

CONTRACT #18-71B
REPLACES CONTRACT #18-71A

This contract is between RACINE COUNTY HUMAN SERVICES DEPARTMENT (HSD) whose business address is 1717 Taylor Avenue, Racine, Wisconsin 53403, hereinafter referred to as Purchaser, and RACINE AREA MANUFACTURERS AND COMMERCE, whose principal business address is 300 5TH Street, Racine, Wisconsin 53403, hereinafter referred to as Provider. This contract is to be effective for the period January 1, 2018 through December 31, 2018.

The Provider employee responsible for day-to-day administration of this contract will be Anna Clementi, whose business address is 300 5th Street, Racine, Wisconsin 53403, telephone number 262-634-1931, e-mail address aclementi@racinechamber.com. In the event that the administrator is unable to administer this contract, Provider will contact Purchaser and designate a new administrator.

The Purchaser employee responsible for day-to-day administration of this contract will be Krista Kennedy, (262) 638-6671, e-mail Krista.Kennedy@RacineCounty.com, whose business address is 1717 Taylor Avenue, Racine, Wisconsin 53403. In the event that the administrator is unable to administer this contract, Purchaser will contact Provider and designate a new administrator.

This contract becomes null and void if the time between the Purchaser's authorized signature and the Provider's authorized signature exceeds sixty days.

(signed) Anna Clementi
PROVIDER'S AUTHORIZED REPRESENTATIVE

9/17/2018
DATE

(signed) _____
COUNTY EXECUTIVE

DATE

(signed) Heidy M. Christman
COUNTY CLERK

9/21/18
DATE

(signed) [Signature]
COUNTY BOARD CHAIRPERSON

9-21-18
DATE

(Two Purchasers' signatures required
for fully executed agreement.)

CERTIFIED TO BE CORRECT AS TO FORM

REVIEWED BY FINANCE DIRECTOR

By [Signature]
Racine County Corporation Counsel
9-21-18
Date

[Signature]
Signature
9-19-18
Date

This agreement (including the Exhibits) and the Racine County Human Services *Contract Administration Manual* (revised August 2006), which is incorporated herein by references as if set forth in full, constitute the entire agreement of the parties and supersedes any prior understandings, agreements, or contracts in regard to the subject matter contained herein. This agreement may be amended in accordance with the Racine County *Contract Administration Manual*.

I. CERTIFICATION OF SERVICES

- A. Provider agrees to provide the services detailed in the bid specifications, if any; the request for proposals (RFP) and Provider's response thereto, if any; and on the attached Exhibits, which is fully incorporated herein by reference. In the event of a conflict between or among the bid specifications, the RFP or responses thereto, or the terms of this Agreement or any of them, it is agreed that the terms of this Agreement, to the extent of any conflict, are controlling.
- B. Provider agrees to meet the program standards as expressed by State, Federal and County laws, rules, and regulations applicable to the services covered by this Agreement. If the Provider obtains services for any part of this Agreement from another subcontractor, the Provider remains responsible for fulfillment of the terms and conditions of the contract. Provider shall give prior written notification of such subcontractor to the Purchaser for approval.
- C. Provider agrees to secure at Provider's own expense all personnel necessary to carry out Provider's obligations under this Agreement. Such personnel shall not be deemed to be employees of Purchaser. Provider shall ensure Provider's personnel are instructed that they will not have any direct contractual relationship with Purchaser. Purchaser shall not participate in or have any authority over any aspect of Provider's personnel policies and practices, and shall not be liable for actions arising from such policies and practices.
- D. Purchaser shall have the right to request replacement of personnel. Provider shall comply where such personnel are deemed by County to present a risk to consumers. In other instances, the parties shall cooperate to reach a reasonable resolution of the issue.
- E. Provider shall complete its obligations under this Agreement in a sound, economical and efficient manner and in accordance with this Agreement and all applicable laws. Provider agrees to notify Purchaser immediately whenever it is unable to comply with the applicable State, Federal and County laws, rules and regulations. Non-compliance will result in termination of Purchaser's obligation to purchase those services.
- F. Where required by law, Provider must, at all times, be licensed or certified by either the State or County as a qualified provider of the services purchased hereby. Provider shall fully cooperate with licensing and certification authorities. Provider shall submit copies of the required licenses or certifications upon request by Purchaser. Provider shall promptly notify Purchaser in writing of any citation Provider receives from any licensing or certification authority, including all responses and correction plans.
- G. The authorized official signing for the Provider certifies to the best of his or her knowledge and belief that the Provider defined as the primary participant in accordance with 45 CFR Part 76, and its principles:
 - 1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency.
 - 2. Have not within a 3-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, State, or local) transaction; violation of Federal or State antitrust statutes or commission of

embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, or receiving stolen property;

3. Are not presently indicted or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
4. Have not within a 3-year period preceding this contract had one or more public transactions (Federal, State, or local) terminated for cause or default.

Should the applicant not be able to provide this certification, an explanation as to why should be included with the signed contract.

The Provider agrees that it will include, without modification, the clause titled "Certification Regarding Debarment, Suspension, In-eligibility, and Voluntary Exclusion-Lower Tier Covered Transaction." Appendix B to 45 CFR Part 76 in all lower tier covered transactions (i.e., transactions with subgrantees and/or contractors) and in all solicitations for lower tier covered transactions.

- H. Provider agrees to do background checks for all employees having regular contact with children, the elderly or vulnerable adults, including caregiver background checks where required by law. Provider agrees to follow the requirements of Administrative Code DHS 12, and Wisconsin Statute 48.685 and 50.065 regarding Caregiver Background Checks. Provider agrees to cooperate with Purchaser to implement Caregiver Background Checks, if Provider is licensed by, or certified by Purchaser. If Provider is licensed by, or certified by, the State of Wisconsin, and is required by ss 48.685 and 50.685 to perform Caregiver Background Checks, Provider will maintain the appropriate records showing compliance with the law and the Administrative Code HFS 12.
- I. Provider agrees to cooperate in site reviews and to take such action as prescribed by the Purchaser to correct any identified noncompliance with Federal, State and County laws, rules, and regulations.
- J. Provider agrees to abide by the Veteran's Priority Provisions of the Jobs for Veteran's Act (P.L. 107-288) to ensure that a veteran shall be given priority over a non-veteran for the receipt of employment, training and placement services provided under that program, notwithstanding any other provision of law.

II. RECORDS

- A. Provider shall maintain records as required by State and Federal laws, rules and regulations.
- B. Provider shall retain any record required to be kept on behalf of Purchaser for a period of not less than seven (7) years unless a shorter period of retention is authorized by applicable law or for a longer period of time if required by law.
- C. It is understood that in the event this Agreement terminates for any reason, Purchaser, at its option may take ownership of all records created for the purpose of providing and facilitating provision of services under the Agreement. If, as the result of the expiration or termination of this Agreement, Provider discontinues services provided under this Agreement to any client who continues to require such service, Purchaser shall have the right to take immediate physical custody of any of the client's records that are necessary to facilitate the transition of services to another provider of such service, including, but not limited to, all documents, electronic data, products and services prepared or produced by Provider under this Agreement.

- D. The use or disclosure by any party of any information concerning eligible clients who receive services from Provider for any purpose not connected with the administration of Provider's and Purchaser's responsibilities under this contract is prohibited except with the informed, written consent of the eligible client or the client's legal guardian.
- E. In the event that the Provider meets the criteria of a qualified service organization as defined in 42 CFR § 2.11, the Provider acknowledges that in receiving, storing, processing, or otherwise dealing with any patient records, it is fully bound by 42 CFR § 2 et. Seq. and if necessary, will resist in judicial proceedings any efforts to obtain access to patient records except as permitted by 42 CFR § 2 et. Seq. However, the parties further agree that pursuant to 42 CFR § 2.12 (c) (4) that the restrictions on disclosure in 42 CFR § et. Seq. do not apply to communications between the Racine County Section 51.42 board and the Provider regarding information needed by the Provider to provide services to the Racine County 51.42 board.
- F. Provider agrees to assist Purchaser in promptly fulfilling any public records request, in the manner determined by Purchaser, of a record not protected by a law requiring confidentiality that Provider keeps or maintains on behalf of Purchaser.

III. FISCAL RESPONSIBILITIES

- A. Charge no more than 10% for management and general expenses as defined in proposal application. The 10% costs can be computed on program expenses only.
- B. Charge no greater amount than defined in proposal application for profit which will be computed as per the Allowable Cost Policy (private for-profit provider).
- C. Provider agrees to adhere to the guidelines of the DHS or DCF *Allowable Cost Policies Manual*, Office of Management and Budget Circular A122 or A102, and the fiscal requirements of the *Contract Administration Manual*, Racine County Human Services Department.
- D. In accordance with s.s.46.036 and the purchase of professional services, there is no need for a formal audit. However, in the event that any costs appear to be inconsistent with industry norms, the purchaser reserves the right to request documentation of billed expenses and conduct an Audit Review.
- E. Upon completion of the audit review by Purchaser, if Provider received funds in excess of actual allowable costs or actual unit costs, or if Purchaser has identified disallowed costs, Provider shall refund excess monies to Purchaser. If Provider fails to return funds paid in excess, Purchaser shall recover the money from subsequent payments made to Provider or Purchaser can use any other remedy provided by law.
- F. Submit a written request to Racine County to expend any reserve amounts. The request must be submitted no later than 30 days after receipt of the audit. The request for expenditure of reserve amounts must specify the proposed purpose of utilizing the reserve amount. Reserve amounts not approved by HSD will be refunded to Racine County.
- G. Maintain a uniform double entry accounting system and a management information system compatible with cost accounting and control systems. (See DHS or DCF *Allowable Costs Policy Manual*.)
- H. If the Provider requests an advance payment in excess of \$10,000.00, the Provider agrees to supply a surety bond per s. 46.036(3)(f) Wis. Stats. The surety bond must be an amount equal to the amount of the advance payment Provider has requested.
- I. Provider will be responsible for 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

related to the staff.

IV. INDEMNITY AND INSURANCE

- A. To the fullest extent permitted by law, the Provider agrees to indemnify and hold harmless the Purchaser, and its officers and its employees, from and against all liability, claims, and demands, on account of any injury, loss, or damage (including costs of investigation and attorney's fees), which arise out of or are connected with the services hereunder, if such injury, loss, or damage, or any portion thereof, is caused by, or claimed to be caused by, the act, omission or other fault of the Provider or any subcontractor of the Provider, or any officer, employee or agent of the subcontractor of the Provider, or any other person for whom Provider is responsible. The Provider shall investigate, handle, respond to, and provide defense for and defend against any such liability, claims, and demands, and to bear all other costs and expenses related thereto, including court costs and attorneys' fees. The Provider's indemnification obligation shall not be construed to extend to any injury, loss, or damage that is caused by the act, omission, or other fault of the Purchaser. Provider shall immediately notify Purchaser of any injury or death of any person or property damage on Purchaser's premises or any legal action taken against Provider as a result of any said injury or damage.

- B. Provider shall at all times during the terms of this Contract keep in force a liability insurance policy issued by a company authorized to do business in Wisconsin and licensed by the State of Wisconsin Office of the Commissioner of Insurance in an amount deemed acceptable by Purchaser. Upon the execution of this Contract and at any other time if requested by Purchaser, Provider shall furnish Purchaser with written verification of the existence of such insurance. In the event of any action, suit, or proceedings against Purchaser upon any matter herein indemnified against, Purchaser shall, within five working days, cause notice in writing thereof to be given to Provider by certified mail, addressed to its post office address.

- C. The Provider shall maintain at its own expense and provide Purchaser with Certificates of Insurance that provide the following coverage:
 - 1. Maintain worker's compensation insurance as required by Wisconsin Statutes, for all employees engaged in the work.

 - 2. Maintain general liability coverage including personal injury and property damage against any claim (s), which might occur in carrying out this contract. Minimum coverage shall be one million dollars (\$1,000,000) liability for each occurrence for bodily injury and property damage including product liability and completed operations and three million dollars (\$3,000,000) in the aggregate. Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out this contract. Minimum coverage shall be one million dollars (\$1,000,000) for each occurrence combined single limit for automobile liability and property damage and three million dollars (\$3,000,000) in the aggregate.

- D. Racine County, and its officers and employees shall be named as additional insureds on Provider's general liability insurance policy for actions and/or omissions performed pursuant to this contract. All coverage enumerated above must be placed with an insurance carrier with an AM Best Rating of A-VIII or greater. Purchaser shall receive a 30-day notice of cancellation of any policy. A copy of Certificate of Insurance and the referenced policies shall be mailed to Purchaser within 60 days of the beginning of this contract.

- E. Provider is prohibited from waiving Purchaser's right to subrogation. When obtaining required insurance under this Agreement and otherwise, Provider agrees to preserve Purchaser's subrogation rights in all such matters that may arise that are covered by Provider's insurance

V. PAYMENT FOR SERVICES

- A. Provider shall submit all bills (reflecting net payment due) and the Contract Information for Agencies cover sheet by the 10th day following the close of the month. Billings received by the 10th day shall be reimbursed within 15 business days.
- B. Purchaser shall not be held financially liable for any payment for service received from Provider if the billing for such service is received 90 days or more from the date of the service provided to the respective client. However, final expenses for 2018 must be received by the Purchaser on or before January 21, 2019. Reimbursement for 2018 expenses received after January 21, 2019, will be denied.
- C. In the case of termination of contract during the contract period, all expenses must be submitted to Purchaser no later than 20 days after the effective date of termination or January 21, 2019, whichever comes first.
- D. All 2018 Provider billings for WIOA funded programs must be received by the Purchaser on or before July 20, 2018 or in the case of termination of contract during the contract period, 20 days after effective date of termination
- E. Method of payment shall be the following:

Reimbursement of Actual Expenses

Provider shall bill Purchaser monthly on the appropriate line of the Purchaser's Contract Information for Agencies Form (CIA). Provider shall be reimbursed for actual program expenses reported on the CIA Form. Provider shall maintain financial statements or other documentation of total program expenses submitted for payment. Actual expenses cannot exceed the total amount specified in the contract without renegotiation.

VI. NON-DISCRIMINATION

- A. During the term of this agreement, Provider agrees not to discriminate on the basis of age, race, ethnicity, religion, color, gender, disability, marital status, sexual orientation, national origin, cultural differences, ancestry, physical appearance, arrest record or conviction record, military participation or membership in the national guard, state defense force or any other reserve component of the military forces of the United States, or political beliefs against any person, whether a recipient of services (actual or potential) or an employee or applicant for employment. Such equal opportunity shall include but not be limited to the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, training, rates of pay, and any other form of compensation or level of service(s).
- B. Provider agrees to post in conspicuous places, available to all employees, service recipients and applicants for employment and services, notices setting forth the provisions of this paragraph. The listing of prohibited bases for discrimination shall not be construed to amend in any fashion state or federal law setting forth additional bases, and exceptions shall be permitted only to the extent allowable in state or federal law.
- C. Provider and all subcontractors agree not to discriminate on the basis of disability in accordance with the Americans With Disabilities Act (ADA) of 1990, the Wisconsin Statutes secs. 111.321 and 111.34, and the Racine County Ordinances. Provider agrees to post in conspicuous places, available to employees, service recipients, and applicants for employment and services, notices setting forth the provisions of this paragraph.
- D. Provider shall give priority to those methods that offer programs and activities to disabled

persons in the most integrated setting. Where service or program delivery is housed in an inaccessible location, and accessible alterations are not readily achievable, Provider agrees to offer "programmatically accessible" to recipients (real or potential) of said services and programs (e.g., change time/location of service).

- E. Provider agrees that it will employ staff with special translation and sign language skills appropriate to the needs of the client population, or will purchase the services of qualified adult interpreters who are available within a reasonable time to communicate with hearing impaired clients. Provider agrees to train staff in human relations techniques and sensitivity to persons with disabilities. Provider agrees to make programs and facilities accessible, as appropriate, through outstations, authorized representatives, adjusted work hours, ramps, doorways, elevators, or ground floor rooms. Provider agrees to provide, free of charge, all documents necessary to its clients' meaningful participation in Provider's programs and services in alternative formats and languages appropriate to the needs of the client population, including, but not limited to, Braille, large print and verbally transcribed or translated taped information. The Provider agrees that it will train its staff on the content of these policies and will invite its applicants and clients to identify themselves as persons needing additional assistance or accommodations in order to apply for or participate in Provider's programs and services.
- F. Provider agrees to maintain comprehensive policies to ensure compliance with Title VI of the Civil Rights Act of 1964, as updated to address the needs of employees and clients with limited English proficiency. Provider agrees that it will employ staff with bilingual or special foreign language skills appropriate to the needs of the client population, or will purchase the services of qualified adult interpreters who are available within a reasonable time to communicate with clients who have limited English proficiency. Provider will provide, free of charge, all documents necessary to its clients' meaningful participation in Provider's programs and services in alternative languages appropriate to the needs of the client population. Provider agrees that it will train its staff on the content of these policies and will invite its applicants and clients to identify themselves as persons needing additional assistance or accommodations in order to apply or participate in Provider's programs and services.
- G. Provider shall comply with the requirements of the current Civil Rights Compliance (CRC) Plan, which is available at <https://www.dhs.wisconsin.gov/civil-rights/index.htm>. Providers that have more than fifty (50) employees and receive more than fifty thousand dollars (\$50,000) must develop and attach a Civil Rights Compliance Plan to this Agreement. Provider agrees to develop and attach to this Agreement a Civil Rights Compliance Letter of Assurance regardless of the number of employees and the amount of funding received.
- H. Provider agrees to comply with the Purchaser's civil rights compliance policies and procedures. Provider agrees to comply with civil rights monitoring reviews performed by the Purchaser, including the examination of records and relevant files maintained by the Provider. Provider agrees to furnish all information and reports required by the Purchaser as they relate to affirmative action and non-discrimination. The Provider further agrees to cooperate with the Purchaser in developing, implementing, and monitoring corrective action plans that result from any reviews.
- I. Provider shall post the Equal Opportunity Policy; the name of the Provider's designated Equal Opportunity Coordinator and the discrimination complaint process in conspicuous places available to applicants and clients of services, and applicants for employment and employees. The complaint process will be consistent with Purchaser's policies and procedures and made available in languages and formats understandable to applicants, clients and employees. Provider shall supply to the Purchaser's contract administrator upon request a summary document of all client complaints related to perceived discrimination in service delivery. These documents shall include names of the involved persons, nature of the complaints, and a description of any attempts made to achieve complaint resolution.

- J. In all solicitations for employment placed on Provider's behalf during the term of this Agreement, Provider shall include a statement to the effect that Provider is an "Equal Opportunity Employer."
- K. No individual in the United States may, on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title 1-financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIOA Title 1-funded program or activity. Provider agrees to comply with the Section 188 of WIOA 2014 and implementing regulations at 29 CFR Part 38.

VII. GENERAL CONDITIONS

- A. Provider shall neither assign nor transfer any interest or obligation in this Agreement without the prior written consent of Purchaser, unless otherwise provided herein. Claims for money due to Provider from Purchaser under this Agreement may be assigned to a bank, trust company or other financial institution without County consent if and only if the instrument of assignment provides that the right of the assignee in and to any amounts due or to become due to Provider shall be subject to prior claims of all persons, firms and corporations for services rendered or materials supplied for the performance of the work called for in this Agreement. Provider shall furnish Purchaser with notice of any assignment or transfer.
- B. CONFIDENTIALITY.
 - 1. Provider agrees to comply with all pertinent federal and state statutes, rules, regulations and county ordinances related to confidentiality. Further, the parties agree that:
 - a. Client specific information, including, but not limited to, information which would identify any of the individuals receiving services under this Agreement, shall at all times remain confidential and shall not be disclosed to any unauthorized person, forum, or agency except as permitted or required by law.
 - b. Provider knows and understands it is not entitled to any client specific information unless it is released to persons who have a specific need for the information which is directly connected to the delivery of services to the client under the terms of this Agreement and only where such persons require the requested information to carry out official functions and responsibilities.
 - c. Upon request from Purchaser, client specific information, including, but not limited to, treatment information, shall be exchanged between the parties consistent with applicable federal and state statutes, for the following purposes:
 - i. Research (names and specific identifying information not to be disclosed);
 - ii. Fiscal and clinical audits and evaluations;
 - iii. Coordination of treatment or services; and
 - iv. Determination of conformance with court-ordered service plans.
 - 2. Health Insurance Portability and Accountability Act of 1996 (HIPAA) Applicability.
 - a. The Provider agrees to comply with the federal regulations implementing the HIPAA and all relevant regulations as from time to time amended, to the extent those regulations apply to the services the Provider provides or purchases with funds provided under this Agreement.
 - b. In addition, certain functions included in this Agreement may be covered within

HIPAA rules. As such, the Purchaser must comply with all provisions of the law. If Purchaser has determined that Provider is a "Business Associate" within the context of the law, Provider will sign and return an approved Business Associate Agreement, which will be included and made part of this Agreement.

- C. Provider agrees to cooperate with departments, agencies, employees, and officers of Purchaser in providing the services described herein. Where Provider furnishes counseling, care, case management, service coordination or other client services and Purchaser requests Provider or any of Provider's employees to provide evidence in a court or other evidentiary proceeding regarding the services provided to any named client or regarding the client's progress given services provided, services purchased under this agreement include Provider making itself or its employees available to provide such evidence requested by Purchaser as authorized by law.
- D. Notices, bills, invoices and reports required by this Agreement shall be deemed delivered as of the date of postmark if deposited in a United States mailbox, first class postage attached, addressed to a party's address as set forth in this agreement. Any party changing its address shall notify the other party in writing within five (5) business days.
- E. In order for Provider and the people Provider serves to be prepared for an emergency such as tornado, flood, blizzard, electrical blackout, pandemic and/or other natural or man-made disaster, Provider shall develop a written plan that at a minimum addresses: (1) the steps Provider has taken or will be taking to prepare for an emergency; (2) which of Provider's services will remain operational during an emergency; (3) the role of staff members during an emergency; (4) Provider's order of succession, evacuation and emergency communications plans, including who will have authority to execute the plans and/or to evacuate the facility; (5) evacuation routs, means of transportation and use of alternate care facilities and service providers (such as pharmacies) with which Provider has emergency care agreements in place; (6) how Provider will assist clients/consumers to individually prepare for an emergency; and (7) how essential care records will be protected, maintained and accessible during an emergency. A copy of the written plan should be kept at each of Provider's office(s). Providers who offer case management or residential care for individuals with substantial cognitive, medical, or physical needs shall assure at-risk clients/consumers are provided for during an emergency.
- F. During the term of this Agreement, Provider shall report to the Purchaser's contract administrator, within ten (10) days, any allegations to, or findings by the National Labor Relations Board (NLRB) or Wisconsin Employment Relations Commission (WERC) that Provider has violated a statute or regulation regarding labor standards or relations. If an investigation by the Purchaser results in a final determination that the matter adversely affects Provider's responsibilities under this Agreement, and which recommends termination, suspension or cancellation of this Agreement, Purchaser may take such action. Provider may appeal any adverse finding as set forth at Article X.
- G. This Contract is contingent upon authorization of Wisconsin and United States Law and any material amendment or repeal of the same affecting relevant funding or authority of the Department shall serve to terminate this Agreement, except as further agreed to by the parties hereto.
- H. Purchaser may investigate any complaint received concerning the operation and services purchased including review of clinical service records and administrative records subject to restrictions by law. This may include contacting clients both past and current as required.
- I. Purchaser shall be notified in writing of all complaints filed in writing against the Provider. Purchaser shall inform the Provider in writing with the understanding of the resolution of the complaint.

- J. Nothing contained in this Agreement shall be construed to supersede the lawful power or duties of either party.
- K. All capital equipment purchased with funds from this contract may at the discretion of Racine County revert to Racine County at the termination of this contract period or subsequent contract periods. Computer equipment authorized within this contract budget will require Purchaser's approval prior to purchase and authorized payment.
- L. Provider shall acknowledge Racine County as a funding source in all manner of communication including letterhead, brochures, pamphlets, and other forms of media exposure. Racine County may at its discretion identify the type of acknowledgment necessary for recognition.
- M. Provider agrees to list all external job vacancies on Job Net.
- N. In no event shall the making of any payment or acceptance of any service or product required by this Agreement constitute or be construed as a waiver by Purchaser of any breach of the covenants of this Agreement or a waiver of any default of Provider. The making of any such payment or acceptance of any such service or product by Purchaser while any such default or breach shall exist shall in no way impair or prejudice the right of Purchaser with respect to recovery of damages or other remedy as a result of such breach or default.
- O. Provider may elect to retain the entire right, title and interest to any invention conceived or first actually reduced to practice in the performance of this Agreement as provided by 37 CFR 401. In the event any invention results from work performed jointly by the parties, the invention(s) shall be jointly owned.
- P. PENALTIES.
 - 1. Provider shall provide immediate notice in the event it will be unable to meet any deadline, including deadlines for filing reports, set by Purchaser. Concurrent with notification, Provider shall submit either a request for an alternative deadline or other course of action or both. Purchaser may grant or deny the request. Purchaser has the prerogative to withhold payment to Provider upon denial of request or until any condition set by Purchaser is met. In the case of contracts that have been renewed or continued from a previous contractual period, Purchaser may withhold payment in the current period for failures that occurred in a previous period.
 - 2. If Purchaser is liable for damages sustained as a result of breach of this Agreement by Provider, Purchaser may withhold payments to Provider as set off against said damages.
 - 3. If, through any act of or failure of action by Provider, Purchaser is required to refund money to a funding source or granting agency, Provider shall pay to Purchaser within ten (10) working days, any such amount along with any interest and penalties.
- Q. This Agreement or any part thereof, may be renegotiated at the option of Purchaser in the case of: (1) increased or decreased volume of services; (2) changes required by Federal or State law or regulations or court action; (3) cancelation, increase or decrease in funding; (4) changes in service needs identified by Purchaser; (5) Provider's failure to provide services purchased; or (6) upon any mutual agreement. Provider agrees to renegotiate in good faith if Purchaser exercises this option. Any agreement reached pursuant to renegotiation shall be acknowledged through a written Agreement addendum signed by both parties. If Provider refuses to renegotiate in good faith as required by this section, Purchaser may either terminate the Agreement or unilaterally adjust payments downward to reflect Purchaser's best estimate of the volume of services actually delivered by Provider under this Agreement.

VIII. **RESOLUTION OF DISPUTES:** The Provider may appeal decisions of the Purchaser in accordance with the terms and conditions of this Agreement and Chapter 68, Wis. Stats.

A. **Good Faith Efforts.** In the event of a dispute between the parties involving the interpretation or application of the contents of this Agreement, the parties agree to make good faith efforts to resolve grievances informally.

B. **Formal Procedure.** In the event informal resolution is not achieved, the parties shall follow the following procedure to resolve all disputes:

Step 1: Provider shall present a description of the dispute and Provider's position, in writing, to Purchaser's Division Manager within fifteen (15) working days of gaining knowledge of the issue.

The description shall cite the provision or provisions of this Agreement that are in dispute and shall present all available factual information supporting Provider's position. Failure to timely provide said document constitutes a waiver of Provider's right to dispute the item.

Step 2: Both parties shall designate representatives, who shall attempt to reach a mutually satisfactory resolution within the fifteen (15) working days after mailing of the written notice.

Step 3: If resolution is not reached in Step 2, Purchaser's Division Manager shall provide in writing by mail, an initial decision. Said decision shall be binding until and unless a different decision is reached as outlined below.

Step 4: Provider's Chief Executive Officer or designee may request a review of the initial decision by mailing a written request to Purchaser's Human Services Director within fifteen (15) working days of the receipt of the initial decision. Failure to timely provide said request constitutes a waiver of Provider's right to dispute the item.

Step 5: Purchaser's Human Services Director shall respond to the request for review by mailing a final written decision to Provider within fifteen (15) working days of receipt of the request.

Step 6: Provider's Chief Executive Officer or designee may request a review by the County Executive of the final decision by mailing said request within fifteen (15) working days of the postmarked date of the final decision. Failure to timely provide said request constitutes a waiver of Provider's right to dispute the item.

Step 7: The County Executive shall provide a final decision by mailing it to Provider within fifteen (15) working days following the postmarked date of the request for a review. The decision of the County Executive is final and binding on the parties.

C. **Client Grievance Procedure.**

1. Provider shall have a written client grievance procedure approved by Purchaser, posted in its service area, at all times during the term of this Agreement.

2. Where clients may be entitled to an administrative hearing concerning eligibility, Provider will cooperate with County in providing notice of said eligibility to clients.

IX. **TERMINATION, SUSPENSION AND/OR MODIFICATION**

This Agreement may be terminated and/or its terms may be modified or altered as follows:

A. Either party may terminate the Agreement, for any reason, at any time upon sixty (60) days written notice.

B. Failure of Provider to fill any of its obligations under the Agreement in a timely manner or

violation by Provider of any covenants or stipulations contained in this Agreement shall constitute grounds for Purchaser to terminate this Agreement upon ten (10) days written notice of the effective date of termination.

- C. The following shall constitute grounds for immediate termination:
 - 1. Violation by Provider of any state, federal or local law, or failure by Provider to comply with any applicable state and federal service standards, as expressed by applicable statutes, rules and regulations.
 - 2. Failure by Provider to carry applicable licenses or certifications as required by law.
 - 3. Failure of Provider to comply with reporting requirements contained herein.
 - 4. Inability of Provider to perform the work provided for herein.
 - 5. Exposure of a client to immediate danger when interacting with Provider.

- D. In the event of cancellation or reduction of state, federal or county funding upon which Purchaser relies to fulfill its obligations under this Agreement, Provider agrees and understands that Purchaser may take any of the following actions:
 - 1. Purchaser may terminate this Agreement, upon thirty (30) days written notice.
 - 2. Purchaser may suspend this Agreement without notice for purposes of evaluating the impact of changed funding.
 - 3. Purchaser may reduce funding to Provider upon thirty (30) days written notice. If Purchaser opts to reduce funding under this provision, Purchaser may, after consultation between Provider and Purchaser's contract manager or designee, specify the manner in which Provider accomplishes said reduction, including, but not limited to, directing Provider to reduce expenditures on designated goods, services and/or costs.

- E. Failure of Racine County or the State or Federal governments to appropriate sufficient funds to carry out Purchaser's obligations hereunder or failure of Provider to timely commence the contracted for services, shall result in automatic termination of this Agreement as of the date funds are no longer available, without notice.

- F. Termination or reduction actions taken by Purchaser under this Agreement are not subject to the review process set forth in Article X of this document.

X. CONTRACT CONSTRUCTION AND LEGAL PROCESS

- A. **Choice of Law.** It is expressly understood and agreed to by the parties hereto that in the event of any disagreement or controversy between the parties, Wisconsin law shall be controlling.

- B. **Construction.** This Agreement shall not be construed against the drafter.

- C. **Counterparts.** The parties may evidence their agreement to the foregoing upon one or several counterparts of this instrument, which together shall constitute a single instrument.

- D. **Entire Agreement.** The entire agreement of the parties is contained herein and this Agreement supersedes any and all oral agreements and negotiations between the parties relating to the subject matter hereof. The parties expressly agree that this Agreement shall not be amended in any fashion except in writing, executed by both parties.

- E. **Execution.** This Agreement has no effect until signed by both parties. The submission of this Agreement to Provider for examination does not constitute an offer. Provider warrants that the persons executing this Agreement on its behalf are authorized to do so.

- F. **Limitation of Agreement.** This Agreement is intended to be an agreement solely between the parties hereto and for their benefit only. No part of this Agreement shall be construed to add to, supplement, amend, abridge or repeal existing duties, rights, benefits or privileges of any third party or parties, including but not limited to employees or subcontractors of either of the parties. Except, where Provider intends to meet its obligations under this or any part of this Agreement through a subcontract with another entity, Provider shall first obtain the written permission of Purchaser; and further, Provider shall ensure that it requires of its subcontractor the same obligations incurred by Provider under this Agreement.

- G. **Severability.** The invalidity or un-enforceability of any particular provision of this Agreement shall not affect the other provisions herein, and this Agreement shall be construed, in all respects, as though all such invalid or unenforceable provisions were omitted.

- H. **Venue.** Venue for any legal proceedings shall be in the Racine County Circuit Court.

XI. COST AND SERVICES TO BE PROVIDED

A. Purchaser agrees to pay Provider for the actual services which are described in Exhibit A and rendered by Provider at the contracted amount.

B. The total amount to be paid to Provider by Purchaser for programs and services as specified in this section and described in Exhibit A will not exceed the total contracted dollar amount.

Account #	Program	Total	Units	Unit Rate	Method of Payment
91715.009.600.404500	Resource Room Triage Specialist-Children 1st	\$ 3,539			
91702.009.600.404500	Resource Room Triage Specialist-Adult	\$ 4,628			
91705.009.600.404500	Resource Room Triage Specialist-DW	\$ 8,439			
91719.009.600.404500	Resource Room Triage Specialist-DWD	\$ -			
91718.009.600.404500	Resource Room Triage Specialist-W-2 WI Works	\$ -			
91703.009.600.404500	Resource Room Triage Specialist-Youth In School	\$ 2,178			
91704.009.600.404500	Resource Room Triage Specialist-Youth Out of School	\$ 7,895			
91706.009.600.404500	Resource Room Triage Specialist-Rapid Response	\$ 544			
91708.009.600.404500	Resource Room Triage Specialist-Bootcamp	\$ 500			
91718.009.600.404500	Rescare Rent	\$ 17,000			
		\$ 44,723	N/A	N/A	Actuals
91701.009.600.404500	Entrepreneurial Award (Apollo)-WIOA-Admin	\$ 2,000	N/A	N/A	Actuals
	For Period 1/1/18-6/30/18				
91715.009.600.404500	Resource Room Supervisor-Children 1st	\$ 6,348			
91702.009.600.404500	Resource Room Supervisor-Adult	\$ 7,892			
91705.009.600.404500	Resource Room Supervisor-DW	\$ 6,149			
91719.009.600.404500	Resource Room Supervisor-DWD	-			
91703.009.600.404500	Resource Room Supervisor-Youth In School	\$ 222			
91704.009.600.404500	Resource Room Supervisor-Youth Out of School	\$ 10,280			
91706.009.600.404500	Resource Room Supervisor-Rapid Response	\$ 134			
91708.009.600.404500	Resource Room Supervisor-Bootcamp	\$ 592			
91743.009.600.404500	Resource Room Supervisor-Start IT	\$ 1,035			
91735.009.600.404500	Resource Room Supervisor-TechHire	\$ 201			
91741.009.600.404500	Resource Room Supervisor-Out of School Youth Interns	\$ 268			
91728.011.600.404500	Resource Room Supervisor-Training Grounds	\$ 874			
		\$ 33,995	N/A	N/A	Actuals
	For Period 1/1/18-6/30/18				
91715.009.990.404500	Receptionist-Children 1st	\$ 3,080			
91703.009.990.404500	Receptionist-Youth In School	\$ 105			
91704.009.990.404500	Receptionist-Youth Out of School	\$ 4,813			
91702.009.990.404500	Receptionist-Adult	\$ 3,704			
91705.009.990.404500	Receptionist-DW	\$ 2,783			
		\$ 14,485	N/A	N/A	Actuals
	For Period 7/1/18-12/31/18				
91715.009.990.404500	Receptionist-Children 1st	\$ 2,300			
61701.010.990.404500	Receptionist-HSD Operations	\$ 1,000			
		\$ 3,300			
	For Period 1/1/18-6/30/18				
91703.009.600.404500	WIOA Youth Services-In School	\$ -			
91704.009.600.404500	WIOA Youth Services-Out of School	\$ 27,809			
91706.009.600.404500	WIOA Youth Services-Rapid Response	\$ -			
91708.009.600.404500	WIOA Youth Services-Bootcamp	\$ -			
91741.009.600.404500	WIOA Youth Services-In School Youth Internship	\$ 14,968			
		\$ 42,777	N/A	N/A	Actuals
91715.009.990.404500	Children First Administrative Assistant	\$ 35,470	N/A	N/A	Actuals
91707.009.300.404500	Windows to Work Program For period 1/1/18-6/30/18	\$ 32,062	N/A	N/A	Actuals

Account #	Program	Total	Units	Unit Rate	Method of Payment
	For Period 1/1/18-6/30/18		N/A	N/A	Actuals
91708.009.600.404500	Gateway to Careers-Bootcamp CM	\$ 8,428			
	For Period 1/1/18-6/30/18				
91703.009.600.404500	Employer Engagement Program Manager-In School	\$ 15,272			
91704.009.600.404500	Employer Engagement Program Manager-Out of School	\$ 28,124			
91706.009.600.404500	Employer Engagement Program Manager-Rapid Response	\$ -			
91708.009.600.404500	Employer Engagement Program Manager-Bootcamp	\$ -			
91741.009.600.404500	Employer Engagement Program Manager-In School Youth Interns	\$ -			
		\$ 43,396	N/A	N/A	Actuals
	For Period 1/1/18-6/30/18				
61702.010.990.404500	Marketing Coordinator-BHS General Operations	\$ 9,982			
81708.005.990.404500	Marketing Coordinator-Youth Aids	\$ 9,982			
91704.009.990.404500	Marketing Coordinator-Out of School Youth	\$ 9,982			
		\$ 29,946			
	For Period 7/1/18-12/31/18				
61702.010.990.404500	Marketing Coordinator-BHS General Operations	\$ 9,980			
81708.005.990.404500	Marketing Coordinator-Youth Aids	\$ 10,292			
		\$ 20,272	N/A	N/A	Actuals
	For Period 1/1/18-6/30/18				
91735.009.600.404500	Case Manager TechHire-TechHire	\$ 25,546	N/A	N/A	Actuals
91708.009.600.404500	Case Manager TechHire-Bootcamp	\$ 1,487			
		\$ 27,033			
61701.010.990.404500	Utility Worker	\$ 27,858	N/A	N/A	Actuals
	For Period 1/1/18-6/30/18				
91715.009.990.404500	One Stop Operator Services-Children 1st	\$ 687			
91702.009.990.404500	One Stop Operator Services-Adult	\$ 8,698			
91705.009.990.404500	One Stop Operator Services-Dislocated Worker	\$ 6,148			
91703.009.990.404500	One Stop Operator Services-Youth In School	\$ 207			
91704.009.990.404500	One Stop Operator Services-Youth Out of School	\$ 4,721			
91706.009.990.404500	One Stop Operator Services-Rapid Response	\$ 2,922			
91708.009.990.404500	One Stop Operator Services-Bootcamp	\$ 1,730			
91707.009.990.404500	One Stop Operator Services-Windows to Work	\$ 1,109			
91735.009.990.404500	One Stop Operator Services-TechHire	\$ 2,189			
91702.009.600.404500	One Stop Operator Services-Adult	\$ 37,759			
91705.009.600.404500	One Stop Operator Services-Dislocated Worker	\$ 16,518			
91706.009.600.404500	One Stop Operator Services-Rapid Response	\$ 58			
91708.009.600.404500	One Stop Operator Services-Bootcamp	\$ 2,793			
91741.009.990.404500	One Stop Operator Services-In School Youth Internship	\$ 2,321			
91716.009.300.404500	One Stop Operator Services - Children First Case Management	\$ 358			
91747.009.600.404500	One Stop Operator Services - Start Movin'	\$ 59			
91743.009.990.404500	One Stop Operator Services - Start IT	\$ 2,242			
		\$ 90,519	N/A	N/A	Actuals
61701.010.990.404500	Deputy HSD Director	\$ 101,982	N/A	N/A	Actuals
	For Period 1/1/18-6/30/18				
91746.009.600.404500	Uplift 900 Program Manager	\$ 13,733			
		\$ 13,733	N/A	N/A	Actuals

Approved by HSD Fiscal Mgr *[Signature]*

9/7/18

PROGRAM DESCRIPTION

All contracted employees must successfully complete drug screening, driver's license checks and reference checks. Driver's license checks will be performed once a year for applicable staff.

All staff is required to follow Racine County Human Resources *Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff*.

Provider agrees to use reasonable efforts to ensure the continuity of staff assigned to perform services under this contract. In the case of provider employee absence due to planned vacation, training or other reasons, Provider will make every effort to provide support if requested by County.

Mileage reimbursement will be at the prevailing Federal reimbursement rate that is in effect during the time of travel. Staff is responsible for any and all parking costs.

PROGRAM DESCRIPTION

**Marketing Coordinator
Human Services/Workforce Solutions**

***** Starting July 1, 2018, this position is shared with Kenosha County.**

Basic Functions

This position works closely with the Marketing and Fund Development Manager in the development of marketing materials and strategies for all Racine County programs, departments and initiatives.

Essential Duties

1. Interface with Workforce Solutions, Human Services and other Racine County department staff to create print and electronic marketing pieces.
2. Propose other areas where Racine County initiatives and programs could be marketed to the public.
3. Identify and evaluate new sources for Racine County exposure.
4. Maintain up-to-date information on Racine County website.
5. Take photos of events and record where appropriate.
6. Provide support for strategic plan and process.
7. Use social media to effectively engage the community and create awareness of services offered by Racine County.
8. Collaborate effectively with other community organizations, local businesses, and counseling services to maximize opportunities for partners and the effectiveness of the program.
9. Assist with coordination of employment-related events and activities, career fairs, employer advisory committees, career exploration events etc.
10. Participate in staff meetings, trainings, workshops and outreach events.
11. Perform any other functions as needed by management and agency to meet marketing goals.
12. Conceptualize, develop and design materials to effectively achieve desired outcomes.
13. Evaluate and measure performance of marketing efforts using metrics and analytics
14. Complete tasks and project within prescribed timeline.
15. Other duties as assigned.

Organizational Placement

Reports to the Marketing and Fund Development Manager.

Supervision Received

Receives general supervision from the Marketing and Fund Development Manager.

Qualifications

- Bachelor's degree in Communications, Business, Management, Education or a related field.
- 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 current graphic design software
- Knowledge and experience using multiple social media platforms.
- Prompt and regular attendance.

- Or any equivalent combination of education, training, or experience which provides the requisite knowledge, skill, and abilities.

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 communicate well with staff, team members, other functional teams and the public.

This description has been prepared to assist in properly evaluating various classes of responsibilities, skills, working conditions, etc. present in the classification. It is intended to indicate the kinds of tasks and characteristic levels of work difficulty that will be required of positions that will be given this title. It is not intended as a complete list of specific duties and responsibilities; nor, is it intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind and level of difficulty.

PROGRAM DESCRIPTION

WORKFORCE SOLUTIONS TECH HIRE CASE MANAGER
Workforce Services
For Period 1/1/2018 – 6/30/18

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.

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.

This description has been prepared to assist in properly evaluating various classes of responsibilities, skills, working conditions, etc. present in the classification. It is intended to indicate the kinds of tasks and characteristic levels of work difficulty that will be required of positions that will be given this title. It is not intended as a complete list of specific duties and responsibilities; nor, is it intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind and level of difficulty.

PROGRAM DESCRIPTION

UTILITY WORKER

Provider will provide the following duties as needed

1. Detention food delivery
2. Classroom set ups
3. 1 North Lobby set ups
4. Paper box delivery
5. Package/Mail delivery including building supplies
6. Chair clean ups and or removals
7. Shovel/Salt dock area, entrances, steps when needed
8. When people need items/boxes brought down to the loading dock that will be picked up for the courthouse
9. Hand Sanitizer fill ups
10. Resource room set ups
11. Tables that need to be put in different areas

Further duties may be assigned by Racine County Human Services Department Contract Services

This description has been prepared to assist in properly evaluating various classes of responsibilities, skills, working conditions, etc. present in the classification. It is intended to indicate the kinds of tasks and characteristic levels of work difficulty that will be required of positions that will be given this title. It is not intended as a complete list of specific duties and responsibilities; nor, is it intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind and level of difficulty.

PROGRAM DESCRIPTION

Receptionist

*** Starting July 1, 2018, this position is shared with Kenosha County.

Provider will hire 1 FTE receptionist to greet all customers entering the Racine County Dennis Kornwolf Service Center. These customers will either be directed to the appropriate floor or staff will be notified of their arrival.

Basic Function

This position is responsible for greeting, answering inquiries and obtaining information for the general public, customers, visitors and other individuals entering or calling the Racine County Workforce Solutions. All customers will be directed to the appropriate services/programs or staff will be notified of the customer's arrival.

Essential Duties

1. Promptly, accurately, professionally and courteously answers all telephone calls and greets visitors to determine what service is being requested. Directs customers to appropriate floor.
2. Promptly, accurately, professionally and courteously assesses received calls/inquires and explains services of the Workforce Solutions. Directs callers to the appropriate individual or department. Assists callers in leaving messages in Voice Mail.
3. If necessary, notifies worker of the presence of the customer.
4. Maintains a thorough working knowledge of and adheres to organization policies, regulations and procedures.
5. Respects confidentiality in discussing participant/customer, staff, volunteer and organizational matters.
6. Dispenses forms, messages, materials and documents left at the Reception Desk for customers by staff.
7. Accepts and date stamps forms, messages, materials and documents for individuals and routes to appropriate staff.
8. Performs clerical duties and projects as assigned.

Supervision Received

Receives supervision from the Resource Room Supervisor or Division Managers.

Qualifications

- Passing score on OPAC's Language Arts, filing, tests.
- Prior office experience.
- Typing speed of 40 w.p.m. with 95% accuracy
- Prompt and regular attendance

Knowledge, Skills and Abilities

- Ability to effectively communicate orally and in writing.
- Ability to deal effectively with the general public and other employees.
- Ability to relay information and instructions clearly and concisely.
- Ability to handle multiple tasks.

PROGRAM DESCRIPTION

~~Apollo Award~~

~~The Racine County Workforce Development Board's Entrepreneurial Award, the "Apollo Award", recognizes a new and innovative business in Racine County. The award includes a \$2,000 cash award to be used in the area of marketing, product development or research and development to assist the recipient with long term sustainability. Award recipients shall receive a one-time payment or time-phased increments not to exceed the award amount. Payment of the award shall be distributed by the Provider (RAMAC) in compliance with award guidelines. The Provider will be notified by the WDB of the award recipient.~~

PROGRAM DESCRIPTION

WIA Youth Services
For Period January 1 – June 30, 2018

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

150 youth

The Provider will employ 2 FTE Youth Case Managers that will be responsible for determining program eligibility, file maintenance, and collecting and documenting the required enrollment paperwork, entering information into ASSET including the progression and successful completion of workforce development services for targeted youth, program eligibility and other requirements under the Workforce Innovation Opportunity Act. Service provision will be holistic, comprehensive and customer focused. The Provider will leverage and integrate Workforce Innovation and Opportunity Act funded services with other services provided throughout the community including those available through the Workforce Solutions and other youth-serving agencies. A primary and direct responsibility of the Provider will be to establish a positive, trusting relationship with each enrolled youth. This will include ongoing contact and support.

The Provider's ultimate responsibility will be to assist each individual youth in developing skills, attaining an education level, pursuing advanced education or training and obtaining permanent employment. To accomplish this each enrolled youth will receive an objective assessment and develop an individual service strategy that outlines meaningful, realistic goals and strategies that result in a continuum of accomplishments leading the youth toward his or her long-term goals. Assessment and service planning will be ongoing. As deemed beneficial and appropriate, each youth will be provided access to the following:

1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies
2. Alternative secondary school offerings or dropout recovery services
3. Paid and unpaid work experiences with a academic and occupational education component
4. Occupational skill training, with a focus on recognized postsecondary credentials and in-demand occupations
5. Leadership development activities (e.g., community service, peer-centered activities)
6. Supportive services
7. Adult mentoring
8. Follow-up services for at least 12 months after program completion
9. Comprehensive guidance and counseling, including drug and alcohol abuse counseling
10. Integrated education and training for a specific occupation or cluster
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market information about in-demand industry sectors and occupations
14. Postsecondary preparation and transition activities

In support of local priorities, youth will be prepared for success in the local economy through:

1. Increasing educational attainment and promoting engagement in education and civic opportunities
2. Preparing youth for ongoing training and education to advance along industry specific career pathways
3. Fostering a creative culture that inspires youth and creates a sense of excitement and belonging within Racine County

The service Provider is expected to operate within a quality systems framework. The service Provider may engage partnerships, benchmarking, feedback systems, staff development outcome management and other quality principles to ensure the highest quality services are available to local youth.

PROGRAM DESCRIPTION

Gateway to Careers – Boot Camp
For Period January 1 – June 30, 2018

The Provider will employ (1) one FTE Employment Consultant to provide coaching and case management services to the Gateway to Careers Initiative.

The vendor shall perform the following tasks: compile application packets, prepare and distribute marketing and communication regarding the initiative, coordinate orientation sessions, coordinate industry tours, screen and interview applicants, assess applicants' basic skills in math and reading, assist with resume writing and interviewing skill development, coordinate mock interviews, monitor and coach program participants through the training program to ensure completion, promote completion ceremonies, assist with job placement, and provide retention services up to 12 months after boot camp graduation..

PROGRAM DESCRIPTION

Children First Administrative Support Specialist

Basic Function

To greet visitors, answer telephone and perform other clerical duties as assigned.

Essential Duties

1. Greet and direct customers.
2. Notify staff members via phone or pager when someone is here to see them.
3. Answer telephone calls to the main telephone for the facility and direct these calls to the appropriate individual or department. Assist callers in leaving messages in voice mail.
4. Page announcements as required.
5. Complete and schedule weekly court calendar.
6. Complete client registration.
7. Schedule customer for weekly orientations.
8. Enter data into spreadsheets.
9. Copy and create enrollment folders or other documents.
10. Filing of reports and customer records.
11. Provide clerical support for Children First and Workforce Jail Services program.
12. Provide coverage for Child Support reception area during lunch, breaks, vacations and absences.
13. Provide clerical support services as assigned.

Supervision Received

Receives supervision from the Workforce Services Manager with day-to-day operational direction from Children First staff.

Qualifications

- High school diploma or G.E.D.
- Passing score on OPAC's Alphabetic Filing and Basic Math tests.
- Type 30 net w.p.m. with 95% accuracy.
- Prompt and regular attendance.

Knowledge, Skills, and Abilities

- Prior office experience.
- Ability to understand and carry out written and oral instructions.
- Ability to impart information and instructions clearly and concisely.
- Ability to communicate with the public in a tactful and courteous manner.
- Ability to remain calm and perform duties accurately in crisis or emergency situations.
- Must possess excellent communication skills and demonstrate proper telephone etiquette.

Physical Requirements

- Must be able to exert up to 20 lbs. force to perform push/pull activity on occasional basis (0-33% of workday).
- Must be able to perform occasional bending (0-33% of workday).
- Requires constant use of bilateral upper extremities (67-100% of workday).

Working Conditions

- Works in well lighted and ventilated areas
- Subject to frequent interruptions
- Subject to involvement with personnel, visitors, state and federal agency personnel and residents on a frequent basis.
- Will have contact with the ill, elderly, disabled, mentally ill, emotionally upset, and at times, hostile residents within the facility.

This description has been prepared to assist in properly evaluating various classes of responsibilities, skills, working conditions, etc., present in the classification. It is intended to indicate the kinds of tasks and characteristic levels of work difficulty that will be required of positions that will be given this title. It is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

PROGRAM DESCRIPTION

WIOA One Stop Operator Services For Period January 1 – June 30, 2018

Background, Purpose, and Program Guidance

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. The purpose of the WIOA programs is to provide allowable workforce development activities to eligible clients that will increase employment retention and earnings of participants, and increase occupational skill level attainment by participants. The WIOA is designed to provide programming and funding for streamlining services through the one-stop delivery system at local Job Centers that offer a range of services to job seekers, employers, youth and adult based services on individual needs. The Racine County Job Center/Human Services Building is the primary facility through which the WIOA programs of this RFP are managed and offered.

The purpose of this RFP is to solicit proposals from qualified entities for the one stop delivery system, at the Racine County Human Services Department, 1717 Taylor Ave., Racine, WI 53403, for **WIOA One-Stop Operator Services**. The One-Stop Operator Services shall include responsibility for coordinating the WIOA one stop service delivery and responsibility for providing the WIOA Dislocated Worker Program and the WIOA Adult Program. Program oversight and monitoring through the SE Wisconsin Workforce Development Board (SE WDB).

These one-stop services will assist the workforce development area, specifically Racine County, in increasing the opportunity for area residents to obtain meaningful and career advancing opportunities in the community through educational workforce achievements as described in the SE Wisconsin Workforce Development Area WIOA Plan 2016-2020 at: <http://racinecounty.com/Home/ShowDocument?id=15567>. The Plan for the SE Workforce Development Area contains significant information about the area's one stop system, labor market information, program design and expectations. Since the information is readily available, it will not be repeated in this RFP.

The WIOA information and regulations may be accessed via the U.S. Department of Labor website at: <https://www.doleta.gov/WIOA/>.

The WIOA Program Guidance (Program Guidance) for Adult, Dislocated Worker and Youth Programs-March 18, 2016, issued by the State of WI DWD, can be accessed via the Racine County website at: <http://racinecounty.com/Home/ShowDocument?id=15569>.

The Wisconsin Job Center System Guidance (Final Draft, 16 February 2017) issued by the State of WI, DWD, can be accessed at: <http://racinecounty.com/Home/ShowDocument?id=15571>.

Availability of Funds

For planning purposes, the respondent to this RFP should assume amounts listed are estimated for the program year \$170,458 ADMIN for the One Stop Operator Services/Dislocated Worker Program/Adult Program Services. Amounts are subject to change, based upon the actual amount awarded by the funding source for the program year. Funding availability is subject to change for subsequent program years; therefore, subsequent contract amounts, if any, are subject to change from year to year. If funds awarded for a contract year are not fully expended by a contractor by the end of a contract year (June 30), unexpended funds will revert back to Racine County and the SE WDB.

Performance Standards and Requirements

Proposers should note that the Department of Labor Performance Standards, Equitable Provision of Service Levels and federal administrative requirements shall be adhered to by all contractors.

The State of WI is establishing the base for performance measures and the contractor is required to meet or exceed the SE WDB negotiated performance requirements.

The contractor must meet or exceed all pertinent performance standards as outlined by the State of Wisconsin.

WIOA services must be performed in compliance with WIOA funding source requirements.

The contractor will be required to track and document services activities through the State of Wisconsin the web-based program through the Automated System Support for Employment and Training (ASSET).

WIOA Primary Indicators of Performance

- Employment 2nd Qtr. After exit
- Employment 4th Qtr. After exit
- Median Earnings
- Credential Attainment Rate
- Measurable Skills Gain

Technical Specifications

The **One Stop Operator Services** shall include responsibility for coordinating the WIOA one stop service delivery, for providing the WIOA Dislocated Worker Program and for providing the WIOA Adult Program, with oversight and monitoring by the SE WDB. Services shall be provided for the one-stop primary location at Racine County and access point in Burlington.

The successful contractor's program shall be required to serve all persons requesting assistance as described in the SE Wisconsin Workforce Development Area WIOA Plan (SE WI WDA WIOA Plan 2016-2020), available at: <http://racinecounty.com/Home/ShowDocument?id=15567>.

WIOA defines the required activities authorized for One-Stop Operators. Proposers are encouraged to read the Act in order to understand the scope of authorized one-stop activities. In general, these activities are:

- "... (i) to establish a one-stop delivery system described in section 121(e)
- (ii) to provide the career services described in Section 134(c)(2) to adults and dislocated workers respectively, through the one-stop delivery system in accordance with such paragraph
- (iii) to provide training services described in Section 134 (c) (3) to adults and dislocated workers respectively, described in such paragraph..."

Additionally, the contractor will coordinate with other partners within the One-Stop-Racine County who provide services, including the Business Solutions partner, whose activities described in the WIOA are: "... (iv) to establish and develop relationships and networks with large and small employers and their intermediaries; and (v) to develop, convene, or implement industry or sector partnerships..."

ROLE OF THE ONE STOP OPERATOR

The following overarching goals will guide the One Stop Operator:

- Improve services delivery by focusing on customer satisfaction and outcome measurements and community locations that can be an access point for services.
- Strengthen relationships with current and new partners who are similarly committed to the prosperity of individuals, the community and the economy.
- Solicit and listen to the needs of the diverse array of job seekers, workers, and employers to design services and programs and integrate and align resources, programs, and staff for maximum customer benefit.
- Emphasize and maximize technology to promote the capabilities and outcomes of the Racine County One-Stop System.

The following are specific roles and responsibilities of the One-Stop System Operator in working with all system partners:

1. Represents all of the partners in the system and will be responsible for promoting the vision of Racine County's customer-centric, fully integrated, collaborative and comprehensive One-Stop service delivery system.
2. Assist in the development, implementation and oversight of standards/procedures/protocol to ensure expectations and exceptional customer experience for job seekers, workers and businesses are met throughout the system, includes customer feedback and review system.
3. Establish shared customer service standards.
4. Ensure that the look and feel of the Racine County comprehensive primary center and satellite site is welcoming and accessible to all.

5. Be the first level point of contact for customer complaints.
6. Facilitate and support existing committees, taskforces, and WIOA partnerships to transform the Racine County One-Stop System to meet the local and WIOA vision.
7. Engage all WIOA required and non-required partners to contribute to and support the Racine County One-Stop System.
8. Coordinate and facilitate operational conversations among partners to ensure a customer centric and robust services delivery system. Be proactive in addressing partnership and system needs/issues.
9. Understand and operate within WIOA, local, state, federal laws, policies, regulations, and guidance.
10. Assess the system for compliance with the Memorandum of Understanding (MOU) and the Infrastructure Funding Agreement (IFA).
11. Recommend strategies to strengthen the skills/competency of the One-Stop System professionals.
12. Develop strategies (tracking, validating and reporting) to ensure that federal WIOA performance measures and SE WDB local measures are met and/or are exceeded.
13. Ensure that all applicable federal, state and local policies and procedures are effectively communicated and carried out at all Racine County One-Stop System sites.
14. Provide reports to SE WDB Executive Board and Racine County One-Stop System partners and other stakeholders as appropriate.
15. Develop processes/protocol with partners to ensure that all Racine County One-Stop System sites have predictable operational hours, have sufficient staff coverage, have sufficient and operational equipment, etc.
16. Be able to take on other duties as they become necessary due to the evolution of WIOA and the system/network.

WIOA DISLOCATED WORKER PROGRAM

The WIOA dislocated worker program offers employment and training services for eligible workers who are unemployed through no fault of their own or who have received an official layoff notice. WIOA expands the definition of dislocated worker to include the spouse of an active military member who lost employment as a result of a permanent change in duty location or is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment. It is important to read the Program Guidance at: <http://racinecounty.com/Home/ShowDocument?id=15569>, and other resources as previously noted in this RFP. The WIOA Dislocated Worker Program is a core program of the One Stop Center that provides career planning, job search support and training for eligible individuals. Eligible individuals are those that have lost their employment as a result of a layoff, separation from the military or a business closing. Program services include presenting orientations to groups of employees affected by business layoffs.

WIOA ADULT PROGRAM

Priority for adult services must be given to recipients of public assistance and other low-income individuals, with added priority for individuals who are basic skills deficient. Priority access to services by members of this group applies automatically. Veterans and eligible spouses continue to have priority of service for WIOA and other designated job training programs, funded in whole or part by the U.S. DOL. It is important to read the Program Guidance at: <http://racinecounty.com/Home/ShowDocument?id=15569>, and other resources as previously noted in this RFP.

The WIOA Dislocated Worker Program and the WIOA Adult Program will provide guidance for eligible participants to develop a mutually agreed upon Employability Plan using all assessment information. Talent Development Managers advocate for the participant, assure participant accountability by monitoring compliance to the employment plan, and provide encouragement and support which ultimately helps participants to secure employment and become financially self-sufficient. Talent Development also provides internal case record reviews to ensure program integrity. Talent Development Managers will assist eligible participants to develop an Employability Plan, monitor plan activities per a signed agreement, and assign participants to components that meet their individual needs and fulfill the requirements of the programs. These activities may include remedial education, vocational skills, vocational exploration, job training, job search, and short-term customized training. When barriers to employment are identified, case management will assist participants in overcoming barriers to participation, assign them to appropriate supportive services, and monitor the

participants' progress during their participation. Where indicated, participants will be referred to a community services such as Alcohol and Other Drug Abuse (AODA) treatment, Division of Vocational Rehabilitation (DVR), abuse counseling or psychological services. Talent Development Managers will arrange other support services such as reimbursement for transportation, childcare and special needs. Talent Development Managers will be responsible for the authorization and verification of transportation.

Talent Development Managers will coordinate the flow of participant information to and from all components including direct data entry into the WIOA Management Information System (ASSET). Staff performing these functions may also be called upon to provide supportive assistance or training to other Job Center staff as the need arises. The WIOA Dislocated Worker Program and WIOA Adult Program are currently provided by Racine Area Manufacturers and Commerce.

CAREER SERVICES [Ref: WIOA 121 (b)]

Career services consist of three types:

- 1) Basic career services
 - 2) Individualized career services
 - 3) Follow-up services – for up to 12 months after first day of employment
- 1) Basic career services
 - a) Eligibility determinations for I-B programs
 - b) Job Center outreach, intake (including profiling) and orientation
 - c) Initial assessment of skill levels, (including literacy, numeracy, and English language proficiency) aptitudes, abilities (including skills gaps), and supportive service needs
 - d) Labor exchange services
 - e) Referrals to and coordination with other programs and services
 - f) Provision of workforce and labor market employment statistics information
 - g) Provision of information on ETP performance and related program costs
 - h) Provision of information about local area achievement in performance measures and OSO performance
 - i) Information and referrals to supportive services or assistance
 - j) Provision of information and assistance regarding filing claims for UI
 - k) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
 - 2) Individualized career services
 - a) Comprehensive and specialized assessments of skill levels and service needs of adults and dislocated workers
 - b) Development of an individual employment plan
 - c) Group counseling
 - d) Individual counseling
 - e) Career planning
 - f) Short-term pre-vocational services
 - g) Internships and work experiences that are linked to careers
 - h) Workforce preparation activities
 - i) Financial literacy services
 - j) Out-of-area job search assistance and relocation assistance
 - k) English language acquisition and integrated education and training programs

EMPLOYMENT AND TRAINING ACTIVITIES

TRAINING SERVICES MAY INCLUDE: [Ref: WIOA 134(d)]

- a) occupational skills training, including training for nontraditional employment;
- b) on-the-job training;
- c) incumbent worker training;
- d) programs that combine workplace training with related instruction, which may include cooperative education programs;
- e) training programs operated by the private sector;
- f) skill upgrading and retraining;
- g) entrepreneurial training;

- h) transitional jobs;
- i) job readiness training provided in combination with services described in any of clauses (i) through (viii);
- j) adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described in any of clauses (i) through (vii); and
- k) Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

PROGRAM DESCRIPTION

Windows to Work Program
For Period 1/1/2018 – 6/30/18

The Provider will employ one (1) FTE Case Manager. The Provider is responsible for implementing the Windows to Work Program in Southeastern Wisconsin. Windows to Work is a Wisconsin Department of Corrections Program to reduce recidivism. The program offers pre-and post-release services that incorporates a cognitive behavioral approach to providing services. Thinking for Change curriculum, Makin' it Work curriculum evidenced-based curriculum, is incorporated into the program. Other services offered include: release planning, employability skills training, interpersonal and social skills training, goal setting, financial literacy, and assistance with obtaining and retaining employment. Administer participant support funds provided by Department of Corrections. The provider will serve a minimum of 25 participants.

PROGRAM DESCRIPTION

Employment Resource Room Specialist

Provider will employ 1.0 FTE Resource Room Specialists to assist job seekers find employment through the development of an effective job search process. Staff will demonstrate and coach the use of specialized software for producing high quality resumes and cover letters. They will also help job seekers identify marketable skills, improve resume content, proof resumes and make suggestions for improvement. Staff will encourage and advise job seekers in conducting a successful job search, including internet job searches. Where appropriate, they will refer customers to other services, to include career counseling, educational resources and support services. Staff must have good written and verbal skills, experience and knowledge in training and development, job coaching, interviewing techniques, vocational and employment related assessments, labor market information and enjoy working with the public and possess excellent customer service skills. The staff will identify customers who have not earned their high school diploma. When a customer is identified as not having a high school diploma, the staff will actively connect them with the Adult Education Center or Gateway Technical College.

PROGRAM DESCRIPTION

DEPUTY DIRECTOR - Human Services Department

Basic Function

To be responsible for performing the operational management tasks and assuming total responsibility for the Human Services Department in the absence of the Director. The Deputy Director, with the consultation of the Director, exercises considerable independent judgment in decision making within policies set forth by the Human Services Board and the Wisconsin Department of Health and Social Services and other governmental agencies.

Essential Duties

1. Assist Director with preparation of the annual Human Services budget.
2. Direct staff of the Department in the areas of: Fiscal Management, Clerical and Support operations, and the contracting of services; Western Racine Service Center.
3. Monitor County Board approved Budget and make recommendations for corrective actions regarding potential over-expenditures.
4. Evaluate outcome reports and make recommendations for corrective action.
5. Develop, recommend and implement policies and procedures enacted by the Human Services Board and the County Board of Supervisors.
6. Prepare narrative and statistical reports for administrative and public review.
7. Prepare materials as needed to keep the County Executive, the Human Services Board, and the County Board informed of the Department's activities and needs.
8. Assist Director in establishing long term plans and goals for the Department and assist in establishing same for the community at large as they impact on the Human Services Department.
9. Through consultation with the Director, establish quality assurance of services managed, and the most effective and productive means of delivering services. Maintain ongoing evaluation of liability issues.
10. Participate in contract negotiations with union represented bargaining units as directed.
11. Appear at Human Service Board committee meetings and state committees as requested by the Director.
12. Develop work groups to work on projects such as clerical support, computer systems, and intercounty collaborative projects.
13. Provide analysis of legislation and administrative rules to department staff.
14. Represent the department on State, Regional and Local Committees.

Supervision Exercised

Direct supervision to designated Division Managers. General supervision and direction to all professional, para-professional, and clerical staff of the department.

Supervision Received

Receives direct supervision from Director of Human Services Department. General guidance is received from the County Executive as needed. Policy direction is given by the Human Services Board and the County Board when applicable.

Qualifications

- A master's degree in Human Services, Business or Public Administration.
- A minimum of five (5) years of demonstrated successful management experience (Human Services management experience preferred) in public or private sector is required.
- Experience gained in the administration of multiple human services programs for a community based agency including program planning, administration, budgeting or personnel supervision preferred.
- Prompt and regular attendance.

Knowledge, Skills, and Abilities

- Comprehensive knowledge of management principles and practices including budgeting, planning, personnel management, current management techniques, program evaluation and management information

systems.

- Thorough knowledge of federal, state and local laws, rules and regulations regarding program operation.
- Knowledge of governmental and private grant procedures.
- Ability to plan, organize and direct the activities of a large organization and staff.
- Ability to develop, implement, direct and evaluate consumer centered service programs.
- Ability to develop and effectively present ideas and concepts verbally and in writing to a variety of governmental policy and advisory boards or committees, governmental agencies, and the news media, employees and the general public.
- A demonstrated capacity for originality and analytical thinking in a very complex, fast changing environment.
- Knowledge of funding resources and fiscal management.

This description has been prepared to assist in properly evaluating various classes of responsibilities, skills, working conditions, etc., present in the classification. It is intended to indicate the kinds of tasks and characteristic levels of work difficulty that will be required of positions that will be given this title. It is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind and level of difficulty.

PROGRAM DESCRIPTION

Uplift 900 Project Manager
For Period January 1 – June 30, 2018

Serving as a team member of Racine County Workforce Solutions (WS), the Uplift 900 Project Manager will develop, implement, and evaluate a strategic work plan to employ 900 Racine County residents and in turn, close the gap between the City of Racine and State of Wisconsin unemployment rates. The Project Manager will implement effective strategies to address key unemployment drivers, focusing on racial ethnic minorities and underserved communities.

CORE VALUES OF ALL RACINE COUNTY WORKFORCE SOLUTIONS STAFF

Mission Driven: Provide dynamic services that produce work-ready employees for business and community growth

Customer Focused: Go above and beyond to meet workforce needs of business community

Collaborative: Work across Workforce Solutions and partnering organizational staff to provide high-impact services and work-ready customers to businesses

ESSENTIAL DUTIES AND RESPONSIBILITIES

I. Recruitment and Retention of Job Seekers in Underserved Communities

- Develop an inclusive community and partner engagement strategy in close partnership with faith-based communities, community centers, COP houses, and other organizations working with underserved residents.
- Assist with career pathway development in coordination with all workforce development partners in the community.
- Demonstrated knowledge and sensitivity to various cultures and underserved populations from all socio-economic backgrounds.
- Work closely with Human Services Data Manager and Marketing Manager to effectively measure and communicate progress towards 900 goal.
- Provides proactive recommendations for adjusting strategies that are not demonstrating success.
- Assist with coordination of Workforce Solutions and Higher Expectations employment related events and activities, career fairs, employer advisory committees, career exploration events, workshops, etc.

II. Customized Training and Program Development

- Collaborate effectively with key educational partners (UW Parkside, Gateway, and RUSD) to develop skill-based training that serves as a feeder into credentialed training in high-demand fields.
- Serve as a partner to Business Solutions team to develop strong business partnership to serve as sponsors for on-the-job training and internships for graduates of customized training programs.

OTHER RELATED DUTIES

- Participate in projects and other assignments as directed by WS management and HSD Director.
- Attend staff meetings, trainings, workshops, and outreach events.
- Engage in meetings/events with partner agencies.

- Identify and evaluate testing and assessment tools.
- Perform any other duties or functions as assigned by WS Management.

COMPETENCIES

- Mission driven and innovative
- Excellent relationship builder
- Culturally sensitive
- Program development and evaluation
- Demonstrated success in applying continuous improvement to work process
- Strong presentation and facilitation skills
- Knowledge of Greater Racine community, and state and local resources
- Fluent in Microsoft Office Suite
- Strong verbal and written communication

EDUCATION/CERTIFICATION

- Bachelor's Degree in Human Services/Business related field preferred
- Valid driver's license with reliable transportation and verification of appropriate, current insurance coverage

DECISION MAKING AND PROBLEM SOLVING

In relation to established procedures, protocols and policies of the county, challenges and problems in this position are typically complex, relating to broad operating policies of the county, and may deal with providing input to the governing body on the organization's mission and governance.

This position has authority to make judgments involving multi-departmental policy interpretation and/or define new policies of major importance to the organization. These judgments require a close collaboration of all those involved in the decision-making process.

PROGRAM EVALUATION

Receptionist

1. Positions are filled 100% of the time
2. 100% of clerical staff are punctual at all times.
3. Requests for vacation and sick time coverage are complied with 100% of the time.
3. Complaints and concerns are addressed and resolved immediately.

An Evaluation Outcome Report must be submitted to the WS Manager and Racine County HSD Contract Monitor by 2/1/19.

PROGRAM EVALUATION

Apollo Award

1. Recipient must sign an Award Terms of Acceptance.
2. Recipient must provide a written statement describing how the award impacted the success of their organization and the statement must be submitted to the WDC Manager six to nine months from the award date.

An Evaluation Outcome Report containing program strengths, weaknesses, successes as well as other qualitative and quantitative data must be submitted to the WDC Manager and Racine County HSD Contract Monitor by 2/1/19.

PROGRAM EVALUATION

WIA Youth Services

Young Talent Workforce Services for Youth

1. 150 unique customers served during the year (in active status for at least 1 month)
2. 60 GED/HSED are obtained
3. 75 customers participate in paid work experience/internships
4. All reporting requirements are met.
5. All fiscal reporting requirements are met.
6. Active enrollment of participants is maintained and recorded in case notes.
7. Enrollment, transfer and termination notification reaches the ASSET data entry staff within five days, one hundred percent of the time. Participant files are accurate and complete at all times with all required components consistently organized.
8. Monthly reports are submitted by the 5th day of the following month.
9. A log of ineligible applicants and non-enrolled applicants is maintained including information on referrals to non-WIOA services and reasons for non-enrollment.
10. Program complies with all provisions of Workforce Innovation and Opportunity Act and the program specification.
11. All program and performance standards developed by the US Department of Labor, State of Wisconsin Department of Workforce Development, Southeastern Wisconsin Workforce Development Board and Racine County Workforce Development Board are met including, but not limited to: Note: (Provider is responsible for meeting existing and revised Federal and State performance outcomes.)

Performance Outcomes

WIOA Youth:

65 percent	Attain Credential
70 percent	2 nd Quarter Employment/Education
63 percent	4 th Quarter Employment/Education

An Evaluation Outcome Report containing strengths, weaknesses, success as well as other qualitative and quantitative data must be submitted to the WS Manager, Workforce Services Supervisor and Racine County HSD Contract Services Coordinator by 2/1/19.

Funding

The amount of available funding is dependent upon federal legislation and the continued allocation of funding from the State of Wisconsin to the County. Funding levels may change. The County reserves the right to change the contract to reflect those changes.

PROGRAM EVALUATION

Gateway to Careers – Boot Camp

1. 90% of program participants will complete the program.
2. 90% of program participants will secure employment.
3. 100% of eligible customers shall be entered into ASSET in a timely manner and accurately.
4. All reporting and program requirements will be met.
5. Monthly performance reports are submitted by the 5th of the following month.

An Evaluation Outcome Report must be submitted to the WDC Manager and the Racine County HSD Coordinator of Contract Services and Evaluation by 2/1/19.

PROGRAM EVALUATION

Windows to Work Program

1. Provider will serve 25 participants.
2. Implement training and educational programming to meet the needs of the population.
3. Administer career assessment tools.
4. The position is filled with qualified staff 100% of the time.
5. All documentation and reporting requirements are met.
6. Monthly performance reports due by the 5th of the following month.

An Evaluation Outcome Report must be submitted to the WDC Manager and Racine County HSD Coordinator of Contract Services and Evaluation by 2/1/19.

PROGRAM EVALUATION

Employment Resource Room Specialist

Resource Room

1. 50 customers will be connected with GED completion services.
2. Customers receive quality services on a regular basis. Measured by positive responses on quarterly surveys.
3. All electronic and print resources are current and up-to-date.

All Staff

1. 100% of the time, the positions funded through this contract will be filled with effective staff.
2. The Provider, as the employing entity, will support the compliance of RCDKSC and WDC policies and procedures by their staff.
3. Monthly reports shall be submitted to the functional team leader by the 5th of each month.
4. The Provider's staff members will assist the Specialized Employment functional teams meet or exceed all program performance standards developed by the State of Wisconsin Department of Workforce Development, and Racine County Workforce Development Board.
5. Adhere to all reporting requirements.

An Evaluation Outcome Report must be submitted to the WS Manager and Racine County HSD Coordinator of Contract Services by 2/1/19.

PROGRAM EVALUATION

Uplift 900 Project Manager

1. Engage 9,000 City of Racine residents around Uplift 900 initiative.
2. Recruit 50 business partners and 25 community and/or faith-based partners.
3. Assist 450 City of Racine residents in completing education and/or training credentials.
4. Assist a minimum of 900 City of Racine residents to gain employment within 3-5 years and ensure 75% of them receive a minimum starting wage of \$15/hour.
5. Track and report customer data, ex: barriers, intervention, employment outcomes, with HSD Director.

An Evaluation Outcome Report must be submitted to the WS Manager and Racine County HSD Coordinator of Contract Services by 2/1/19.

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this bid/proposal, the prospective recipient of Federal assistance funds is providing the certification as set below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to which this bid/proposal is submitted it at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The term "covered transaction," "debarred," "suspended", "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal, bid/proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person in which this bid/proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this bid/proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this bid/proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, declared ineligible, or voluntarily excluded from participation in the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties Excluded from Procurement or Nonprocurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

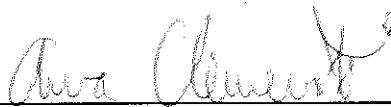
The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

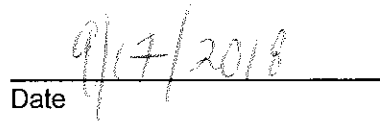
(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



Signature
Agency Director's Name or Designee
(If designee, attach Designee Authorization)



Date



Name printed

DISCLOSURE OF LOBBYING ACTIVITIES FORM
(Required for a W-2 agency that has lobbying activities.)

Approved by OMB
0348-0046

Reproduced by DWD/DWS/BDS

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352
(See reverse for public burden disclosure.)

1. Type of Federal Action: <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. <input type="checkbox"/> f. loan insurance	2. Status of Federal Action: <input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post award	3. Report Type: <input type="checkbox"/> a. <input type="checkbox"/> b. For Material Change Only: Year _____ quarter _____ Date of last report
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: Congressional District, if known:	5. If Reporting Entity in No. 4 is Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, if applicable:	
8. Federal Action Number, if known:	9. Award Amount, if known: \$	
10. a. Name and Address of Lobbying Entity (if individual, last name, first name, MI):	10. b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):	
11. Amount of Payment (check all that apply): \$ _____ <input type="checkbox"/> actual <input type="checkbox"/> planned	13. Type of Payment (check all that apply): <input type="checkbox"/> a. retainer <input type="checkbox"/> b. one-time fee <input type="checkbox"/> c. commission <input type="checkbox"/> d. contingent fee <input type="checkbox"/> e. deferred <input type="checkbox"/> f. other; specify: _____	
12. Form of Payment (check all that apply): <input type="checkbox"/> a. cash <input type="checkbox"/> b. in-kind; specify: nature _____ value _____		

14. Brief Description of Services Performed or to be Performed and Date(s) of Service, including officer(s), employee(s), or Member(s) contacted, for Payment indicated in Item 11:

15. Continuation Sheet(s) SF-LLL-A attached: Yes No

16. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature: Anna Clementi
Print Anna Clementi Name:
Title: operations supervisor
Tele. No.: (262) 634-1931 Date:
4/17/2008

DISCLOSURE OF LOBBYING ACTIVITIES
CONTINUATION SHEET

0348-0046
(cont.)

Reporting Entity: _____ Page _____ of _____

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, state and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limit to subcontracts, subgrants ad contract awards under grants.
5. If the organization filing the report in item 4 checks (Subawardee), then enter the full name, address, city, state and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, state and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. Enter the amount of compensation paid or reasonable expected to be paid by the reporting entity (item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.

12. Check the appropriate box(es). Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.
13. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.
14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered. Include all preparatory and related activity, not just time spent in actual contact with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.
15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.
16. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, D.C. 20503.