

2019 BID SPECIFICATION

PROGRAM #: 609

STANDARD PROGRAM: Children's First Program Case Manager

TARGET POP: Children's First

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YEAR: 2019

UNITS: Actuals

CLIENTS: 320

ALLOCATION: TBD

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UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Southeast Wisconsin

DAYS/HRS OF SERVICE AVAILABILITY: Monday – Friday 8:00 am – 5:00 pm

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

## PROGRAM DESCRIPTION:

Vendor shall provide contracted staff and pay rolling services for the following positions:

The Provider will employ 1 FTE case manager/facilitator to work with the Workforce Solutions Specialized Employment Support and Business Services Teams for Children First Program. The team member will report to the designated team leader of the functional team.

The Provider's staff will be responsible for providing case management and employment and training services for a variety of customers eligible for Children First Services. The staff will be responsible for providing services necessary to meet program, agency, state and federal guidelines.

The aim of the program is to have noncustodial parents make child support payments on a timely basis and to maintain his or her employment.

**Program goals:** The goals of the program are to provide employment related activities and training to assist non-custodial parents to obtain employment and succeed in the workforce. Non-custodial parents will be given access and input into all programs and services needed to obtain stable and better-paying jobs, pay child support on a consistent basis, and through training and advocacy to become an integral part of their child(s) lives.

**Program services:** The program will provide basic services to assist eligible participants in achieving economic self-sufficiency. Services may include some or all of the following: orientation, individual employment plan, assessment, counseling, job search assistance, job placement, fatherhood training, referrals, other barrier-reducing services, and job retention and follow-up services.

**Sequencing of components:** The type and amount of services is determined on a case-by-case basis and is determined after an assessment is completed.

- All referrals will participate in a orientation session. The following topics will be covered during the orientation: review and complete the Rights and Responsibilities form, including obtaining the signature of the NCP and case manager.
- Assign NCP who need job search and retention skills to the Ultimate Employee Workshop (UEW) series or the appropriate Workplace Excellence Series workshops. The following topics will be covered during the series: communication skills for the workplace, networking, resume development, mock and motivational interviewing, basic economics, job search methods, and introduction to National Career Readiness Certification, followed by weekly job club meetings.
- NPCs who are determined to be work ready or upon completion of the UEW participants will participate in one or more of the placement tracks outlined below not to exceed 32 hours of activity per week for non-paid work activities.

**Job Search activities:** Participants shall submit a required number of job applications weekly, attend appropriate job ready workshops or job networking groups, or attend educational programming to obtain GED/HSED, credential or the National Career Readiness Certification.

Other responsibilities and duties include, but are not limited to:

- Conduct an orientation for the Children First program for non-custodial parents referred by Child Support office or Family Court. Orientation is to provide an overview of program details and participant expectations.
- Meet with participants, review intake information and conduct intake interview to determine appropriate activities.
- Schedule participant appointments so that participants' activities are reviewed, monitored, and recorded on a regular basis.
- Complete all paperwork and documentation in a timely and accurate manner.
- Assess participant for job readiness, education/training needs, potential exemption (which would include determining if participant has any barriers) and the need for supportive services.
- Refer participants to other services at Workforce Solutions and in the community.
- Develop Individual Employment Plans to reflect employment, employment search, training, and supportive services provided to participants. Modify Employment Plans as needed.

- Coordinate and assure access to appropriate supportive services.
- Monitor compliance with the program and report back to Child Support office or Family Court. Monitoring includes checking weekly attendance for compliance and checking to see if participants are making support payments.
- Preparing Court reports indicating the success or failure of participants in the program and forwarding reports to the Court before the participant is scheduled to attend their next court hearing.
- Document participant's activities and compliance/non-compliance in the Child First program in the KIDS system.
- Record job attainments in the CARES system.
- Prepare and send a report to Supervisor monthly. Report should include numbers of referrals received from Child Support/Family Court, number of participants enrolled during the month, number of participants who obtained employment, average hourly wage and amount of child support paid by participants for that month.
- Provide weekly and monthly follow up with the employer and program participant during the length of the work experience, temporary/permanent placement, or OJT to address concerns/or issues if they arise, and to maximize the potential for a successful outcome.
- Maintain accurate follow up and accumulative documentation and provide required reports to the HSD/WS Managers and supervisor.
- Respond to requests for presentations about the program.
- Plan and participate in a variety of local office activities to improve understanding of the Children First Program.
- Create and contribute to communications.
- Facilitate workshops, train, and guide individuals in job-seeking skills, self-image and attitude

### **QUALIFICATIONS**

- Bachelor's degree in Human Resources, Business, Management, Education or a related field, or an Associate's degree in Human Resources, Business, Management or a related field and one (1) year employment/training, program or case management experience.
- Two (2) years' work experience in making independent decisions and meeting deadlines.
- Valid Wisconsin driver's license.
- Demonstrated knowledge and sensitivity to various cultures and underserved and underserved families from all socio-economic backgrounds.
- Recent technical training or experience with Microsoft Word, Access, Excel, PowerPoint and other applications.
- Prompt and regular attendance.
- Or any equivalent combination of education, training, or experience which provides the requisite knowledge, skill, and abilities.
- The National Career Readiness Certification is a preferred qualification

### **EVALUATION OUTCOMES:**

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.