



**JOE PARISI**  
**DANE COUNTY EXECUTIVE**

## Dane County Department of Human Services

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Director – Shawn Tessmann

### MEMORANDUM

DATE: March 10, 2021  
TO: Chair and Members of the Personnel and Finance Committee  
FROM: Shawn Tessmann, Director  
RE: Quality Assurance Specialist Positions Vacant for More Than Six Months, Position #3251 and #3252

County Ordinance 29.52(15) requires the Personnel and Finance Committee and the County Executive to approve filling positions that are vacant longer than six (6) months. Two Quality Assurance Specialist positions, #3251 and #3252 in the Department of Human Services, have not been able to be filled for longer than six (6) months. These positions were both added as a new positions in the 2020 budget. The positions were not able to be recruited before a hiring freeze went into effect in March 2020. There is now a need to fill both of these positions.

#### **What is the nature of the work or what is the essential function of the position?**

Both positions are assigned to the Behavioral Health Unit. These positions will implement a quality assurance protocol for Medicaid-funded activities in Behavioral Health. The purpose of a quality assurance protocol is to assure accurate and timely documentation of case-related activities, assure that the services delivered are reimbursable, assure that accurate eligibility decisions are being made, and to provide technical assistance as needed. They will be responsible for reviewing client charts and documentation for their completeness and compliance with Wisconsin Administrative Code, Medicaid Rules, and program policies.

#### **How has this function been fulfilled without this position?**

The increased demands in the behavioral health area are prompting this request. Quality assurance activities are conducted by existing staff who are also have other responsibilities. Thirty percent of the Behavioral Health budget is reliant on Medicaid revenue, which makes focused attention to program activities and their adherence to applicable codes and rules critical.

#### **What will be the impact on the Department's function and mission if the position remains vacant?**

As behavioral health programs continue to expand and the amount of revenue the department is able to recoup from Medicaid grows, not having a concentrated focus on quality assurance protocols could inadvertently leave the department exposed to audit exceptions and penalties.