

**City of Carson City
Agenda Report**

Date Submitted: November 10, 2014

Agenda Date Requested: November 20, 2014

Time Requested: 10 minutes

To: Carson City Board of Supervisors

From: Health & Human Services (Nicki Aaker)

Subject Title: For Possible Action: Action to approve a full time Human Services Case Manager at Carson City Health and Human Services (CCHHS) funded by the ADRC grant. *(Nicki Aaker)*

Staff Summary: The Human Services Case Manager position will have no financial impact to the General Fund. The salary and fringe benefits of the position will be approximately \$55,000. Funding sources for this position will be the ADRC grant. This position was approved by Internal Financial Committee (IFC) on November 5, 2014.

Type of Action Requested:

(check one)

Resolution

Ordinance

Formal Action/Motion

Other (Specify) Information Only

Does This Action Require A Business Impact Statement: Yes No

Recommended Board Action: I move to approve a full time Human Service Case Manager position at Carson City Health and Human Services (CCHHS) funded by the ADRC grant. This full time position will replace the current part time Human Services Case Manager position.

Explanation for Recommended Board Action: Initially the ADRC grant was implemented with the existing Human Services Case Managers. It was determined that in order to fulfill the requirements of the grant an exclusive ADRC Case Manager was needed. A part time ADRC Human Services Case Manager was hired. The additional outreach being done for this grant has increased the referrals. This grant covers Carson City and Douglas County.

Applicable Statute, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: No General Fund Impact

Explanation of Impact: N/A

Funding Source: ADRC grant

Alternatives: To not approve the full time Human Services Case Manager at Carson City Health and Human Services (CCHHS) funded by the ADRC grant.

Supporting Material: Job Description for Human Services Case Manager

Prepared By: Nicki Aaker, MSN, MPH, RN

Reviewed By: N. Aaker Date: 11/10/14
(Department Head)
Nicholas M. Munn Date: 11/10/14
(City Manager)
[Signature] Date: 11/10/14
(District Attorney)
[Signature] Date: 11/10/14
(Finance Director)

Board Action Taken:

Motion: _____ 1) _____ Aye/Nay
2) _____

(Vote Recorded By)



Human Services Case Manager

Class Code:
00675

Bargaining Unit: CARSON CITY EMPLOYEES
ASSOCIATION

CONSOLIDATED MUNICIPALITY OF CARSON CITY
Established Date: Feb 10, 2010
Revision Date: May 1, 2013

SALARY RANGE

\$17.41 - \$24.60 Hourly
\$36,210.10 - \$51,164.05 Annually

DESCRIPTION:

Under general supervision of the Carson City Human Services Manager, serves as the case manager for General Assistance programs and Housing Programs. This is a non-exempt, full-time position in which the employee performs a variety of duties and is responsible for ensuring the success of the Housing Programs.

Housing Programs are grant funded and the Case Manager is required to know and abide by the rules of the grant(s) they function under. General Assistance programs are regulated by Nevada Revised Statutes.

EXAMPLE OF DUTIES:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Conduct casework interviews with clients, family members, service providers, employers, and others to obtain information for formulating program/service eligibility and case status.
- Identify social, economic, and physical needs of clients; assess and reassess client's support systems, community resources, and other factors to plan, develop and implement an appropriate service.
- Provide ongoing case management by conducting office visits, monitoring delivery of services and quality of care and reassessing client's needs including ongoing eligibility of services.
- Track client progress and well-being; evaluate case plan effectiveness and efficiently manage resources. Prevent conflicting case plans and duplication of services.
- Prepare complete and accurate case notes. Write correspondence, reports and other written materials. May prepare statistical reports and summaries. Input and report data accurately.
- Contributes to the efficiency and effectiveness of the agencies service to its customers by offering suggestions and directing or participating as an active member of a work team.

- Explains agency and program rules to clients; abides by regulations and procedures. Assist clients in completing required forms and in gathering necessary documentation.
- Works with property owners and managers to secure permanent housing for individuals and families.
- Provide update reports when requested and perform related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is:

- At least two years of college (60 semester credits) in human services-related field required. Four years of college (120 semester credits) in human services-related field and the achievement of a BA/BS degree desirable.
- Equivalent work experience related to human services and social work issues may be substituted for education on a year-for-year basis.
- BS in Social Work or closely related field and licensure by the State of Nevada Board of Social Work Examiners as a Social Worker, Clinical Social Worker, Independent Social Worker desirable.
- One year of professional experience of case management working with families, homeless persons, mental health and/or drug and alcohol issues and clients with co-existing conditions.

Language skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, Nevada Revised Statutes, and governmental regulations; write reports, and business correspondence; effectively present information and respond to questions from partnering agencies, grantors, clients, and the general public.

Mathematical skills:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percentage.

Reasoning ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Other knowledge, skills & abilities:

- Intermediate to advance proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, and Outlook, and the ability to operate

other standard office equipment, including telephones, calculators, copiers, fax machines, etc. is required.

- Knowledge of interviewing techniques involving application of regulations; casework procedures; characteristics of homeless individuals and families; substance abuse and addiction treatment and issues; assessment of individuals and families for services and needs; and community resource agencies.
- Ability to interview and assess clients; make determinations by applying rules, regulations and standards; recommend and implement goals, objectives and practices for case planning purposes; predict the consequences of proposed actions, act independently and consistently in conformance with regulations and standards; communicate effectively both verbally and in writing; establish and maintain.

SUPERVISION RECEIVED AND EXERCISED:

- Receives general direction from the Human Services Manager.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

Maintain a current Nevada Driver's License with a good driving record. Must travel by car in Carson City and surrounding counties to access supportive services for clients, carry out duties and participate in meetings, conferences and/or training programs.

PHYSICAL DEMANDS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Strength, dexterity, coordination and vision to use keyboard and video display terminal for prolonged periods. Ability to sit for periods of time for traveling by car or other transportation systems. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of items weighing up to 25 lbs. such as files, stacks of paper, reference and other materials. Moving from place to place within the office; some reaching for items above and below desk level. The employee occasionally is required to climb, balance and stoop, kneel, crouch and crawl.

SUPPLEMENTAL INFORMATION:**WORKING ENVIRONMENT:**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position resides primarily in an office environment where the person is required to sit for extended periods of time; frequently use computers and standard office equipment; limited exposure to conditions such as dust, fumes, odors, or noise; periodic contact with angry and/or upset individuals.

CONDITIONS:

All required licenses must be maintained in an active status without suspension or revocation throughout employment.

Any employee may be required to stay at or return to work during emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule

or working outside normal assigned duties during the incident and/or emergency.

Employees may be required to complete Incident Command System training as a condition of continuing employment.

New employees are required to submit to a fingerprint based background investigation which cost the new employee \$53.50 and a drug/alcohol screen which costs \$20.00. Employment is contingent upon passing the background and the drug/alcohol screen.