

Study Summary - Administrator, Withdrawal Management Program

Background and Rationale:

Recently, with Ramsey County Board support, the Detoxification Center applied and was approved for a new license under Minnesota Statute 245F, Withdrawal Management Program for 30 of its 50 resident beds in the facility. Under this license, the Detoxification Center will have the ability to provide short-term medical services to residents needing effective stabilization and withdrawal management services through detoxification, assessment, interventions and referral to aftercare services on a 24/7 basis.

With the addition of these program services, it is necessary to expand the leadership of the Detoxification Center to provide oversight and management of the new Withdrawal Management Program. In addition to detoxification services, the new program offerings will include the following:

- Care coordination services.
- Comprehensive assessment.
- Health assessment.
- Individual and group motivational counseling.
- Medical Director availability, seven days a week and within 24 hours.
- Mental health and substance use disorder screening.
- Patient education.
- Peer recovery support services.
- Stabilization planning.
- Withdrawal management services.

To continue to provide services to address the unique medical needs of each patient, be responsive to the language and cultural needs of each patient, and to encourage patients to remain in care for an appropriate duration as determined by the patient's stabilization plan, a third administrator is needed in the Social Services department.

With the addition of an administrator of withdrawal management, it is critical to the success of the program by ensuring that the leadership and management infrastructure can fully lead and manage the program, staff and support the patients. Under this leadership, unique challenges of operating a 24/7 facility can ensure improvements in scheduling, maintaining staffing rations and program census, incident response protocols, budget management, meeting regulatory and compliance standards and preserving union-management relations.

The functions of detoxification will continue and will be paired with the new Withdrawal Management Program. This new program structure is comparable to the services provided by Lake Owasso Residence and the Ramsey County Care Center.

The Administrator, Withdrawal Management Program and Detoxification will be responsible to lead and direct the overall operations of the program; to establish and manage policies, practices and procedures to comply with local, state and federal regulations; to prepare and monitor the annual budget and fiscal and operational management; to advise senior leadership on the resources, implications and strategies of the program; to improve quality of care by defining treatment philosophies and models of care; to oversee on-site contracted clinical and health services as part of the interdisciplinary team; and to establish and implement service agreements with community, partner vendors and health care organizations.

Human Resources conducted a review of the functions of this position and the job description, and a review of the applicable statute governing the creation of unclassified positions. The review concluded:

- The title Administrator, Withdrawal Management Program and Detoxification adequately describes the work of this position.
- Ramsey County Board action is required to designate one additional administrator, withdrawal management program and detoxification as unclassified.
- Funding and one additional full-time equivalent for this position is included in the 2022-2023 Social Services department budget. In addition, the program's new revenue will support the cost of the new administrator position.
- This position will be filled through an open competitive hiring process.
- The Human Resources director certifies that this position meets the standards and criteria of the Personnel Act, Minnesota Statute 383A.286, Subdivision 3, to be placed in the unclassified service.

Recommendation

Approve the addition of one unclassified, unrepresented Administrator, Withdrawal Management Program and Detoxification position.