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**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

**HUMAN SERVICES PROGRAM COORDINATOR
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 professional positions located at the Department of Health Services (DHS), Department of Children and Families (DCF), Department of Veterans Affairs (DVA), and the UW System responsible for human services programs directly affecting and impacting Wisconsin's citizens. This classification specification is not intended to identify every duty which may be assigned to these positions, but is intended 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; allocation patterns of representative positions; 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 classification series encompasses professional positions as defined in s. 111.81(15), Wis. Stats., at the Department of Health Services, the Department of Children and Families, Department of Veterans Affairs and the UW System WisTech Program which are responsible for human services programs directly affecting and impacting Wisconsin's citizens. Positions assigned to this classification develop policies and procedures, evaluate and monitor programs, and function as a representative of the program area.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which meet the statutory definitions of supervisor and management as defined in s. 111.81(19) and (13), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.

2. Positions which perform complex or paraprofessional clerical duties a majority of the time (more than 50%) and which are more appropriately classified as Office Operations Associate or Operations Program Associate.
3. Positions which are not located at the Department of Health Services, the Department of Children and Families, Department of Veteran Affairs or the UW System WisTech Program.
4. Positions which are engaged in the direct provision of social work case management activities a majority of the time and are more appropriately classified as Social Worker.
5. Positions which are responsible for case management or direct and indirect social services to families or clients for a majority of the time and are more appropriately classified as Social Services Specialists.
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into And Progression Through This Classification Series

Employees enter positions within this classification series by competition. Progression from the Human Services Program Coordinator level may occur through reclassification if the employee satisfactorily performs the full scope of duties identified at the Senior level.

II. DEFINITION

HUMAN SERVICES PROGRAM COORDINATOR CLASSIFICATION SERIES

Positions in this classification series are responsible for professional activities which coordinate entire and/or aspects of human service programs within the DHS, DCF and UW System WisTech. These professional activities encompass a range of human service program areas that interact with diverse sets of organizations/individuals (e.g., counties, private interest groups, clients, etc.). Duties include any combination of the following for a majority of the time: working on logistical program delivery issues; acting as the central office contact for program questions/issues from other organizations (e.g., counties, private interest groups, etc.); reviewing state/federal mandates (statutes, administrative rules, grant requirements, etc.) to ensure policies/procedures that are currently in place or being developed meet all requirements; consulting/meeting with program management and customers to ensure program area is meeting the needs of the department; overseeing the administration of fiscal aspects of the program area (e.g., grants, federal allocations, etc.) to ensure funding stream remains viable; and/or performing a variety of related diverse functions to ensure the human service program area runs smoothly. The differences between levels within this series is based on the complexity of duties, scope and impact of the program area, and the amount of discretion the incumbent has to carry out the program functions.

HUMAN SERVICES PROGRAM COORDINATOR

This classification is used as an entry level progressing to objective level for Human Services Program Coordinators. Work is performed under close progressing to general supervision. Positions allocated to this classification as an objective level function as a coordinator for a limited program area. Limited program area responsibility is defined as: (1) the scope of the program responsibilities do not constitute the full range of activities for a program area (e.g., program development, establishment of program policies and procedures, program implementation, consultation, monitoring program activities, and training local and/or state staff); (2) the program does not affect a significant portion of the state's population or it affects a significant portion of the population, but is not a substantial program as defined at the Senior level, minimizing the impact; or

(3) accountability for the program is limited by the assignment of program responsibilities to other staff along functional lines (i.e., more than one position has or carries out the responsibility for the program). Work is performed under general supervision.

Representative Positions:

DHS/Division of Long Term Care/Bureau of Long Term Care Finance: This position is responsible for assessing business process alternatives for management consideration, implementing approved action plans, and developing administrative program policy, procedures, and systems work plans for programs operated primarily under the Centers for Medicare and Medicaid Services (CMS), a federally managed program. This includes significant contact and interaction with other employees in the Division of Long Term Care, as well as employees from the Division of Health Care Access and Accountability, the Division of Public Health, the Office of Policy and Budget, the Office of the Commissioner of Insurance and other Departments throughout the State. This position has been delegated authority to exercise judgment and decision-making to facilitate the development of administrative policies and procedures established for these programs, which are governed by complex rules and regulations of the federal Medicaid Program.

DVA Veteran Outreach and Recovery Program (VORP) Specialist: These positions serve as a Department representative for veteran and stakeholder outreach coordination serving homeless veterans with behavioral health needs in the rural regions of Wisconsin and liaises with veteran and non-veteran community agencies, non-profit organizations and federal, state and local government offices and programs. These positions promotes veterans' benefits to maximize delivery of services such as stable housing, medical and mental health treatment and follow up, and recovery supports to homeless veterans.

HUMAN SERVICES PROGRAM COORDINATOR- SENIOR

Positions allocated to this classification are responsible for the complete coordination of a substantial program area or substantial component of a program. Substantial program area/component responsibility is defined as a program with a comprehensive size, full scope of program responsibility, extensive complexity, and/or major impact on citizens, and programs: (1) are statewide in nature; (2) affect a large portion of the state population; (3) include policies and procedures (e.g., administrative rules, statutes, federal guidelines, etc.) that are continually changing; (4) include budget complexities based on large expenditures of resources; and (5) positions are responsible for all activities involved in the program coordination (i.e., program development, establishment of program policies and procedures, program implementation, consultation, monitoring program activities, and training local and/or state staff).

A limited number of positions may be responsible for a program area(s) that would not fit the complete definition of "substantial" identified above. In those cases, certain aspects of the program area warrant allocation at this level because of equivalency factors such as: a program of enormous complexity without a major impact on the citizens or responsibility for a component of a major program that would be considered substantial because the program is so immense that no one professional position could be held accountable for all the components, such as the CARE program.

Representative Positions:

DHS/Division of Mental Health and Substance Abuse Services/Bureau of Treatment, Prevention and Recovery: This position reports to the Women, Youth and Families' Section Chief and serves as state coordinator for the Coordinated Services Team (CST) initiative. The CST initiative is a collaborative program serving children with severe emotional disturbance and their families as well as children involved in many systems such as child welfare, juvenile justice, substance abuse, and education. The duties of this position include contract administration, lead policy development and analysis, implementation, technical assistance and consultation to improve service delivery, program review, educational activities on a statewide basis, and

represents the bureau in policy and planning workgroups that involve other state agencies, counties and advocacy organizations.

DHS/Division of Mental Health and Substance Abuse Services/Bureau of Treatment, Prevention and Recovery: This position reports to the Women, Youth and Families' Section Chief and is responsible for the statewide development, implementation, and maintenance of policies and standards related to women-specific alcohol and other drug abuse treatment. This position ensures the statewide implementation of the coordinated services team initiative and provides the necessary technical assistance, policy analysis, policy development, and consultation to county providers and training to staff and providers.

DCF/Division of Safety and Permanence/Bureau of Safety and Well Being: This position administers, designs, develops and implements the domestic abuse program which provides statewide services to victims of domestic abuse and their children. Duties include analysis of current domestic violence programming, coordination with other Departmental and State family violence programs, development of best practice and performance guidelines, quality assurance reviews, contract administration and oversight, monitoring, and technical assistance to local domestic abuse agencies.

UWSA/UW-Stout: This position is responsible for management, overall coordination of activities and program oversight for Wisconsin's interconnected array of projects under the title "WisTech" that provide assistive technology services and products to individuals with disabilities and frail elders. This includes projects and services carried out by partner statewide Independent Living Centers, elements of the University of Wisconsin and state Technical College system, and the Departments of Public Instruction and Workforce Development, among other entities. The WisTech Director is the primary developer of Wisconsin's State Assistive Technology Plan and advisor for AT initiatives funded by the Medicaid Infrastructure Grant, including the UW-Stout Assistive Technology Resource Center. This position is also responsible for oversight of the WisLoan Program; and for high level guidance and support for the WisLoan and WisTech advisory bodies.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. 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 series was created effective April 13, 1997 and announced in Bulletin CC/SC-65 as a result of the Professional Program Support Survey. This classification series was collapsed and created effective May 18, 2003 and announced in Bulletin MRS-SC-158 as a result of the WPEC Broadbanding and Class Collapsing Study. This classification series was modified effective October 2, 2005 and announced in bulletin OSER-0082-MRS/SC in order to better reflect the duties and responsibilities of the positions.

The classification was modified effective September 14, 2008 and announced in bulletin OSER-0221-MRS/SC as a result of the creation of the Department of Children and Families and the movement of functions from DWD to that department and the renaming and reorganization of DHFS to the Department of Health Services. The classification series was modified effective October 11, 2009 and announced in bulletin OSER-0251-CLR/SC to include positions in the UW System WisTech program.

This classification series was modified effective May 3, 2015 and announced in bulletin OSER-0389-CC/SC to include positions in the Department of Veterans Affairs and update representative positions.

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