

2019 PROGRAM SPECIFICATION  
Professional Services Group

PROGRAM #: 538

STANDARD PROGRAM: CPS Case Manager

TARGET POP: Children/Youth

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YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

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UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday-Friday, 8:00 a.m.-5:00 p.m. with some evenings, weekends and on-call hours possible

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 will provide two (2) contracted staff and payroll services for the following:

**Child Protective Services (CPS) Case Manager**

CPS Case Manager provides social work services to agency clients as requisitioned by case managers to help facilitate meeting the provisions of the established case plans, maintain contact with other professionals and community resources, advocacy and follow-up to clients for Human Services Department's Case Management Division, document social work activities and progress in implementing case plans and recommend amendments to case plans as needed.

**ESSENTIAL FUNCTIONS:**

- Document all case work activities to ensure compliance with county, state and federal requirements.
- Utilize effective oral and written communication skills.
- Utilize advanced knowledge to:
  - Review established case management plans and related court order with clients to ensure their understanding of the contents of the plans and/or orders.
  - Work with children, parents, caretakers and other responsible parties to achieve the goals of the case plans.
  - Exercise judgment to intervene as an advocate for clients in emergency and crisis situations.
- Possess knowledge of Wisconsin State Statutes Chapter 51, 48, 938, 55, and 880.
- Conduct home visits as per program standards.
- Establish working relationship with clients to enable them to achieve the goals of the case plan and to comply with the requirements of the court orders.
- Provide clients with information about community resources and assist with accessing resources.
- Identify the changing needs of clients and recommend the appropriate amendment to the case plan.
- Maintain working relationship with case managers, other professionals both within and outside the agency and with other community resources.
- Report family progress to Racine County Human Services Department and make appropriate recommendations.
- Ability to operate a motor vehicle safely and obey all traffic laws. Must have reliable transportation on a daily basis, a valid driver's license and automobile insurance.
- Safely transport clients as needed.
- Other duties as assigned.

**REPORTS TO:** Supervisor of the RCHSD Child Protective Service Case Management Unit.

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.