill for accuracy and enter vouchers into WISSIS and ~~New Vision~~ ~~ACSBRC~~ system.
- ~~Prepares and transmits bills to the Medical Assistance program on a monthly basis for the Personal Care Program. Follow up on unpaid claims and rebilling as needed, and keep an accurate record of paid claims for reporting purposes.~~
- Organizes, prepares, and transmits bills to the Medical Assistance program on an as needed basis for Case Management, Birth-to-Three, ~~WIC Lead Screening, Community Recovery Services,~~ and the Pre-natal program. Follows-up on unpaid claims and rebilling as ~~needed, and needed and~~ keeps an accurate record of paid claims for reporting purposes.
- Transmits the Influenza shot billing ~~and Covid billing~~ to the Medical Assistance Program ~~as well as private insurance and roster billing to private~~

Formatted: Strikethrough

- insurance companies. Follows-up on unpaid claims and rebilling as needed and keeps an accurate record of paid claims for reporting purposes.
- Prepare prior authorizations for Birth to 3 Medical Assistance clients.
  - Prepares the miscellaneous billing on a monthly basis, including follow-up on the unpaid billing and referral of unpaid accounts to collections per the Collections Policy.
  - ~~Corporation Counsel.~~
  - Records employee payroll information for the department and submits to the Administrator's Office. Uses the processed information and reports to prepare and enter the required payroll information into the WISSI Accounting system.
  - Ensure that employee mileage logs are accurate and comply with County Mileage Policy.
  - Complies the monthly expense information for ADRC and all the WIG Programs and sends reports as needed to Pepin County DHS.
  - Maintains, generates reports, and enters financial data to the State Human Services Reporting System (HSRS) for required reporting units.
  - ~~Collects information from Van Drivers' logs and submits reports.~~
  - ~~Records mileage and payment on volunteer reimbursement sheets.~~
  - ~~An answer inquires regarding immunizations by utilizing the Immunization Software.~~
  - ~~Monitors Representative Payee forms.~~
  - ~~Assists agency staff with the use of photocopy and fax machines, including responsibility for paper jams, filing paper trays, and routine maintenance.~~
  - ~~Monitors staff car insurance expiration dates and sends a reminder one time monthly.~~
  - ~~Monitors employee evaluation dates and notifies appropriate supervisor of anniversary dates.~~
  - ~~Prepares and updates calendar in the Mail Room with staff absences and Mail Room clean up duty.~~
  - ~~Prepares correspondence, performs typing assignments, and creates necessary forms for agency use.~~
  - Acts as a backup receptionist. Receives and distributes incoming calls and greets clients at the reception desk in the absence of other support staff. Collects monies from clients for services provided and issues appropriate receipts.
  - ~~Schedules appointments as requested. Verify all 1099 forms received.~~
  - Prepare ~~all~~ deposits for entire agency and submit to County Treasurer
  - Create and add account numbers in accounting software program.
  - Create and add batch numbers in accounting software program.
  - Open and close client records in State systems (PPS and HSRS).
  - Complete fixed asset sheets on acquired assets.
  - Manage agency cellphone accounts.
  - Manage employee training history.
  - Prepare, ~~enter~~, and pay, agency (non-client related) invoices.
  - Assist ADRC Director with ADRC tasks if needed.

Formatted: Strikethrough

Formatted: Strikethrough

- ~~Prepare monthly ADRC reports.~~
- ~~Attend ADRC Committee Meetings and prepare and submit minutes.~~
- Acts as backup to the Account Clerk ~~Lead Supervisor~~ position.
- ~~Acts as backup WIC Clerk and/or Technician for Immunization and WIC Clinics as requested.~~
- Participates in in-service and staff meetings, including external meetings and training as requested.
- Other related work as assigned.

Formatted: Strikethrough

Formatted: Strikethrough

### **Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- Knowledge of accounting principles, office practices and procedures, terminology, computer operations and software, database and spreadsheet set up, and other office machine use.
- Ability to adapt easily to constant change in local, state, and federal program policies and procedures and the ability to interpret and implement these changes correctly.
- Ability to maintain organized fiscal records and to work with agency staff to interpret these records and reports.
- Ability to function independently, demonstrates creativity, and seeks supervision as necessary.
- Associate degree in ~~Business or Accounting~~ with experience in working within accounting/auditing field or equivalent combination of advanced education and experience from which comparable knowledge and abilities can be acquired.

Formatted: Strikethrough

- **Physical Requirements:**

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer terminal, telephone, fax machine, calculator, ~~and~~ photocopier, ~~and~~ TV/CR.
- Ability to coordinate eyes, hands, ~~feet~~feet, and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort to sedentary to light work, typically involving some combination of stooping, kneeling, ~~crouching~~crouching, and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.

Formatted: Strikethrough

### **Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or exposure to disease may cause discomfort, but poses little risk of injury, and is present only in unusual situations.

Buffalo 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



**BUFFALO COUNTY**  
**POSITION DESCRIPTION**

**Department:** Health and Human Services  
**Position Title:** Health and Human Services Director  
**Pay Rate:** Salary – (EE) Exempt Executive  
**Direct Supervisor:** Health and Human Services and Veterans Committees  
**Date:** August 2014 June 2022

---

**Purpose of Position:**

The purpose of this position is to plan, manage the budget, operate, improve and evaluate, direct and implement all Buffalo County Health and Human Services programs as prescribed by County governing boards.

The Director is subject to delegation authority as in consistent with Wisconsin State Statutes 46.23 and rules and regulations as promulgated by Wisconsin Department of Health Services and Department of Children and Families, and the policies and procedures of Buffalo County and the Health & Human Services and Veterans Services Committee.

**Essential Duties:**

This list of duties is not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Directs financial plans and budgets; maintains fiscal controls and submits required reports. With the Account Clerk Supervisor, Prepares, administers and monitors annual department operating budget in consultation with the Department of Health and Human Services and Veterans Services Committee.
- Negotiates, prepares and monitors contracts for services; negotiates and monitors annual contracts with the State.
- Directs department staff in implementing programs. Interprets and ensures implementation of federal, state and county statutes, rules, policies, and procedures for programs. Monitors staff and contracting agency performance in program operations for effectiveness and efficiency.
- Directs and reviews staffing levels and administers personnel policies.
- Supervises department managers the Account Clerk Supervisor, 2 Social Services Managers, the Health Officer-Health Services Supervisor and the Transportation and Adult Protection Services Manager. ;P Plans, coordinates, assigns and reviews work; allocates personnel; performs

personnel actions as necessary, including but not limited to hiring, evaluating performance, disciplining, evaluating training requests, layoffs, approving leaves and payroll and developing job descriptions.

- Supervises the Child Support Specialist, 3 Economic Support Specialists, and the Account Clerk/Economic Support Specialist.
- Monitors the performance of multiple programs including conducting occasional field work and makes necessary program and budgetary adjustments.
- Assists the Health and Human Services and Veterans Services Committee in policy-making and community intervention; raises appropriate issues for direction. Prepares recommendations regarding policy, procedures, personnel management and related matters for County Board of Supervisors and committees.
- Researches, develops and reviews agency programs, policies and procedures to ensure compliance with laws, rules and regulations. Assesses and responds to community needs by developing new programs, strategies, planning, funding and Board policies.
- Writes competitive grants to secure funding for services which support the department mission.
- Assures the coordination of services and programs; assures compliance with state statues and administrative rules and prepares and evidence of compliance with 140 reviews and similar program requirements.
- Acts as a liaison and maintains effective communications with County Supervisors, departments, the media, the community, service providers and government agencies.
- Attends meetings and conferences as requested or as needed to discuss activities or department programs and obtain support.
- Prepares and submits needed annual reports to County Board of Supervisors and Health and Human Services and Veterans Committee.
- Conducts department staff meetings.
- Responds to client and community complaints.
- Serves as an advocate for county human and health services at local, state and federal level regarding funding, program regulations and program flexibility to meet identified needs. Develops customer service as an integral part of department operations.

#### **Minimum Training, Experience, and Qualifications Required Performing Essential Job Functions:**

- Minimum requirement of a bachelor degree in social work, health administration, public administration, public health, environmental health, the physical or biological sciences or other related field or comparable health and human services director experience.
- Minimum of five (5) years experience of progressively responsible administrative and supervisory duties within a health and human services environment.

- Thorough knowledge of organization and functions of state and local governments.
- Thorough knowledge of preparing and monitoring budgets.
- Thorough knowledge of Wisconsin Statutes pertaining to social services, mental health, alcohol and other drug abuse, and developmental disabilities especially chapters 48, 49, 938, 51 and 55 of the Wisconsin Statutes.
- Knowledge of human behavior and the basic principles and practices of a Social Worker.
- Valid driver's license.

### **Judgment and Situational Reasoning Ability:**

- Requires the ability to apply principles of logic or synthesis functions involving planning and directing of interrelated activities or multiple departments. Ability to deal with several concrete and abstract variables in working out approaches to major problems.
- Requires the ability to exercise the judgment, decisiveness and creativity required in critical and/or unexpected situations involving moderate risk to the organization.
- Requires the ability to prioritize and follow through on multiple tasks.
- Requires the ability to communicate orally and in writing with a wide variety of individuals, groups, and businesses.

### **Physical Requirements:**

- Ability to operate a variety of office equipment including computer terminal, telephone, fax machine, calculator/adding machine and photocopiers.
- Ability to coordinate eyes, hands, feet, and limbs in performing slightly skilled movements.
- Ability to exert moderate physical effort from sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to utilize a variety of data and information such as budget and financial reports, audit reports, unit reports, Statutes and Administrative Codes, computer software operation manuals, and policy and procedure manuals to complete duties.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with providers, department personnel, board members, county department heads, auditors, agency staff, and care providers.

### **Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as irate individuals, intimidation, conditions encountered doing field work, handling of bodily fluids while conducting drug tests and potential violence or exposure to disease may cause discomfort but pose a limited risk of injury.

Buffalo 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

Approved by Home Committee: April 23, 2013  
Approved by Human Resources: May 14, 2013

## BUFFALO COUNTY

### POSITION DESCRIPTION

**Department:** Health and Human Services  
**Position Title:** Social Services Social Worker I, II, III  
**Pay Rate:** Salary – (EP) Exempt Professional  
**Direct Supervisor:** Social Services Manager  
**Date:** December 10, 2013

---

#### **Purpose of Position:**

The Social Worker in this position will be assigned work in the Social Services unit of Buffalo County Department of Health and Human Services. Duties are assigned based on agency need, worker experience, and worker qualifications.

#### **Essential Duties:**

This list of duties is not to be construed as all-inclusive and may be modified as need and program require. Special duty assignments will occur.

- Provide case management services to individuals experiencing mental health concerns, substance abuse concerns, the mentally ill, alcohol and other drug abusers, children with long term support waiver needs, juvenile youth justice/delinquents, child welfare, wrap-around/teaming, child protection services for families, Adult Protection and Elder Abuse, Guardianships, WATTS and Protective Placements. Case management services include:
  - Assess eligibility, complete functional screens, complete initial assessments, prepare applications, and provide ongoing case management services for clients in programs such as Comprehensive Community Services (CCS), Community Support Program (CSP), Children's Community Options Program (CCOP), Wisconsin Home and Community Based Community Recovery Services (CRS), Children's Long Term Support Waiver (CLTS-W), Juvenile Youth Justice, Child Welfare, Child Protection, Coordinated Services Program, Adult Protection, Elder Abuse Investigations and Services, Protective Placements, WATTS Reviews, and Guardianships.

- Assessing service needs, including case management and plans. Arranging, authorizing, and monitoring services including the client's progress and the need to increase or decrease services.
  - Establishing goals and outcomes with the client, evaluating the effectiveness of services provided, and determining with the client when it is appropriate to discharge from services.
  - Completing BCDHHS internal paperwork needed for services including forms such as Financial Information Forms, Monthly Billing Forms, etc.
  - Make client contacts as dictated by the programs listed above. ~~Contacts for a client case regarding a client contact's case must be documented in the case record by the 15<sup>th</sup> day of the following month that the contact was made.~~ All case documentation shall be completed within the timeframe required by specified program.
- The worker will arrange service with the most appropriate provider. This includes contracting with new providers and/or setting up services through existing contracted providers to coordinate the best possible outcome for the client.
  - The worker will refer all clients potentially eligible for financial or medical assistance to the Economic Support Specialist in the Western Region for Economic Assistance Consortium (WREA) and/or Disability Benefit Specialist in the Aging and Disability Resource Center (ADRC). He/she will continue to work with the WREA Consortium/ADRC to verify financial eligibility and to verify cost shares and other programs that assist the client in funding.
  - The worker will refer all clients to other potential/collaborative services available, as appropriate. Examples of the services that may be appropriate are Women, Infant and Children (WIC), Public Health, Children with Special Health Care Needs, SSI, Badger Care, Day Care Assistance, Children's Waiver, etc.
  - The worker will work closely with Law Enforcement, District Attorney Office, Corporation Counsel, Circuit Court Judge, and attorneys in collaboration for assessment and service needs of clients. This includes preparation of court documentation and necessary reports including requesting petitions for such things as Mental Health Commitments, Alcohol and Other Drug Commitments, Child in Need of Protection and Service, Juvenile in Need of

Protection and Services, Juvenile **Youth** Justice, Protective Placement, Adult Protection, Elder Abuse Protection, Guardianships, and assistance in necessary restraining orders for protection of individuals as appropriate.

- Worker will attend seminars, workshops, and training sessions as mandated by BCDHHS and **program requirements**, the Bureau aiding in the education of programs and state statutes. This includes Social Work Certification training hours including ethics and boundaries training mandated by the Department of **Safety and Professional Services**.
- **Regulations:**
- On call services: The worker in this position may be on call as agency needs require performing all agency related work after hours, on weekends, and on holidays. On call duties include:
  - Juvenile Intake under Chapter 938 and Child Protection under Chapter 48.
  - Assisting Law Enforcement with emergency situations under Chapter 51 and Chapter 55.
  - Handling family or individual crises including emergency food, shelter, fuel, and domestic abuse.
  - Assuring the appropriate documentation, referral, and follow up.

The duties of this position may be modified to meet agency needs.

### **Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- Possession of a Bachelor's Degree in Social Work, Criminal Justice, Psychology, Sociology, or a similar Human Services related field; in addition to either holding a current Wisconsin Social Worker Certification or having the ability to complete the steps necessary to obtain the certification within the first two years of employment.
- A minimum of one year experience in working with the **identified population** "target" population of hire/assignment. For example, **if assigned to work with individuals with mental health needs** if the assigned target group pop of hire is Mental Health (performing the case management duties in ~~Community Recovery Services Program~~), the minimum experience of the social worker will be one year of experience working with persons living with mental illness. If the target population is Child Protection, the Social Worker will have at least one year minimum experience in working with **children and / or families**. ~~Child Protection practices.~~



- Valid driver's license.

**Physical Requirements:**

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer terminal, telephone, fax machine, calculator, **and** photocopier, ~~and TV/VCR.~~
- Ability to coordinate eyes, hands, feet, and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort from sedentary to light work, typically involving some combination of stooping, kneeling, crouching, and crawling; as well as lifting, carrying, pushing, and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.

**Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or exposure to disease may cause discomfort, but pose little risk of injury and are present only in unusual situations.

Buffalo 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

Approved by Home Committee:  
Approved by Human Resources:  
Job Description Entered on P Drive:  
Notice to Department of Approval:

December 10, 2013

---

---

---

## BUFFALO COUNTY

### POSITION DESCRIPTION

**Department:** Health and Human Services

**Position Title:** Transportation and Adult Protection Services Manager

**Pay Rate:** Salary – (E) Exempt

**Direct Supervisor:** Health and Human Services Director

**Date:** ~~October 2019~~ June 2022

---

#### **Purpose of Position:**

Under the supervision of the Director, and/or his/her designee, the employee in this position is responsible for managing all Adult Protection and Elder Abuse programs for Buffalo and Pepin Counties. This position is also responsible for supporting integrated ADRC functions of Buffalo and Pepin Counties. The position is an administrative and supervisory position calling for independent initiative and judgment. Professional skills are applied in the areas of program development, compliance monitoring, program planning, evaluation, administrative management, integrated ADRC services development, public relations, records management, and personnel management. He/she reports to the Health and Human Services Committee, as appropriate and operates under the guidelines established by the State.

#### **Essential Duties:**

This list of duties is not to be construed as all-inclusive and may be modified as need requires. Special duty assignments will occur.

- Supervises Adult Protection Services (APS) Social Worker and the Support Staff Specialist whose role includes 60% Child Support duties and DHHS fleet responsibilities. Provides management of flow and completion of work through assignment of cases, providing guidance and clarification of Statutes, Administrative Rules, and policies and procedures applicable to unit. ~~and in~~ In collaboration with the ADRC Manager, provides consultation to the remaining Buffalo County integrated ADRC employees.
- Provides effective continuing control over vehicles leased to Pepin County as the specialized transportation contact with WisDOT (Wisconsin Department of Transportation), as well as all leased DHHS fleet vehicles. Assures terms, conditions and obligations of the lease agreement are being met thus protecting Buffalo County from default of its agreement with WisDOT. Reviews activity and

scope of service reports, trip logs and maintenance records submitted by the Lessee and takes appropriate action as warranted.

- Monitors and manages the day-to-day activities of the program staff, appropriate staff training, and annual performance reviews. Responsible for staff development by setting goals, commendation of exceptional performance in meeting professional and departmental goals. Provide option, not excluding discipline to remediate issues.
- Receive and respond to reports and referrals regarding potential instances of financial exploitation, abuse, neglect, self-neglect, abuse of elderly, and adults at risk.
- Conducts APS investigations and related activities as prescribed by applicable WI Statutes, including Chapter 46.90, 51, 54, and 55, as amended from time to time, follows directives or local policies and procedures including related evaluations required for the court.
- Petition for emergency protective services/placement and APS intervention, as needed, to ensure the immediate protection and pre-court stabilization of an individual at risk.
- Investigates reports to determine need for legal intervention (e.g. guardianship, protective placement/services) and serve as court liaison.
- Provide APS related case management functions required to support APS related court proceedings. This includes but is not limited to conducting annual (WATTS) reviews to any individual who is under protective placement.
- Coordinates quarterly integrated Buffalo/Pepin Elder and Adult at Risk Interdisciplinary Team (I-Team) meetings.
- Completes court required documents and reporting related to guardianship and protective placement. These are including but not limited to comprehensive evaluations, WATTS Reviews, court petitions and court testimony.
- Develops Adult Protection Services budget in conjunction with the Account Clerk Lead.
- Compiles annual report data and Wisconsin Incidence Tracking System (WITS) reporting data for the State.
- Maintains necessary records and accounting of activities.
- Maintains liaison with other agencies involved with serving the elderly and disabled. Encourages open communication and exchange of ideas among all levels of personnel and other agencies. Advocates for system changes which protect vulnerable adults being served and/or reduces unwarranted county liability.
- Attends quarterly regional Adult Protection Services meetings and other meetings and seminars.
- Attends training sessions as requested or as approved by the Director.
- As a member of the integrated ADRC management team, participates in guiding transportation, senior nutrition, options counseling, information and assistance,

benefit services, caregiver support and prevention services operations. Role encompasses State plan completion and other planning, policy development, request for proposal (RFP) design, volunteer recruitment, budget development, grant writing and other joint decision making.

- Refers clients to other potential/collaborative services available, as appropriate.
- Other duties as assigned by the Director or his/her designee.

### **Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- A Bachelor's of Arts or Science degree, preferably in a human services related field with prior experience in office procedures, supervision, management, administration or human services and office experience of advanced nature.
- A minimum of five (5) years' experience in the human services field, which includes at least one year working with one or more of the ADRC's target populations and experience in administrating a complex program.
- Knowledge of federal, state and local government regulations regarding programs for the target groups served.
- Knowledge of management and supervisory practices and principles.
- Ability to work with people: to exercise good judgment in appraisal of situations and in making decisions, planning and directing work activities.
- Ability to assess safety related situations in regards to the protection of vulnerable adults.
- Knowledge of community resources.
- Ability to maintain records and create reports as necessary.
- Valid driver's license.

### **Physical Requirements:**

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer terminal, telephone, fax machine, calculator, photocopier, and ~~TV/DVD~~.
- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements.
- Ability to exert moderate physical effort from sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job-related objects, materials, and tasks.

- Ability to utilize a variety of data and information such as budget and unit reports, Statutes and Administrative Codes, computer software operation manuals, policy and procedure manuals to complete duties.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with providers, department personnel, board members, county department heads, auditors, agency staff, and care providers.

**Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or exposure to disease may cause discomfort, but pose little risk of injury, and are present only in unusual situations.

Buffalo 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

Approved by Home Committee:  
Human Resources Committee:

2019  
November 4, 2019