

## **Mental Health Field Staff- Job Description**

This position verifies that Community Mental Health Centers (CMHC) provide effective services that meet the minimum licensing standards and result in Kansans with mental illness experiencing recovery and living safe, healthy, successful, self-determined lives in their homes and communities.

### **Contract Oversight/Outcome Monitoring**

Incumbent evaluates Community Mental Health Centers' (CMHC) performance with respect to the outcomes stated in the centers' annual contract with the state. The incumbent gathers and analyzes data regarding a CMHC performance from the CMHC's Automated Information Management System, and from each of the Managed Care Organizations (MCO), customer quality of life interviews conducted with randomized samples, satisfaction survey data collected by the CMHC and or the MCO, complaints/concerns trend data, and observations on-site at the CMHCs. In addition, the extent to which CMHCs meet fidelity to identified evidence-based practices (EBPs) is observed and rated. These measures are gathered regularly, compared to past performance of the CMHC, and evaluated as a balanced score card that creates a performance perspective overtime. All of this must be done with a thorough understanding of the basics of objective, scientific measurement. This applies to the Participating CMHC Contract, Federal Block Grant, the Governor's Initiative and the Managed Care Organizations (MCO) and includes exercising the authority to hold individual CMHCs and the system accountable for responsible expenditure of millions of state and federal dollars. This position conducts on-site visits, desk reviews and interviews with staff, supervisors, management and as appropriate, members of MCOs. Guidance is provided by the supervisor weekly.

### **Performance Improvement**

Incumbent consults and provides technical assistance to CMHCs Executive Directors, Quality and Risk Managers, and program directors to design, implement, and evaluate the effectiveness of needed performance improvement plans related to contract requirements and intended to improve services and supports to positively affect outcomes for persons served. This is done by the incumbent presenting and explaining to the CMHC the results of the outcome data that have been gathered and analyzed, identifying for the CMHC areas where performance has resulted in outcomes that are below acceptable standards, obtaining CMHC agreement in the need for performance

improvement, reaching agreement with the CMHC on steps that will be taken to improve performance, and monitoring relevant indicators that reflect the performance improvement's effectiveness. This requires a thorough understanding and expertise in the application of principles and tools used in performance improvement processes, for example; root cause analysis, appreciative inquiry, motivational interviewing and focused intervention and through removing barriers that impede continuous improvement. This is done under the direction of the supervisor through weekly meetings.

### **Customer Service**

Incumbents promotes customer service within the local system through exercising authority and independent decision making and establishes a positive and productive working relationships with individual customers, Consumer Run Organizations, families, providers, community agencies, programs, partners and stakeholders, high-level executives (State Hospital superintendents, child welfare leadership, CEOs of child welfare contractors) and communities within the context of improving customer outcomes. This requires the incumbent to have a regular on-site presence at the CMHC and regular contact with CROs, local NAMI, and other consumer and family organizations or groups. This position receives, documents, and addresses issues and concerns involving or pertaining to persons with mental illness and/or CMHCs and uses appreciative inquiry to clarify the issue or concern. The position examines information from a variety of sources and formulates and communicates resolution at the individual and system levels, referring to and/or involving others as appropriate, provides technical assistance with making improvements in order to address issues, concerns, observations and suggestions, and mediates and/or resolves complex conflicts affecting the achievement of high consumer outcomes and resolves disputes and contention by using advanced negotiation and leadership skills. This position collaborates with the Managed Care Organizations on behalf of individuals with complex needs to assure that CMHCs are exercising the use of partnerships in order to meet mental health, substance use disorder, and medical needs. Reviews mental health related, adult and youth Protection and Reporting Center reports to identify trends and alert CMHCs to the potential need for additional services or monitoring for individuals and/or families who are the subject of these reports. This is done under the direction of the supervisor through weekly meetings and situational discussions.

### **Documentation**

Incumbent documents performance improvement plans and activities for achieving consumer outcomes consistent with established format and

procedures. This position writes and provides reports of findings concerning licensing surveys, complaint/concern follow-up and corrective action and performance improvement plan monitoring. Presents written recommendations and supporting documentation as required. This is supervised through regular documentation review with supervisor.

### **CMHC Licensing**

Incumbent articulates, clarifies, and applies interpretive guidelines for licensing regulations. This position reviews the CMHC on a continuous basis, according to protocol in order to verify continuous compliance with licensing regulations. This is done by; 1.) observing and evaluating provider operational practices, procedures and activities in comparison with CMHC regulations, 2.) examining CMHC policies and procedures, clinical records, and any other supporting documentation, and 3.) interviewing customers, family members and community partners. Confers with the CMHC before findings are made to verify the review produces complete and accurate information. Incumbent provides consultation and technical planning for and with the CMHC for the purpose of increasing operating efficiency, adequacy of services and adherence to state regulations and guidelines. Reviews and explains findings of non-compliance with; 1.) supervisor to reinforce statewide consistency and, 2.) the CMHC to help articulate corrective action plans for areas of significant findings of non-compliance and make recommendations for improvements which will avoid the need for corrective action and improve the quality of service. This position monitors the implementation of corrective action plans for compliance with regulations and makes decisions that affect licensure status. License approval also credentials the CMHC as an approved provider for Medicaid Managed Care. Explains and interprets statutes, regulations, policy, and standards to varied audiences. This is done under the general direction of the supervisor for each licensing episode.

Completes special projects and performs other duties as assigned including but not limited to ensuring the agency is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and/or acts of terrorism. Assists other employees in the work unit with accomplishing assignments as necessary.