

2019 PROGRAM SPECIFICATION
RAMAC

PROGRAM #: 671

STANDARD PROGRAM: TechHire Case Manager

TARGET POP: 18-29 year olds

YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

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.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

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

WORKFORCE SOLUTIONS TECH HIRE CASE MANAGER 1 FTE

Basic Function

The TechHire Case Manager provides comprehensive, intensive case management services to Department of Labor grant eligible customers to assist each individual in developing skills, attaining an education level, pursuing advanced education or training and obtaining permanent employment in Information Technology careers. The position will determine eligibility, file maintenance, and will collect and document the required enrollment paperwork, and enter the information into appropriate databases. This position is a project position lasting approximately 42 months.

Essential Duties

1. Perform outreach, recruitment and eligibility determination.
2. Provide case management to assist participant in eliminating obstacles that may interfere with program participation and employment.
3. Identify barriers to employment and make appropriate referrals to program and community resources. Monitor ongoing progress toward goals and provide support and additional referrals as necessary.
4. Evaluate competencies and monitor progress of participants' job skills and trainings.
5. Provide appropriate guidance and support for customers in short-term Information Technology training programs
6. Provide referrals to education programs, health and mental health programs, childcare programs, and other services that can assist participants to become job ready.
7. Collaborate effectively with other community organizations, local businesses, and counseling services to maximize opportunities for partners and the effectiveness of the program.
8. Assist with coordination of employment related events and activities, career fairs, employer advisory committees, career exploration events etc.
9. As needed, conduct intake, orientation, program suitability and eligibility sessions.
10. Determine and document program eligibility using WIOA rules and guidelines.
11. Provide employment retention for up to one year past program completion.
12. Maintain timely and accurate documentation of services in accordance with Agency, State and Federal contractual guidelines for quality assurance.
13. Participate in staff meetings, trainings, workshops and outreach events.
14. Perform any other functions as needed by management and agency to meet Workforce Solutions and Team goals.

Organizational Placement

Reports to the Workforce Services Supervisor, the position will be located at the Racine County Workforce Solutions.

Supervision Received

Receives general supervision from the Workforce Services Supervisor.

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

Knowledge, Skills and Abilities

- Ability to effectively communicate orally and in writing.
- Ability to maintain accurate and complete records both paper and electronic
- Ability to evaluate information and exercise independent judgment in making decisions.
- Ability to appropriately and professionally represent the WIOA Adult team and the Workforce Solutions in performing assigned duties and responsibilities following County policies and procedure.
- Ability to communicate well with staff, team members, other functional teams and the public.

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.