

## Staffing Plan Administration

<b>Job Title &amp; Staff Name</b>	<b># of Staff Full Time</b>	<b>Position Description</b>
<b><u>Director</u></b>	◇1 FTE	Responsible for the operation of Southeast WA Office of Aging & Long Term Care; ALTC organizational structure, state & federal compliance, budget oversight, audits and monitoring, sub-grantee contracts, staffing patterns, service delivery policies, short and long range goals. Serves on the Washington Association of Area Agencies on Aging (W4A). Serves on community and state groups as appropriate. Primary ALTC contact for media and State and local representatives.
<b><u>Program Planner</u></b>	◇1 FTE	Lead for Disaster and Emergency Contact for Contract Services and for the multi-year Area Plan and bi-annual updates. Responsible to draft contract language and negotiate terms of agency contracts for agency home care, nutrition, transportation, foot care, health screening and adult day services. Manages ALTC RFP process and provides contracted agencies with technical assistance as needed. Supervises Program Coordinator I and Financial Specialist. Performs home care contract monitoring and contract management assessments; primary contact for monthly reports and CLC. Responsible for Senior Market Basket implementation and management of other special projects. Responsible to identify providers and negotiate contracts for T-XIX CFC service contracts and Respite. Responsible for annual contractors meeting.
<b><u>Program Coordinator I</u></b>	◇1 FTE	Monitors contractors to ensure compliance with federal, state and ALTC requirements. Provides technical assistance to ALTC's contracted services that include: Nutrition, Transportation, Legal, Adult Day Care, Adult Day Health, Foot Care, Senior Employment, COPEs waiver service, and Health Home contracts. Provides contractor status updates regarding program service and information to management and the planner. Assists other agency staff in contract development. Participates in Request for Proposals (RFP) and Request for Qualifications (RFQ) process. Serves on local groups related to senior housing, transportation, nutrition and minority concerns. Assists in preparation for and participates in the annual contractors meeting.

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<b>Job Title &amp; Staff Name</b>	<b># of Staff Full &amp; Part Time</b>	<b>Position Description</b>
<b><u>Family Caregiver Coordinator</u></b>	◇1 FTE	Oversee all activities for the Family Caregiver Support Program, including development of services, contracts, and provision of technical assistance. Provides FCSP training to I&A and Case Management staff as well as Local Program coordinators. Monitors units of service and prepares state reports. Makes public presentations on behalf of FCSP. Plans and implements special programs with a variety of 8 county community partners, including Idaho. Monitors Kinship Caregiver Support Program and Kinship Navigator programs subcontracted to Catholic Family and Child Services. Monitors units of KCSP service and provides technical assistance. Serves on statewide Kinship Oversight Committee. TCARE assessor certification trainer, TCARE policy trainer, and TCARE application trainer. Serves on the TCARE Policy Development Team for Washington State.
<b><u>Program Specialist</u></b>	◇1 FTE	Performs on-site and desk program monitoring and is the primary fiscal monitor to ensure compliance with federal, state and program standard requirements of program services and fiscal systems. Prepares reports on monitoring results and evaluates program implementation of corrective action plans. Provides technical assistance for internal controls and quality program services for contractors. Performs Health Homes (HH) accounts receivable activities through ProviderOne (P1) and reconciles the payment with services billed through P1. Communicates and coordinates with the fiscal and program departments, is the primary program monitor for Family Caregiver (FCG), RCL, and assists with Medicaid Waiver monitoring as needed. Follows federal and state guidelines to assist with contract procurements for new grant programs, FCG, Chronic Disease Self Management (CDSMP), and ancillary programs. Attends state fiscal meetings and other financial accounting and grant training for updates. Interprets federal, state, AAA operations manual, and ALTC policies to ensure fiscal & program compliance.

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<b>Job Title &amp; Staff Name</b>	<b># of Staff Full &amp; Part Time</b>	<b>Position Description</b>
<b><u>Program Coordinator for Special Projects (Extra Help)</u></b>	Δ .3 FTE 1 staff	Provides specialized technical, program and planning support to ALTC's OAA programs, planning and contracts division. Writes technical reports and develops the yearend report for ALTC management. Procures & negotiates terms for COPEs Ancillary Waiver and RCL contracts and serves as the liaison. Ensures that required documents are kept updated and on file, provides technical support to the contract monitors, and works on special projects. Provides training to new staff on COPEs Waiver Services durable medical equipment (DME) and Environmental Accessibility Adaptations.
<b><u>Fiscal Manager</u></b>	◇1 FTE	Prepares all state/federal budgets, the Area Plan Budget and the ALTC Budget. Modifies and drafts contract budgets in compliance with federal, state and COG requirements. Prepare State Cost Allocation Plan. Directs allocations and coding, and coordinates ALTC fiscal activities w/ County Grant Accounting office; performs contract fiscal assessments and makes recommendations for remedial action; prepares management reports and performs tasks related to financial areas. This position is the primary contact for the State Auditor. Serves on state AAA fiscal task force.
<b><u>Accountant</u></b>	◇1 FTE	Performs professional level accounting activities to bridge the programmatic fiscal needs with detailed accounting compliance. Develops meaningful reports for managements use in fiscal decision making as well as to inform management and board of trends and projections. The Accountant has the primary responsibility of billing the State with monthly and close-out billings in reflection of expenditure reports prepared by Fiscal Manager. Monitors and analyzes revenues and expenditures and may serve as lead to technical accounting staff. Researches files and account historical records; reviews and evaluates information obtained and provides historical comparisons and financial forecasts for revenue and expenditures. Interprets AAA operations manual and ALTC policies to ensure fiscal compliance. Performs fiscal monitoring of billings, tracking of program income, and advises management on the need for budget modifications between grants or contractual modifications to vendors as necessary. Oversees and monitors financial specialist's accounts payable

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		data entry for review of invoicing errors and enters receivables and journal entries as needed/requested. Maintains files for grants, reports, and contract reimbursements (A-19's). Assist with designing and custom databases (Excel spreadsheets) for fiscal and program tracking and monitoring systems. Compiles and prepares schedules of financial assistance for ALTC grants. Support work with annual audit by working with state auditors. Attends state fiscal meetings and other financial accounting trainings for updates.
<b><u>HR Payroll Specialist</u></b>	<b>Δ .75 FTE 1 staff</b>	Responsible for processing ALTC payroll to include updating benefits & deductions, expense vouchers, warrants, electronic funds transfer, & quarterly taxes. Balance payroll checking account & provide backup for deductions/deposits. Maintain & write report on the Emergency Fund account balance. Prepare web timesheets, track FMLA, create and maintain personnel files, employment verification, perform background checks on candidates for employment and ALTC contractors.
<b><u>AP Specialist</u></b>	<b>Δ1 FTE</b>	Processes all invoices for payment to vendors (including invoice coding for grants), check printing and payment distribution. Prepares management reports, and performs tasks related to financial areas. Assists Fiscal Manager. Inventory management of vehicles, computer equipment, to include contractor purchases of equipment bought with contracted funds. Manage vehicle maintenance and equipment purchases.
<b><u>Financial Specialist</u></b>	<b>Δ .90 FTE 1 staff</b>	Reviews and verifies monthly Reports, billing statements, expense claims and related accounting and demographic information received from agency offices and contractors to identify discrepancies; notifies ALTC management, planner and contractors of needed adjustments. Produces related financial and service information for placement in the ALTC Agency Service Book, for use by department managers, and for submission to the Agency Advisory Board. Prepares monthly, quarterly, and fiscal year end reports for submission to State offices in satisfaction of state and federal reporting requirements for NAPIS (National Aging Program Information System ); State and Federal Family Caregiver; Senior Drug Education; ADRC, Senior Farmers Market and HCRR. Prepares information and financial data for annual Advisory Board Allocation meetings. Prepares monthly Case Load report for ADRC/CM Manager. Prepares data and assists in the completion of annual survey by Federal Agency on Aging (conducted by Westat) which measures client satisfaction of services provided under the Older Americans Act. Prepares packets and instructions for CDSMP Workshop providers.

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		Reviews and verifies completed workshop material and billings submitted by providers and posts data to National Database. Prepares information for Quarterly Reports to State. Creates and prepares spreadsheets and reports of various fiscal and demographic data at the request of the ALTC director and department managers.
<b><u>Clerk of the Board:</u></b>	◇1 FTE	Clerk to the COG Governing Board. Ensures tracking system for contracts and resolutions, coordination of COG Governing Board meetings, and assists with all COG Governing Board related duties. Performs office management, administrative and Advisory Council support. Contact between ALTC and eight-county advisory council including coordinating all meetings, travel, appointments/re-appointments by Board of County Commissioners, and disperse information on legislative issues. Provides support to various administrative functions such as contracts coordination; petty cash reconciliation; coordination and management of postage machine and postage fund reimbursement.
<b><u>Computer Support Technician</u></b>	◇1 FTE	Performs Information Technology support for all ALTC direct services and ALTC Administration
<b><u>Administrative Assistant</u></b>	◇1 FTE	Provides administrative and clerical support to administrative staff for I&A, Case Management, Nursing Services, and Family Caregiver Support. Disseminates information 8-countywide for I&A/CM program; Coordinates and tracks state & local trainings; makes travel arrangements; orders office supplies; maintains personnel files; creates and edits forms; front desk receptionist.
<b><u>Administrative Assistant</u></b>	◇1 FTE	Answers phones; gathers, organizes, copies, binds, and prepares documents, informational packets, and files. Manages computer issues log, postage reports and billing for region. Administers petty cash. Provides clerical support to administration staff. Inputs Participant Information Forms (PIF) into CLC. Maintains FCSP caregiver spreadsheets; creates FCSP purchase order requests; enters case notes in TCARE for invoices and purchase orders; registers Powerful Tools for Caregivers participants, conducts satisfaction surveys on FCSP vendors.

◇Staff are considered full time at 40 hours per week

△Staff are considered less than full time at 35 hours or less per week

**Staffing Plan  
Nursing Services**

<b>Job Title &amp; Staff Name</b>	<b># of Staff Full &amp; Part Time</b>	<b>Position Description</b>
<b><u>Program Manager</u></b>	◇1 FTE	Manages the overall operation of ALTC Nursing Services & the Health Home Program including clinical and performance supervision of 4 ALTC nurses and 10 Health Home Care Coordinators in 8 counties who are providing services to clients of ALTC, DDD and HCS. Oversees staff response to referrals for Nursing Services and Health Home Services to ALTC Duals and clients from Molina, Optum, Community Health Plan of Washington and United Health Care. Recommends staffing patterns and needs to Director. Manages Chronic Disease Self-Management project. Responsible for review of resources and budget needed for nursing services activities and Health Home activities. Works closely with the Local Program Coordinators. Ensures the contract requirements and implementation of the Health Home Program are met, from developing Policies and Procedures to managing Care Coordination Organizations and performing Quality Assurance. Oversees and manages all aspects of ALTC planning and contract management to include contract procurements, processing and monitoring of OAA, T-XIX Home Care and Ancillary Services as well as HCA Health Home and other contracts. Assist with program development for health promotion disease prevention innovations.
<b><u>Registered Nurses</u></b> <b>Yakima &amp; Prosser</b> 1 RN 1 Vacancy <b>Benton &amp; Franklin</b> 1 RN 1 Vacancy <b>Walla Walla</b> 1 RN <b>Asotin</b> 1 Contracted RN	♣ 6.56 FTE 7 staff	Responsible for delivery of Nursing Services to ALTC, DDD and HCS clientele by case manager referral within the assigned service area. Nursing Services activities include: health related assessment, consultation and coordination of services with ALTC clients and working more closely with ADS identified high Medicaid usage clients to reduce Medicaid expenses and promote client health. Functions as the Nurse Care Coordinator for Health Home Care Coordination Program. Assess client and determines level of visits needed, encourages and guides clients to think about and manage their own health issues through the use of a Health Action Plan.
<b><u>Health Home Care Coordinators</u></b> <b>Kittitas</b> 1 HHCC	♣ 8.44 FTE 9 staff	Functions as the Care Coordinator for Health Home Care Coordination Program. Assess client and determines level of visits needed, encourages and guides clients to think about and manage their own health issues through the use of a Health Action Plan.



**Staffing Plan**

<p><b><u>Health Home Care Coordinators (cont'd)</u></b></p> <p><b>Yakima &amp; Prosser</b> 1 HHCC <i>1 Vacant HHCC</i></p> <p><b>Benton &amp; Franklin</b> 4 HHCC</p> <p><b>Walla Walla</b> 2 HHCC</p> <p><b>Asotin</b> 1 HHCC</p>		
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◇ Staff are considered full time at 40 hours per week

♣ Staff is considered full time at 37.5 hours per week

**Staffing Plan**

**Aging & Disability Resource Center (ADRC) & Case Management**

<b>Job Title &amp; Staff Name</b>	<b># of Staff Full &amp; Part Time</b>	<b>Position Description</b>
<b><u>Program Manager</u></b>	◇1 FTE	<p>Manages all aspects of the operation of Title XIX Case Management, and Aging and Disability Resource Center/ and Family Caregiver Service delivery for the 8-County area (7offices) to include direct supervision of 5 Local Program Coordinators and one contracted office program supervisor. Manage determination of staffing plans, budget decisions and monitoring, and CLC system administration. Development of policy and procedures, quality assurance, audit and monitoring responses, special training, new staff selection and orientation. Staff cases throughout the 8 county area which have high risk factors. Manage consumer complaints. Participates in state Case Manager Director Quarterly meetings. Primary contact for Home Care Referral Registry, Dementia Capable Grant, Veteran’s Project, and CLC. Work with ADSA on bringing new opportunities to our service delivery area as well as participating in state wide committee work as requested. Lead for the Disaster and Emergency Contact for Direct Services. Serves as public disclosure officer for the region. Oversees Dementia Capable Grant, Veteran’s Project contract, care transitions work with hospitals, and MIPPA grants.</p>
<p><b><u>Local Program Coordinators</u></b>  <b>Kittitas</b>            ♣ 1 LPC  <b>Yakima &amp; Prosser</b>            1 LPC  <b>Benton &amp; Franklin County</b>            ♣ 1 LPC  <b>Walla Walla &amp; Columbia Co.</b>            ♣ 1 LPC  <b>Asotin County</b>            ♣ 1 LPC</p>	♣4.69 FTE 5 staff	<p>Responsible for day-to-day local program and office supervision operations for the Title XIX Case Management, Aging and Disability Resource/ Information and Assistance, Family Caregiver, SCSA and Home Care Referral Registry programs. Introduce, train and monitor scope of work performance when there are changes in existing programs or when there is a new service. Assures program operations are in compliance with federal and state requirements. Responsible for office program and personnel record-keeping. Monitors county wide Respite and SCSA Personal Care budgets. Coordinates and conducts staff supervision, performance evaluations, orientation, consultation and training. May perform information, assistance responsibilities as well as Case Management and Family Caregiver Services assessments in smaller direct service offices. Coordinates education and public awareness activities in local area to spotlight Aging and Disability Resource Center services. Kittitas LPC is the Back up for CLC systems administrator and reviews/approves Rule Exception Requests for COPES Waiver Services.</p> <p>♣ - Serves as <b>Fair Hearing Coordinator</b> in addition to regular duties.</p>



**Staffing Plan  
ADRC & Case Management**

<b>Job Title &amp; Staff Name</b>	<b># of Staff Full &amp; Part Time</b>	<b>Position Description</b>
<p><b><u>Case Managers</u></b>  <b>Kittitas</b>            2 CMs @ .60  <b>Yakima &amp; Prosser</b>            1 Lead CM***            15 CMs  <i>1 Vacant .50 FTE</i>  <b>Benton/Franklin</b>            16 CMs            1 Lead CM***  <i>1 Vacant CM</i>  <i>1 Vacant Lead CM***</i>  <b>Walla Walla &amp; Columbia Counties</b>            2 CM .75FTE            3 CMs            1 Lead CM ***            1 CM .25 FTE            1 CM .50 FTE  <i>1 Vacant CM FTE</i>  <i>1 Vacant CM .50</i>  <b>Asotin County</b>            1 CM .75 FTE            2 CMs  <b><u>ADRC focused Case Managers</u></b>  <b>Kittitas</b>            2 CMs .40  <b>Yakima</b>            1 ADRC Lead CM ♣            3 CMs  <i>1 Vacant CMs</i>  <b>Benton/Franklin</b>            1 ADRC Lead CM ♣            2 CMs  <i>1 Vacant CM</i>  <b>Walla Walla</b>            3 CMs .25 FTE            1 CM .50 FTE</p>	<p>♣ 48.56 FTE  52 staff</p>	<p>Case Managers perform a variety of specialized tasks associated with assisting vulnerable elderly and disabled adult clients within the community. Conduct comprehensive assessments; reauthorize service; manage the Provider One payment system on an individual client basis; develop, implement and review service plans; maintain ongoing contact with clients and provide termination planning. Case Managers also provide other case management support functions (client advocacy, assistance, consultation, networking, family support and crisis intervention). Maintain client records and reports on client data.</p> <p>*** <b>Title XIX Lead Case Manager:</b> Performs Quality Assurance reviews, clinical staffing and provides training for new and existing case managers.</p> <hr/> <p><b><u>ADRC focused Case Managers</u></b> perform a variety of specialized tasks associated with assisting vulnerable elderly and disabled adults within the community who are not currently open on Title XIX services. An ADRC Case Manager may assist clients and their families to identify their needs, provide options counseling, and develop a plan to meet the needs. This may include providing information and referral activities, advocacy, completing a comprehensive assessment utilizing the CARE tool or TCARE. ADRC Case Management staff is also involved in providing additional services to the community to include regular Case Management, Star C and Reducing Disability in Alzheimer’s Disease (RDAD), and care transitions Coaching using either Care Transitions Intervention or Bridges. The Care Transitions Coaching work includes regularly scheduled time spent in local hospitals working with hospital staff and working with recently discharged hospital patients to receive skills to better enable them to remain at home without readmission to hospital. All work performed is documented in the CLC and in TCARE of a family caregiver situation.</p> <p>♣ <b>ADRC Lead Case Manager:</b> Performs Quality Assurance reviews, clinical staffing and provides training for new and existing case managers.</p>



SEWA ALTC Council of Governments

## Staffing Plan ADRC & Case Management

Job Title & Staff Name	# of Staff Full & Part Time	Position Description
<p><b><u>Information Specialists</u></b>  <b><u>Kittitas County</u></b>            Vacant  <b>Yakima County</b>            3 Info. Specialists  <b>Benton &amp; Franklin County</b>            3 Info. Specialists  <b>Walla Walla County</b>            1 Info. Specialist  <i>1 Vacant Info Specialist</i>  <b>Columbia County</b>            1 Info Specialist .80 FTE  <b>Asotin County</b>            2 Info. Specialist</p>	<p>♣ <b>12.05</b>  <b>FTE</b>  <b>13 staff</b></p>	<p>Performs information and assistance activities. Provides referrals and interviews clients to collect needed information. Provides options counseling at an individual's request. Provides screening and service development for the Family Caregiver Program. Maintains records in CLC and TCARE. Conducts follow-up with clients and or family as required. Completes IP contract and caregiver registry activities to include BCCU and Training Partnership reports. Provides public presentations, participates in health fairs, etc.</p>
<p><b><u>Case Aides</u></b>  <b>Yakima County</b>            1 Case Aide  <b>Benton &amp; Franklin County</b>            1 Case Aide</p>	<p>♣ <b>1.88</b>  <b>FTE</b>  <b>2 staff</b></p>	<p>Facilitate clients to access the appropriate staff including Title XIX CM for assistance. Perform office/clerical work to include maintaining record keeping, contract and BCCU renewals and other office duties as assigned.</p>

**Total Number of full-time equivalents = 98.13 FTE**

**Total number of staff = 105**

**Total number of minority staff = 26**

**Total number of staff over age 60 = 17**

**Total number of staff self-indicating a disability = 3**