

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

**OMBUDSMAN SERVICES SPECIALIST
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions located within the Board on Aging and Long-Term Care and Department of Employee Trust Funds positions allocated to this series provide ombudsman services which include investigation of complaints, education, information, and technical assistance for the state. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future, or changes resulting from development and implementation of federal rules. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses professional positions located within the Board on Aging and Long-Term Care (BOALTC) and the Department of Employee Trust Funds (ETF).

Positions within BOALTC provide advocacy services to individuals residing in licensed and certified long term care facilities, to individuals 60 and older receiving Long Term Care services in the community under the Family Care IRIS (Include, Respect, I Self-Direct) and PACE/Partnership (Program of All-Inclusive Care for the Elderly) programs to their families or other official representatives by conducting investigations of complaints pursuant to the federal Older Americans Act and 45 CFR Parts 1321 and 1324; providing education, information, consultation and technical assistance regarding long term care services and living arrangements and identifying deficiencies in the long term care system.

Positions within ETF provide advocacy services to public employee benefit plan participants and/or their beneficiaries, assuring quality of service and resolving participants’ complaints; corresponding with plan providers; and working in conjunction with attorneys within the Office of Legal Services and other areas of policy administration in the department. Public employee benefit plans include the Wisconsin Retirement System; supplemental retirement programs; the deferred compensation program; the employee reimbursement account program; group health, group life, long-term care, and group income continuation insurance programs; disability

programs for state and local governments; and any other comparable public employee benefit program established under Chapter 40 of the Wisconsin Statutes.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definition of supervisor and/or management as defined in s. 111.81(19) and/or (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which do not meet the definition of professional, as defined in Sec. 370.030 of the Wisconsin Human Resources Handbook.
3. Positions which are engaged in conducting inspection surveys of long-term care providers a majority of the time and are more appropriately classified as Health Services Specialist.
4. Positions which investigate alleged or actual criminal acts in support of law enforcement agencies a majority of the time and are more appropriately classified as Police Officer.
5. Positions which provide health insurance counseling and information to medicare-eligible citizens a majority of the time (more than 50%) and are more appropriately classified as Medigap Insurance Specialist.
6. Positions which provide client rights advocacy for a majority of the time and are more appropriately classified as Client Rights Specialist or Client Rights Facilitator.
7. Positions which function as a principal policy advisor to management on issues related to public employee benefit plan(s) for a majority of the time and are more appropriately classified as an Employee Benefit Plan Policy Advisor.
8. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is by competition. Progression to the senior level is through reclassification, after the employee has attained the specified training, education, and/or experience necessary to satisfactorily perform the work. Progression to the Advanced level will be solely through competition.

E. Definition of Terms Used In This Classification Specification

Departmental Determination: written document to provide a resolution to a written inquiry based on the provided benefits of the agency.

Member: any participant of the benefit plan(s) administered by the Department of Employee Trust Funds

Leadworker: An employee whose permanently assigned duties include training, assisting, guiding, instructing, assigning and reviewing the work of two or more permanent full-time equivalent classified employees in the Lead worker's work unit as assigned and documented on the work unit's organization chart. Lead workers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats.

II. DEFINITIONS

OMBUDSMAN SERVICES SPECIALIST - ENTRY

This is entry-level professional work related to the performance of ombudsman duties. Positions at this level perform work similar to that described at the objective level under close, progressing to general supervision.

The emphasis at this level is in developing applicable skills in working with and/or understanding the program, state systems, user groups, and the mechanics of the program; developing an understanding and applying the laws, codes, statutes, regulations, and standards required in the program area; and completing assigned training activities, formal training programs, and necessary courses required by department on relevant job assignments. Initial work assignments are well defined; over time the employee is expected to exercise independent judgment in determining specifics and priorities.

OMBUDSMAN SERVICES SPECIALIST- OBJECTIVE

Positions in this classification provide ombudsman and advocacy services which include conducting investigations of complaints on behalf of the qualifying individuals of the program(s) under general supervision.

Board on Aging and Long-Term Care (BOALTC)

Positions in this classification provide ombudsman and advocacy services for an assigned region of the state, conducting professional investigations of complaints related to the rights and treatment of individuals sixty (60) years of age and older residing in long term care facilities or receiving services under the Family Care/PACE/Partnership/IRIS waiver programs.

Positions may participate as a resident advocate in certification surveys of medicare and medicaid funded facilities. Positions provide advocacy representation of clients at hearings and appeals relating to the provision of long-term care services in regard to resident and consumer rights and positions will identify deficiencies in the long-term care system through complaint investigations and monitoring a variety of governmental and non-governmental agencies involved in the provision of long-term care services. Positions provide education, information, consultation and technical assistance to providers of long-term care services and to the public about issues and problems of consumers of long-term care services, the Ombudsman Program, and the Board on Aging and Long Term Care.

Employee Trust Funds (ETF)

Positions in this classification provide ombudsman and advocacy services to all members and their beneficiaries who receive retirement, insurance, disability and other Wisconsin Retirement System benefits. Positions ensure quality delivery of services and benefits by representing participants' interests relating to the insurance and retirement programs. Positions investigate both formal and informal complaints regarding ETF's benefit plans. Positions at this level assist with writing department

determinations and submitting for legal review for written complaints. Positions at this level also communicate with other internal ETF staff as well as other state & local entities to resolve complaints.

Positions may provide education, information, and consultation to members about options available to members during the complaint process.

OMBUDSMAN SERVICES SPECIALIST - ADVANCED

Positions allocated to this advanced level perform work under general supervision. Positions will perform work in either one of the allocations listed below.

Allocation #1 (Employee Trust Funds)

Ombudsman Services Specialist Advanced: Positions at this level have the authority to dictate how benefit plan vendors should be interpreting plan language based on the contract/uniform benefit. Positions at this level write departmental determinations and work closely with legal services and executive management on the final determination that is sent to the member regarding their complaint. This position may also serve as a witness if departmental determinations are appealed by a member to the Group Insurance Board. Positions at this level develop and present the annual report that is presented to the Group Insurance Board.

Allocation #2 (Board on Aging and Long-Term Care)

Lead: Positions allocated to this level function as lead subject matter expert in an assigned area. These positions provide technical assistance, train, guide, and monitor the work of internal staff such as but not limited to Ombudsman Services Specialist – Entry and Ombudsman Services Specialist Objective positions, Medigap Insurance Specialist positions, and Medigap Volunteer positions. They may also provide training to other state agencies and the general public. These positions serve as liaisons to other state and external entities involved in the provision of long-term care services and may refer consumer complaints to relevant state agencies such as the Office of the Commissioner of Insurance (OCI), Department of Health Services (DHS), Department of Justice (DOJ), or the Department of Safety and Professional Services (DSPS). Positions at this level provide support to clients at hearings and appeals relating to the provision of long-term care services and will identify trends and deficiencies in the long-term care system through data monitoring of complaint investigations and consultations, and work with governmental and non-governmental agencies involved in the provision of long-term care services. They provide counseling to complaint resolution in managed long term care programs and ensure seek administrative, legal, and other remedies to protect the health, safety, and welfare and rights of clients.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment, and in consideration for the current demands of the program's casework. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective September 25, 2022 and announced in bulletin DPM-0585-CC/SC consolidate two classifications, the Ombuds Services Specialist classification specification and the Aging and Long Term Care – Lead classification specification (now the Advanced level), into one

classification series; further, select positions from the Department of Employee Trust Funds were included within the series and an entry level was added. The now abolished Ombudsman Services Specialist classification specification had been previously created on June 30, 2013, in bulletin OSER-0327-MRS/SC after the previous series, Ombudsman A and Ombudsman B were abolished, and most recently updated in DPM-404-CC/SC (and traces its origin to at least CC/SC-28). The now abolished Aging and Long Term – Lead classification specification was last updated on January 21, 2018 in bulletin DPM-0458-CC/SC and traces its origin to being created as the result of a personnel management survey, effective October 16, 1994 in bulletin CC/SC-28 having been part of the Medigap Insurance Specialist series.

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