

2019 PROGRAM SPECIFICATION
Professional Services Group

PROGRAM #: 537

STANDARD PROGRAM: Social Worker I&A (Access)

TARGET POP: Children/Youth

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 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 four (4) contracted staff and payroll services for the following:

Social Worker I&A (Access)

Function as a single point of entry for Child Protective Services (CPS) and service referrals to the Racine County Human Services Department. This may include providing information and assistance to callers of the Racine County Human Services access line or performing intake, investigative and/or case management activities within various Human Services units.

Essential Duties

1. Process and prioritize all requests for information and assistance. Direct agency-specific referrals to the appropriate Human Services Unit.
2. Deal with crisis walk-ins and prioritize emergencies; medications, food, clothing, etc.
3. Make appropriate referrals to other community resources and provide follow-up services.
4. At discretion of supervisor, rotate through CPS and other case management units, performing intake and investigative and/or case management activities.
5. Maintain accurate records for statistical reports.

Supervision Received

Receives general supervision from the Manager of the Youth & Family Division.

Qualifications

- Bachelor's degree in one of the following social services fields: correctional administration, criminal justice, educational psychology, counseling, guidance and counseling, psychology, social welfare, social work and sociology.
- One (1) year full-time experience in a social work capacity (does not include internships, school or volunteer experiences).
- Work experience in client assessment.
- Prompt and regular attendance.

Knowledge, Skills & Abilities

- Knowledge of community resources.
- Knowledge of Chapters 48, 55 and 880 desirable.
- Ability to respond to crisis and to make appropriate judgments as to resolutions.
- Ability to deliver concise oral and written reports.
- Ability to work well with other agencies.

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.