

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
HEALTH SERVICES MANAGER**

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 supervisory and management positions located within the Department of Health Services (DHS) which function as Health Services Managers. This classification specification is not intended to identify every duty which may be assigned to 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 encompasses senior supervisory and management positions located within the DHS. Positions allocated to this classification manage and administer DHS programs and meet the statutory definitions of supervisor and management as defined ins. 111.81(19) and (13), Wis. Stats. Positions in this classification are responsible for program administration and planning; developing and implementing short- and long-range objectives; policy and procedure development; budget development and management; and supervision of staff within their respective program area. Organizationally these positions will function as a Bureau Director, or line Deputy; Office Director; Division Administrator, or line Deputy, or Assistant Administrator. To be included in this classification, positions must be explicitly and individually described in the definitions portions of this classification.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which are not employed within the Department of Health Services;
2. Positions which do not function as Health Services Managers by performing and being assigned the work described within this classification for a majority of the time;

3. Positions that do not meet the statutory definitions of supervisor and management as defined in s. 111.81(19) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission;
4. Positions more appropriately classified as Architect Engineer Manager, Nuclear Engineer Manager, Administrative Manager, Policy Initiatives Advisor-Executive, Financial Manager, Human Resources Manager, and Director Office of Policy Initiatives and Budget., or other more specific classifications;
5. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

II. DEFINITION

HEALTH SERVICES MANAGER

The DHS positions allocated to this classification are responsible for administering health services program planning, development, evaluation and implementation; development of policies and procedures in respective program areas; budget development and management; representation of program area with division and department staff, the public, private and public agencies; and management and supervision of staff and function in positions including Division Administrator, Deputy Division Administrators, Assistant Division Administrators, Bureau Directors (to include organizationally equivalent Office Directors) and (line) Deputy Bureau Directors.

The specific positions included in this classification are individually detailed within this classification specification and positions which are not included in this classification specification are ineligible to be included herein.

The following positions are equivalent to Division Administrators:

- 1) Division Administrator of the Division of Quality Assurance, DHS – Under the direction of the Deputy Secretary, this position administers the regulation of Wisconsin health and community care providers and suppliers through the survey, enforcement, certification and consultation activities of the Division. This position is responsible to protect the health, safety and welfare of Wisconsin's health and community care consumers through regulation of various providers under state and/or federal authority including but not limited to Nursing Facilities, Intermediate Care Facilities for Individuals with Intellectual Disabilities, Hospitals, Home Health Agencies and Hospices, Comprehensive Outpatient Rehab Agencies, Physical Therapists/Occupational Therapists in independent practice, Clinical Laboratories, End Stage Renal Dialysis, Rural Health Clinics and Ambulatory Surgical Centers, Community-Based Residential Facilities, Adult Family Homes & Adult Day Care, Mental Health/Alcohol and Other Drug Abuse programs, and Personal Care Worker Providers. In addition, this position provides leadership for the Nurse Aide Training and Competency Testing Program, the Nurse Aide Registry, the Caregiver Misconduct Investigation and Hearings Program, the Corporate Guardianship Program, Building Plan Review and Health Care Record Fee

regulation. The Administrator is responsible for influencing federal policy and regulatory development at both the regional and national levels.

- 2) Director of the Office of the Inspector General, DHS - This position, under the broad direction of the Deputy Secretary is responsible for representing the Department with state and federal agencies and national professional organizations related to the prevention, detection and investigation of fraud and abuse of public assistance programs administered by the Department. The two largest of these programs are Medical Assistance and FoodShare. This position is also responsible for promoting the proper use of all Department resources through internal audits. These responsibilities are carried out by five program sections including Fraud Investigation and Recovery Enforcement, Medical Appropriateness Audit, Program Audit and Review, Data Analytics, Internal Audit and an administrative support unit within the Office. This position supervises the Deputy Inspector General and the Executive Staff Assistant Supervisor position staff attached to the Director's Office. This office is statutorily equivalent to a division as specified in s. 15.01(6), Wis. Stats.

The following positions are equivalent to Deputy Division Administrators:

- 3) Deputy Division Administrator of Enterprise Services, DHS - Under the general direction of the Administrator, this position is responsible for providing direction and leadership to the day to day administrative operations of the Division. This position is responsible for supervising the functions and services provided by the Division including: fiscal services, procurement and contract management, human resources, information technology, facilities, forms and records management, continuity of operations, project management and training. This position oversees Division, Bureau, and Office operations including budget and staffing by the evaluation and monitoring of their programs and provides advice and recommendations on key issues to the Administrator and the Office of the Secretary on department-wide administrative services issues. This position assists the Administrator across the full range of his/her responsibilities and serves as Division Administrator in his/her absence.
- 4) Deputy Division Administrator of Health Care Access & Accountability, DHS – Under the general direction of the Administrator, this position is responsible for leading, directing, coordinating, planning, monitoring and evaluating the operational activities of all division staff and managers. This includes all functions required to meet all programmatic priorities, goals, and objectives. This position supervises Bureau Directors and other staff and is responsible for implementing policy directions and overseeing operations to assure compliance with federal and state laws and policies, and evaluating outcomes. The Division administers Medicaid, FoodShare, FoodShare Employment and Training, and Supplemental Security Income determinations for the state, as well as Milwaukee Enrollment Services (MilES). The Bureaus within the Division include Benefits Management; Enrollment Policy and Systems; Fiscal Management; Operational Coordination; Milwaukee Enrollment Services; and Disability Determination. This position acts on behalf of the Division Administrator in his/her absence or as directed.
- 5) Deputy Division Administrator of Long Term Care, DHS – Under the general direction of the Administrator, this position is responsible for the day-to-day operations of the Division. This position is responsible for implementing Department and Division policy directions and oversight of Division Bureaus/Councils to assure compliance with federal and state laws and policies. The programs administered in conjunction with county and other local agencies, include: developmental disabilities, physical disabilities, and long-term care reform initiatives. This position manages a complex program budget consisting of federal, state and local aids and involves numerous funding sources, some with linkages to each other and some with narrowly specified uses, including as directed by the federal

Department of Health and Human Services and the State Legislature. This position provides leadership to three Bureaus including Children's Services, Long Term Care Financing, and Managed Care.

- 6) Deputy Division Administrator of the Division of Quality Assurance , DHS– Under the general direction of the Administrator, this position is responsible for the complex and diversified operations tasks of the Division including technical supervision of Bureau and Office Directors. This position is responsible for establishing, maintaining and improving the operations infrastructure of the Division including complex fiscal, personnel systems management, information technology, continuous quality improvement, and strategic planning. The Bureaus within the Division and directly managed by this position include: Assisted Living; Health Services; Nursing Home Resident Care; Education Services & Technology; and the Office of Caregiver Quality. This position may assume leadership of the Division when the Administrator is absent.
- 7) Deputy Director of the Office of the Inspector General, DHS - Under the general direction of the Director, this position manages the Office and is responsible for all duties of the Director as assigned or in his/her absence. This position provides expertise and coordination of policy development and implementation, project management, and other services required for the effective and efficient management of the Office. This position directs the functions of all Sections and manages the areas of human resources, fiscal and budget, space and telecommunications, IT, and administrative support. This office is statutorily equivalent to a division as specified in s. 15.01(6), Wis. Stats.

The following positions are equivalent to Assistant Division Administrators:

- 8) Assistant Administrator of the Division of Care & Treatment Services – Under the general direction of the Administrator, this position is responsible for the management and oversight within the Division and will have primary responsibility for oversight of the operation of the Division's seven 24/7 facilities four mental health treatment centers and three centers for the developmentally disabled including: Mendota Mental Health Institute; Winnebago Mental Health Institute; Sand Ridge Secure Treatment Center; Wisconsin Resource Center; Central Wisconsin Center for the Developmentally Disabled; Northern Wisconsin Center for the Developmentally Disabled; and Southern Wisconsin Center for the Developmentally Disabled. This position also directs the Office of Electronic Health Records.
- 9) Assistant Administrator of the Division of Care & Treatment Services – Under the general direction of the Administrator, this position is responsible for the management and oversight within the Division and will have primary responsibility for programming focused on community services in the Bureau of Community Forensics, which coordinates civil and forensic services across DHS facilities, community programs, and county behavioral health systems and targeted to clients involved with the criminal justice system and the Bureau of Prevention, Treatment and Recovery, which administers Wisconsin's community mental health and substance abuse delivery system.
- 10) Assistant Administrator of the Division of Public Health, DHS - Under the general direction of the Administrator, the position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of the Division of Public Health, in order to achieve the goals and objectives of the Division and Department. This position provides advice and recommendations to the Administrator on key policy and program decisions and is responsible for implementing policy directions for public health and overseeing Division operations to assure compliance with federal and state laws and policies, and evaluating outcomes. The position will have primary responsibility for Division internal Bureau operations including human resources, fiscal, space and

telecommunications, IT, and administrative support as well as providing expertise and coordination of policy development and implementation, project management, and other services required for the effective and efficient management of the Division. Specifically, this position will manage and direct the Bureau of Environmental and Occupational Health, Bureau of Community Health Promotion, Bureau of Communicable Diseases, Bureau of Aging and Disability Resources, and the Bureau of Operations. This position will also require work and coordination with other Divisions within the Department and with external stakeholders.

The following positions are equivalent to Bureau Directors (or organizationally equivalent Office Directors), or Deputy Bureau Directors:

- 11) Director of the Bureau of Prevention Treatment and Recovery, Division of Care and Treatment Services, DHS – Under the general direction of the Assistant Administrator, this position is responsible for administering and providing leadership to Wisconsin’s community mental health and substance abuse delivery system. The director sets policies, program directions and standards and develops funding mechanisms that foster the development of state of the art substance use and mental health service approaches and is responsible for long and short-term planning, evaluation and data collection, as well as program oversight and monitoring. The position administers the operation of the staff in the Bureau including: the Children, Youth and Families Section; Integrated Services Section; Mental Health Services and Performance Management Section; and Substance Abuse Services Section. This position also administers the operating budget, strategic plan, information technology and state annual and biennial budget processes.
- 12) Director of the Bureau of Community Forensic Services, Division of Care and Treatment Services, DHS – Under the general direction of the Assistant Administrator, this position is responsible for directing and administering the Bureau of Community Forensic Services including the Conditional Release Program, Outpatient Competency Evaluation, Outpatient Competency Restoration, Jail Based Competency Restoration, Court Liaison Services, Opening Avenues to Re-entry Success, and the Supervised Release Program. This position coordinates civil and forensic services across DHS facilities, community programs, and county behavioral health systems and provides leadership in program development, strategic planning and quality assurance of behavioral health programming targeted to clients involved with the criminal justice system. This position will provide leadership to the programs managed by the Conditional Release and Supervised Release Sections.
- 13) Director of the Bureau of Benefits Management, Division of Health Care Access & Accountability, DHS - Under the general direction of the Deputy Administrator this position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of all Sections and administrative support staff and the functions required to meet all Bureau operational and programmatic priorities, goals, and objectives. This includes the areas of human resources, fiscal, space and telecommunications, IT, and administrative support as well as providing expertise and coordination of policy development and implementation, project management, and other services required for the effective and efficient management of the Bureau. This Bureau serves as a coordinating hub for Medicaid policy implementation and program administration including pharmacy policy and operations, quality programs, e-health program, clinical policy administration, benefits policies and operations, provider communications, managed care delivery, health homes, and fee for service. There are five sections in this Bureau including: Clinical Policy; Benefits Policy; Behavioral Health Policy; Managed Care Contract Compliance; and Pharmacy Policy.
- 14) Director of the Bureau of Disability Determination, Division of Health Care Access & Accountability, DHS – Under the general direction of the Deputy Administrator, this position

develops, administers, monitors, evaluates and directs and activities of the Bureau. This position is responsible for the evaluation, formulation, effective recommendation, implementation and maintenance of management policy to ensure that both federal Social Security Administration and state goals and objectives are effectively and efficiently implemented. The Bureau is responsible for the timely, accurate and cost effective processing of disability claims for Social Security Disability, Supplemental Security Income, and WI Medicaid through the initial application level and the reconsideration level. The Bureau is also responsible for the ongoing review of active cases, Continuing Disability Reviews, the reconsideration/appeal of cessations and conducting face-to-face appeal hearings on a statewide basis. This position directly supervises the Deputy Director and the Systems/Management Information Section Chief. Additionally, the Bureau structure includes Section Chiefs for Infrastructure, Case Processing and Performance Management & Quality.

- 15) Deputy Director of the Bureau of Disability Determination, Division of Health Care Access & Accountability, DHS – Under the general direction of the Bureau Director, this position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of the Social Security Disability Determination Bureau including the Case Processing Section, the Performance Management and Quality Section, and Infrastructure Sections. These areas include case production, quality, training, fiscal, consultative exams, intake & closure, fraud investigations, the medical consultants and contract clerical staff. The Deputy acts on behalf of the Bureau Director in his/her absence or as directed.
- 16) Director of the Bureau of Enrollment Policy & Systems, Division of Health Care Access & Accountability, DHS - Under the general direction of the Deputy Administrator, this position is responsible for the development, revision, and implementation of Wisconsin Medicaid eligibility policies in order to assure compliance with changing federal regulations and state laws, to promote containment of Medicaid costs by means of administrative efficiencies, and to promote the availability and uses of appropriate health services by Medicaid recipients. This position is also responsible for administering all aspects of the FoodShare program, Wisconsin's version of the federal Supplemental Nutrition Assistance Program, and oversight of the State's relationship with Income Maintenance consortia. This position provides oversight and management for contracts including: Statewide income maintenance consortia, FoodShare Employment and Training, Medicaid/BadgerCare Plus and FoodShare, and the CARES contract. In addition to contract budgets, this position manages the relationship with the USDA Food and Nutrition Service for the administration of FoodShare, which is the largest nutrition assistance program in state government. The Bureau has nine sections, including: Healthcare Policy; FoodShare policy; Training; Enrollment Management Central Application Processing Operation; Operational Support and Project Management; CARES Consortia Problem Resolution; FoodShare Quality Control; Medicaid and Income Maintenance Quality Control; and CARES Systems.
- 17) Director of the Bureau of Fiscal Management, Division of Health Care Access & Accountability, DHS – Under the general direction of the Deputy Administrator this position directs the activities of the Bureau which has primary responsibility for the financial policy functions of the Medicaid program and related health care programs budgets and oversight and monitoring of the Medicaid administrative budgets. This position provides policy and fiscal organizational leadership to improve financial management as well as administration, organization, direction, coordination and implementation of the total financial system and fiscal operations of Medicaid benefits budget. Specifically this position manages setting of managed care and fee-for-service provider reimbursement rates for Medicaid and related programs, including: BadgerCare Plus, Supplemental Security Insurance managed care, hospitals, and Federally Qualified Health Centers, tracking and estimation of all Medicaid program benefit and administrative expenditures, overseeing all systems related to Medicaid fiscal management, including management of the Medicaid Management

Information System claims system, overseeing contract management for Medicaid related federal revenue maximization projects, managing the fiscal agent Medicaid federal reporting, providing policy advice and recommendation on health care issues and, policy and reform options, overseeing completion of the Division biennial budget requests, overseeing policy and administration of the Estate Recovery and Wisconsin Funeral and Cemetery Aids Program, and implementation of provider assessments. There are five sections in this Bureau including: Hospital Policy and Rate Setting; HMO Rate Setting; Fiscal Management; Estate Recovery; and Claims.

- 18) Deputy Director of the Bureau of Fiscal Management, Division of Health Care Access & Accountability, DHS - Under the general direction of the Director, this position is responsible for directing, coordinating, planning, monitoring, and evaluating the operational activities of all Sections and administrative support staff and the functions required to meet all Bureau operational and programmatic priorities, goals, and objectives. This includes the areas of human resources, fiscal, space and telecommunications, IT, and administrative support as well as providing expertise and coordination of policy development and implementation, project management, and other services required for the effective and efficient management of the Bureau. This position assists the Director in overseeing the Medicaid program and directing the activities of the Bureau, which has primary responsibility for the financial policy, rate setting, and estate recovery functions of the Wisconsin Medicaid and related health care programs. This position provides policy and fiscal organizational leadership to improve financial management as well as administration, organization, direction, and coordination of the total financial system and fiscal operations of the Medicaid Benefits Budget. The Deputy acts on behalf of the Bureau Director in his/her absence or as directed and administers the five sections in this Bureau including: Hospital Policy and Rate Setting; HMO Rate Setting; Fiscal Management; Estate Recovery; and Claims.
- 19) Director of the Bureau of Milwaukee Enrollment Services, Division of Health Care Access & Accountability, DHS - Under general direction of the Deputy Administrator this position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of all Bureau staff and the functions required to meet all operational and programmatic priorities, goals, and objectives. This includes the areas of general operations, human resources, fiscal, space and telecommunications, IT, and administrative support as well as providing expertise and coordination of policy development and implementation, project management, and other services required for the effective and efficient management of the Bureau. This position leads staff and provides eligibility for Food Share and Badger Care Plus/Medicaid, as well as child care eligibility services across three walk-in locations and one call center. This Bureau implements the Fair Hearing process for all case disputes, settling income verification discrepancies. This position administers seven sections including: Call/Change Center; Outstations; Special Operations; Ongoing Services; Long Term Care/Elderly Blind and Disabled; Project Management; and Quality and Training.
- 20) Director of the Bureau of Operational Coordination, Division of Health Care Access & Accountability, DHS - Under the general direction of the Deputy Administrator, this position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of all Sections and administrative support staff and the functions required to meet all Division operational and programmatic priorities, goals, and objectives. This includes the areas of human resources, the Medicaid administrative budget, fiscal, contracts and contract administration including Electronic Benefits Transfer, procurement, space and telecommunications, IT security, privacy, open records, and administrative support as well as providing expertise and coordination of policy development and implementation, project management, and other services required for the effective and efficient management of the Bureau. This position has oversight of the administrative and quality review of the data and systems of Medicaid and FoodShare operated by multiple contractors, and directly manage the Medicaid Management Information System and fiscal agent contract, which

processes millions of claims annually to Medicaid recipient statewide. This contract also provides system and administrative support for an enterprise-wide data warehouse, WisconCare, the Wisconsin Chronic Disease Program, the Supplemental Security Insurance program, and the Wisconsin Immunization Registry. There are four sections in this Bureau including: Contract Management; Fiscal Management; Data and Vendor Management; and Administrative Operations Management.

- 21) Director of the Bureau of Children's Services, Division of Long Term Care, DHS – Under the general direction of the Deputy Administrator, this position administers and provides leadership to programs serving Wisconsin's children with developmental disabilities, physical disabilities and developmental delays. These programs include the Birth to 3 Program, Children's Long-Term Support Waivers, the Children's Community Options Program, and Katie Beckett Program. This position administers the staff and operations of the Bureau represented by four sections including: Behavioral Health & Program Services; Program Operations and Partner Relations; Transition & Employment Initiatives; and Policy Initiatives and Program Integrity.
- 22) Director of the Bureau of Long Term Care Financing, Division of Long Term Care, DHS – Under the general direction of the Deputy Administrator, this position directs the activities of the Bureau and provides long term care policy and fiscal organizational leadership to improve financial management and business services as well as administration, organization, direction and coordination of the total financial system and fiscal operations of these programs for meeting programmatic goals of the Administrator, Department Secretary, Governor, state law, state administrative rule, federal law, federal regulation and federal policy. This work is carried out through four sections including: Benefit Rate & Finance; Budget & Operation; Integrated Data and Analytics; Nursing Home & Policy & Rate-Setting; and Office of IRIS (Include, Respect, I Self-Direct) Management.
- 23) Director of the Bureau of Managed Care, Division of Long Term Care, DHS - Under the general direction of the Deputy Administrator this position administers and provides leadership to Wisconsin's Medicaid managed long-term care programs for frail elders and people with physical or developmental disabilities including the Family Care Partnership and PACE (Program of All-Inclusive Care for the Elderly) programs which are carried out by seven sections including: Family Care Operations; Family Care Waiver Management; Managed Care Program Quality, Performance, & Special Initiatives; Behavioral Health; Long Term Care Functional Screen & Adult Waiver; Northern Regional Operations; and the Southern Regional Operations. Responsibilities include reviewing policy and management structure of programs to ensure cost-effective practices and meet the critical needs of Wisconsin's Long-Term Care population and cross a variety of organizational functions including budgeting, human relations, personnel, procurement and management of contracts, work planning, program evaluation, data management, and stakeholder relations.
- 24) Director of the Bureau of Communicable Diseases, Division of Public Health, DHS – Under the general direction of the Assistant Division Administrator, this position is responsible for the overall management of the Bureau including the direction, supervision, development, implementation, and coordination of complex statewide programs including Sexually Transmitted Diseases, AIDS/HIV, Communicable Disease Epidemiology, Immunization, Tuberculosis and Refugee Health. This position manages these programs through three sections including: Communicable Diseases Epidemiology and Surveillance; AIDS/HIV, STD; and Immunization. In addition, this position supervises the Bureau's Chief Medical Officer and State Epidemiologist for communicable diseases. Functions of the Bureau include: the statewide communicable disease surveillance; reporting, analysis, prevention and control of over numerous communicable diseases (including AIDS/HIV, sexually transmitted diseases, tuberculosis, food and waterborne diseases, hepatitis, Lyme disease, vaccine preventable diseases, agents of bioterrorism etc.); the statewide development and implementation of program policies; development of federal grant applications for funding;

preparation of related categorical components and guidelines related to communicable diseases; development, implementation and evaluation of program practices and policies; and evaluation of legislative proposals.

- 25) Director of the Bureau of Community Health Promotion, Division of Public Health, DHS – Under the general direction of the Assistant Administrator, this position is responsible for the overall management of the Bureau including the direction, supervision, development, implementation, coordination and evaluation of complex statewide programs including but not limited to: Maternal and Child Health Programs; Injury Prevention; Congenital Disorders Program; WIC Nutrition Program; Sudden Infant Death Syndrome; Children and Youth with Special Health Care Needs Program; Wisconsin Well Woman Program; Tobacco; Chronic Disease; Cancer Control; Oral Health; and Organ and Tissue Donor Program. The Bureau Director manages these programs through four sections including Family Health WIC and Nutrition, Chronic Disease and Cancer Prevention, and Tobacco Prevention. In addition, the Bureau has a Chief Medical Officer, a Children and Youth with Special Health Care Needs Medical Director, and Chief Dental Officer. The complete functions of the Bureau include: the statewide development and implementation of program policies; development of federal grant applications for funding to build state infrastructure and capacity; preparation of related categorical components of the biennial budget process; development and enforcement of standards and guidelines related to the Bureau's programs; the development, implementation and evaluation of program practices and policies; implementation of effective working and contractual relationships with local public health and private, not for profit agencies; and evaluation of existing and proposed legislative proposals.
- 26) Director of the Bureau of Environmental and Occupational Health, Division of Public Health, DHS – Under the general direction of the Assistant Administrator, this position is responsible for the administration and implementation of the state's environmental and occupational health programs delivered through the Health Assessment Section, Epidemiology and Informatics Section, Radiation Protection Section and Radioactive Materials and X-ray Inspection Units, and the Lead and Asbestos Section and the Wisconsin Childhood Lead Poisoning Prevention Program. These programs represent a diverse group of both federal and state mandated programs with responsibilities for providing sound scientific guidance in environmental and occupational health as well as regulation, licensing and enforcement activities. The programs of the Bureau are aimed at protecting, preserving and promoting the health of the population of Wisconsin.
- 27) Director of the Bureau of Operations, Division of Public Health, DHS – Under the general direction of the Assistant Administrator, this position is responsible for the overall management of the Bureau including the direction, supervision, development, implementation, and coordination/leadership for the administrative operations of the Division including budget, fiscal, procurement, purchasing, position management, communications, grants and contracts management, facilities management (space, fleet, telecommunications, health and safety, security, etc.) grants and contracting process, resolving audit issues, and monitoring federal guidance changes. This position has division-wide management responsibilities and signature authority for contracts, grants and agreements for the Administrator and Deputy Administrator, and in other areas in the absence of the Administrator and Deputy Administrator. This position also provides leadership for the Budget and Operations Section as well as communications staff focusing on risk communications, public information and press releases.
- 28) Director of the Bureau of Aging and Disability Resources, Division of Public Health, DHS – Under the general direction of Assistant Administrator this position provides leadership for the development and delivery of programs and services for older adults; people with physical and developmental disabilities; people who are deaf, hard of hearing and deaf-blind; and people who are blind or have

vision loss. The Bureau consists of the: Office on Aging; the Office for the Blind and Visually Impaired; the Office for the Deaf and Hard of Hearing; the Office for Resource Center Development; and a Physical Disabilities Coordinator that oversees the statewide network of Independent Living Centers. Programs and services administered by the Bureau include: Aging and Disability Resource Centers; the State's Elderly Nutrition Program; Elder, Disability, Deaf, and Tribal Benefits Specialist Programs; Vulnerable Adult Services; Independent Living Centers; Alzheimer and other dementia programs and initiatives; Family Caregiver Support Programs, Foster Grandparent/Retired Senior and Volunteer Programs, Evidence-based Health Promotion and Disease Prevention Programs, Domestic Abuse in Later Life Programs, transportation services, the Wisconsin Senior Employment Program, Guardianship Support, Foster Grandparents Program, Communication Access programs, WI Interpreting and Transliterating Assessment for sign language interpreters, Sign Language Interpreting Services, Assistive Technology programs, and Independent Living Services for the Blind and Visually Impaired. This position is responsible for long and short-term planning, program evaluation, data collection, program oversight and monitoring, and management of the fiscal and personnel resources of the Bureau.

- 29) Director of the Office of Health Informatics, Division of Public Health, DHS – Under the general direction of the Administrator, this position is responsible for the overall leadership and management of the Office, including the direction, supervision, development, implementation, and coordination of complex statewide programs. Key duties are to lead the Division in the application of informatics, to assist internal and external partners to transform public health practice through the use of informatics, to oversee the administration of Vital Records, Health Analytics and Health Informatics Architecture sections and associated information systems; and to enhance the use and automation of these information resources to improve the effectiveness and efficiency of public health practice at local and state levels, (including public health surveillance, epidemiology, planning, environmental assessment and regulation, case management, situation awareness, communication and performance improvement) as well as to aid improvement in medical, dental and other health services. This position responsible for strategic leadership, planning, budget, acquisition and implementation of systems, and creating a sustainable business model for ongoing Office operations based on a combination of grants, contracts, memorandums of understanding (MOUs), program revenue, and general revenue funds.
- 30) Director of the Office of Policy and Practice Alignment, Division of Public Health, DHS – Under the general direction of the Administrator, this position is responsible for building/facilitating partnerships and coalitions with external partners (including local public health, the health care community, university and other researchers, professional associations, nonprofit and faith-based organizations, other governmental agencies, and tribes) and leading systematic state and community level planning to improve the health of all residents of Wisconsin. The position administers training and assistance to public health professionals and local health departments, ensures successful development and advancement of the State Health Plan, provides support for the planning, promotion, implementation and evaluation of public health programs and services statewide, and promotes health equity by addressing health disparities. This position provides direction to the Division's five Regional Offices, the Policy Section, and the Minority Health Office.
- 31) Director of the Office of Preparedness and Emergency Health Care, Division of Public Health, DHS – Under the general direction of the Administrator, this position is responsible for the overall direction, supervision, development, implementation, coordination and evaluation of complex, statewide programs including, but are not limited to: Emergency Medical Services, Emergency Medical Services for Children, Hospital Emergency Preparedness, Public Health Emergency Preparedness, and Trauma. These programs are managed through the Preparedness and Response Section and the Emergency Medical Services Section Sections. This position and is responsible for the overall

direction and supervision of personnel, fiscal, procurement, and other management activities and provides statewide leadership for development and implementation of program policies, development of federal grant applications for funding to build state infrastructure and capacity, preparation of components of the biennial budget process, development and enforcement of standards and guidelines the Bureau's programs, the development, implementation and evaluation of program practices and policies, implementation of effective working and contractual relationships with local public health, health care, and private, not for profit agencies, and evaluation of existing and proposed legislative proposals.

- 32) Director of the Bureau of Assisted Living, Division of Quality Assurance, DHS – Under the general direction of the Deputy Administrator this position has complete administrative responsibility to manage the programs to monitor the state's licensure/certification of community-based residential facilities, residential care apartment complexes, adult family homes and adult day care. This position's responsibilities include the timely conduct of standard and complaint surveys of Wisconsin's adult community-based providers and to ensure compliance with the federal and/or state regulations for licensure and/or certification as well as investigation of facility complaints. This position coordinates, develops and maintains ongoing contact with private and public agencies, legislators, associations, medical professionals, and attorneys, in taking a lead role for problem resolution regarding the department policy on adult community-based program operations and regulation enforcement. This position develops and implements Bureau policies and procedures as necessary to carry out the program goals and staff in the central office and four regional offices.
- 33) Director of the Bureau of Education Services and Technology, Division of Quality Assurance, DHS – Under the general direction of the Deputy Administrator this position is responsible for administering the information technology needs of the division and managing the division's data systems, directing the training curricula for providers, consumers and division staff, overseeing the provision of specialized training and resources to field staff; developing new state and federal regulatory approaches, and providing training and technical assistance to Division employees as well as to the provider community in the areas of health care regulations and health care facility construction. This is accomplished through two sections including Education Services and Information Management Services located in the central office and in three regional offices.
- 34) Director of the Bureau of Health Services, Division of Quality Assurance, DHS – Under the general direction of the Deputy Administrator this position has complete administrative responsibility to monitor a variety of health and community-based providers in managing and processing state licensure and approval surveys for the following providers: general and special hospitals; swing bed units in hospitals, home health agencies and hospices; and federal certification surveys for hospitals, home health agencies, hospices, ambulatory surgery centers, Rural Health Clinics, Outpatient Rehabilitation Providers, Prospective Payment Exemption for hospitals, End Stage Renal Disease centers or units, Personal Care Agencies, mental health, alcohol and other drug abuse program certification for prevention, intervention, emergency detox, outpatient, residential treatment, day treatment, inpatient, methadone, and community support programs. This position supervises staff in central office and in the Bureau's five regional offices.
- 35) Director of the Bureau of Nursing Home Resident Care, Division of Quality Assurance, DHS – Under the general direction of the Deputy Administrator this position has complete administrative responsibility to manage programs that monitor nursing facilities state licensure and federal certification programs. This position develops and implements policies and procedures as necessary to carry out the program goals and ensures the integrity of the survey and licensing of these programs. This position develops code interpretations and makes program policy decisions on emerging issues by synthesizing and analyzing multi-disciplinary and often conflicting information from competing

viewpoints, and coordinates, develops and maintains ongoing contact with private and public agencies, legislators, associations, medical professionals, and attorneys, in taking a lead role for problem resolution regarding department policy on nursing facility program operations and regulation enforcement. This position provides current information to management on emerging issues, provides statistical consultation and training to providers and their organizations, advocacy groups and consumers, state legislators, the media, and Division and Department Management. The Bureau's responsibilities include the timely conduct of standard and complaint surveys of Wisconsin's nursing facilities to ensure compliance with the federal and/or state regulations for licensure and/or certification and investigation of facility complaints. This position supervises staff in the central office and five regional offices.

- 36) Director of the Office of Caregiver Quality, Division of Quality Assurance, DHS - Under the general direction of the Deputy Administrator this position has complete administrative responsibility for the management of the caregiver regulation and investigation program, as well as the nurse aide training and testing program. This position is also responsible for managing the State of Wisconsin Nurse Aide Registry and has responsibility for background check and investigation programs that affect provider entities and their employees, residents, and non-client residents. This position provides direction in conducting background checks and carrying out the investigative functions associated with statewide caregiver abuse and misappropriation allegations, and is responsible for the coordination of activities, and liaison with, professional and technical staff in the Departments of Justice and Safety & Professional Services. This position ensures that information technology, licensing, fraud and abuse referrals and data collection for legislative reporting are carried out and recommends on how to eliminate gaps and resolve issues. Further, this position establishes and maintains contacts with federal, state and professional health worker organizations and serves as a spokesperson relative to the caregiver regulation and investigation program. This position supervises staff in the central office and is responsible for managing purchase of services contracts for investigations, training and nurse aide competency testing.

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 specification was created effective December 11, 2016 and announced in Bulletin 0436-CC/SC to collapse several DHS specific classification specifications including: Deputy Administrator, Department of Health Services; Disability Determination Manager; Health Care Manager; Quality Assurance Manager, and Public Health Manager. Positions previously classified as Human Services Manager were also incorporated into this classification. The affected classifications were abolished in Bulletin DPM 0436-CC/SC on December 11, 2016.