City of Stoughton

Additional Staffing Request Form

General Information

Date:	08/18/2023
Director:	Cindy McGlynn
City Department:	Senior Center
Requested Position Title:	Case Manager
Status:	☐ 40 Hours ☐ 30 Hours ☐ 24 Hours ☐ 22.5 Hours ☒ Other _____

Directions:

Before adding a new position to our budget, we need to justify the significant additional expense. Increasing headcount is an important and expensive decision that can only be funded with anticipated increased productivity, expense reduction, and/or additional revenues.

The Employee Cost Summary will be completed by the Director of Human Resources & Risk Management once this form is received.

Justification

Give a specific explanation regarding why the proposed position is critical to the operation of your department: Attach proposed or existing position description and organizational chart.

Case Managers assess the needs of the client and arrange, coordinate, monitor, evaluate, and advocate for multiple services to meet specific complex needs. This preventative and cost saving program is recognized by the State as a "Best Practice" for meeting the long term needs of a growing population of older adults.

The need for general and acute case management services has rapidly increased over the years and the role of case management has expanded drastically. Case managers are often the first entry point for services due to being the community provider and the final "safety net" when short term case management ends, managed care organizations are not meeting clients' needs or clients are not eligible for other agencies' services.

Physical health, mental/behavioral health, food insecurity, transportation and housing/homelessness are just some health/socioeconomic drivers that have fallen under the case management umbrella. To address the increase in demand and complexity of cases, we have had to establish a waiting list (at least 3 weeks) for staff to address any new referral. As with any customer-based service, when demand grows but staffing does not keep pace, the quality-of-service suffers. Often there is not enough time to build trust with clients, make or return phone calls in a timely manner, complete reports on time, etc.

Impact

If position is not approved, give specific departmental impact as well as impact to City services and other departments:

The Senior Center will be forced to extend waiting lists and quality of existing case management services will begin to suffer. More older adults will need to access emergency services as crisis situations inevitably will occur.

Alternatives

List alternatives to filling this position: Give specific alternatives, i.e., restructure – attach additional documents, if necessary.
Click here to enter text.

Submitted By

Director:	
Cindy McGlynn	
Signature: Click here to enter text.	**Date: 8/18/2023**