

Case Manager II – Independent Service Coordination Team

General Duties:

The Case Manager II is responsible for the delivery of assigned Independent Service Coordination (ISC) program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines. This position assists individuals served by the program(s) with establishing and working on individualized program goals such as increased self-sufficiency, housing stability, education attainment, securing employment, etc. The Case Manager II is responsible for maintaining a caseload, monitor the general health, safety and well-being of individuals with disabilities and identifying program eligibility. The Case Manager is also responsible for monitoring, intervention and technical assistance to determine the appropriate support for individuals, guardians, and providers working through a variety of service issues.

Specific Duties and Responsibilities:

- Helps clients identify goals, determine steps necessary for goal achievement, and evaluate progress.
- Conducts program specific screenings, eligibility determinations, evaluations, and assessments.
- Develops individualized service/ goal / training/ education plans for clients
- Collaborates with client to write client goal plans that are specific, measurable, attainable, realistic, and time limited.
- Provides follow-up and monitor progress on outcomes/services of person-centered plans.
- Coordinates services with DD provider agencies and advocate on behalf of the client for desired services.
- Coordinates, supports, and advocates for clients to gain access to needed resources.
- Promotes professional working relationship with social service providers, medical providers, housing, public entitlements and other resource providers.
- Ensures continued Medicaid eligibility for all clients.
- Follows up on critical incidents reported by DD provider agencies via the CIRAS database.
- Completes annual PUNS updates for persons on assigned caseload.
- Completes annual Medicaid Waiver redeterminations for all clients on caseload.
- Completes annual service eligibility redeterminations within 365 days from the previous determination to avoid any interruption of eligibility or coverage.



- Completes the Inventory for Client and Agency Planning (ICAP) or other assessment of adaptive skills as directed by the Division, at least annually.
- Ensures informed choice and freedom of choice and ensure client rights under the Medicaid Waiver.
- Facilitates the Pre-Admission Screening (PAS) process for new clients coming into services via PUNS selections and crisis funding and submit funding packets to the Department of Human Services, Division of Developmental Disabilities.
- Facilitates the Pre-Admission Screening (PAS) process for new clients who wish to reside in an ICF/DD.
- Determines appropriateness of fit for long term nursing home placements.
- Monitors the transition of new persons for four weeks following initiation of waiver services.
- For Bogard class members residing in ICF/DDs, completes a minimum of four service coordination monitoring visits per year (approximately one per quarter).
- Rotates answering the 25/7, 365 hotline for clients in emergent situations.
- Documents all service activity in case management database within 48 hours of service/contact to maximize program funding support.
- Maintains 12 annual Continuing Education credits as required to maintain QIDP certification.
- Responsible for data entry, data updates, and e-file and hard file maintenance of all client's on caseload.
- Maintains confidentiality according to regulations.
- Completes mandated reporting responsibilities (DCFS, OIG, Adult Protective Services).
- Attends training to maintain and enhance skills or as required by supervisor.
- Participates in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Shares information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintains up to date work schedule in Outlook calendar
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Other duties as assigned

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree in human services or related field. Individual Service Coordination (ISC) Case Manager II is required to have at least one year of experience providing direct services to persons with developmental disabilities.



- Ability to obtain program specific certification(s) within twelve months; Individual Service Coordination (ISC) Case Manager II is required to obtain QIDP credential within 3 months from hire.
- Ability to pass criminal background check.
- Strong background in customer services and human services with program's target population.
- Valid driver's license and ability to transport clients and their children, and visit their homes throughout service area on a daily basis.
- Must be able to work in a home office, demonstrate, and maintain their home workspace in a safe manner, free from safety hazards.
- Must complete a safety checklist for their home office at least twice a per year.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Possess household budgeting skills.
- Knowledge of continuing education options including high school, trade and college.
- Understands steps to implement to work toward gainful employment for individuals lacking employment history.
- Knowledge of housing continuum from shelter to home ownership in service area.
- Knowledge of public assistance programs, including eligibility and application process.
- Ability to attend community meetings, provide program information at community meetings, and collect and share relevant meeting information with team.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Computer skills needed to complete case documentation, data entry and timesheets.
- Ability to attend program meetings and/or training as required



- Ability to work a flexible schedule to accommodate client scheduling needs including periodic evenings and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites.
- Provide direct work with program participants or on behalf of the program participant approximately 65% of workweek
- Travel and/or complete non-client specific program related functions sitting/ standing at a desk approximately 35% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds
- Primary work will be conducted in client's homes with many different variables related to pets, cleanliness, air quality, etc.

Competencies:

- Problem Solving/Analysis
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management
- Proficient in English (spelling, punctuation, grammar)

Work Environment:

- Primary work environment will be performed in the employee's home and client's home.
- Frequent near-vision use for reading and computer work.
- Evening and weekend availability required as needs of the program dictate.
- Work may include providing services in unconventional settings. These could include, but are not limited to parks, schools, libraries, while traveling frequently in an automobile, or in client's/family's homes.

Disclaimer:



CHAMPAIGN COUNTY
REGIONAL PLANNING
COMMISSION

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department.

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