

Modification A to Contract #FY19-220

This contract modification is between RACINE COUNTY HUMAN SERVICES DEPARTMENT whose business address is 1717 Taylor Avenue, Racine, Wisconsin 53403 and RACINE AREA MANUFACTURERS AND COMMERCE, whose principal business address is 300 5TH Street, Racine, Wisconsin 53403, hereinafter referred to as Provider.

The modification to this agreement will be in effect from August 1, 2019 to September 30, 2020. The Provider agrees to abide by all of the terms of the original agreement dated August 1, 2019 through September 30, 2020 with addition of the following:

The following positions were added to the contract:


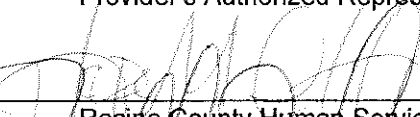
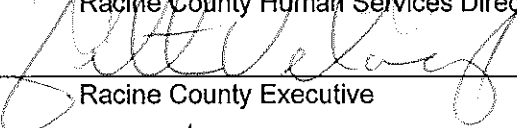

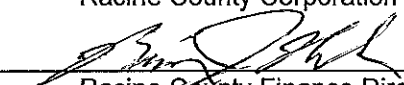
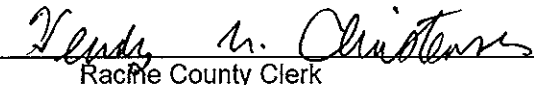
1 FTE - WHEAP Administrative Assistant – Lead

1 FTE – Administrative Assistant (increasing the total number of FTEs to 3)

The Program Allocation was increase by \$80,619. Making the Total Program Allocation \$431,983.

Any modifications to the total amount allocated for provision of the services outlined in this contract are indicated on the attached Budget Sheet (Attachment A).

In accordance with the Contract Administration Manual of Racine County, (Section III. A.1. Contract Modification and Extension), the approval for this change is executed by the Human Services Department Director, Finance Director, Corporation Counsel and County Board Chairperson with signatures affixed.

(signed) <u></u>	<u>01/20/2020</u>
Provider's Authorized Representative	Date
(signed) <u></u>	<u>1/31/2020</u>
Racine County Human Services Director	Date
(signed) <u></u>	<u>02-10-2020</u>
Racine County Executive	Date
(signed) <u></u>	<u>02-01-2020</u>
Racine County Corporation Counsel	Date
(signed) <u></u>	<u>01/30/2020</u>
Racine County Finance Director	Date
(signed) <u></u>	<u>02/11/2020</u>
Racine County Clerk	Date
(signed) _____	_____
Racine County Board Chairperson	Date

PROGRAM DESCRIPTION

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

Provider 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.

Vendor shall provide 1 FTE contracted staff and payrolling services for the following positions:

WHEAP Lead Worker and Outreach Coordinator

Basic Function:

To function as a resource person for WHEAP Intake Specialists; provide technical interpretations of policies and procedures; review cases for compliance with state and federal regulations (QA); recommend corrective action procedures based on case reviews and observation of staff performance; respond to escalated calls and customer complaints. This position is also responsible to engage and secure outreach sites across East and West Racine County where we can maximize and ensure that all members of our community are able to access the Wisconsin Home Energy Assistance Program. This position ensures outreach priorities according to this program.

Essential Duties:

1. Respond to inquiries from intake specialists, and assist with policy interpretation, email the State and respond to Supervisor's inquiries.
2. Provide technical assistance to intake specialists, assist with difficult interviews, calls, face to face appointments.
3. Receive and respond to customers, public officials, state and public inquiries.
4. Monitor timeliness and compliance. Assist with the coordination of day to day operations.
5. Substitute for absent supervisor, assist in fulfillment of job duties in their absence.
6. Complete Quality Control reviews, prepare and attend fair hearings.
7. Monitor inbox, calls, dashboards.
8. Make public presentations, as requested. Assist on presentations, outreach and intake when needed.
9. Must successfully complete trainings upon hire. Attend refreshers, mandatory conferences and trainings. Some overnight stays will be required.
10. Availability to work flexible hours to meet the needs of the community.
11. Prepare and maintain an inventory of crisis related equipment.
12. Available to work on crisis calls / services. Deliver necessary equipment to those who lost their source of heat in winter.
13. Secure and coordinate outreach sites, for the early application season, as well as for the ongoing season.
14. Work with the WHEAP Supervisor to provide reports, compile statistics and maintain accurate records of client program participation. Complete up to date information and provide it in a timely manner.
15. Maintain security of files, records and documents while outside the office.

16. Assist with WHEAP intake, ensuring excellence in customer service and accurate, timely services.
17. Interact with representatives of Racine County Departments, outside agencies, provide information and referrals, dissipate discrepancies, resolve customer concerns, provide guidance and address conflicts.
18. Coordinate manage and evaluate program services and areas of need.
19. Participate in developing and creating program policies, procedures, marketing plans and long-term planning strategies.
20. Provide responsive, high quality service to the community, representatives of other agencies in a confidential and professional manner.
21. All other duties as assigned.

Supervision Received:

WHEAP Supervisor

Qualifications:

- Associate Degree in Social Science, Business or related field or sixty credits of post-secondary education.
- Experience in WHEAP Intake and Policy, preferred.
- Must complete training upon hire, as made available by the State.
- Two years work experience in use of personal computer.
- Experience with individuals of varying socio-economic backgrounds.
- Knowledge of community resources.
- Prompt and regular attendance.
- Valid WI Driver's License for necessary travel.
- Bilingual preferred

Vendor shall provide 4 FTE contracted staff and payroll services for the following positions:

WHEAP Intake Specialist

Basic Functions:

This position is responsible for interviewing applicants for the Wisconsin Home Energy Assistance and Furnace programs, request and process documents. Knowledge of policies and meeting deadlines, accordingly.

Essential Duties:

1. Interview WHEAP applicants, request necessary documentation, meet deadlines.
2. Enroll and attend trainings, immediately after hiring as made available by the State. Must successfully complete all trainings. Some overnight stays for mandatory training and conferences will be required.
3. Participate in ongoing training, refreshers, as required by the State.
4. Make appropriate referrals to the weatherization program.
5. Flexibility of work hours would be required to provide services at different times, on different sites for different sectors of the community.
6. Assistance with emergency furnace outage, deliver space heater, perform WHEAP intake as requested.
7. Ensure accuracy and integrity of applications.
8. Ability to manage calls, schedules and workload.
9. Maintain a good working relationship with community partners, consumers and co-workers.

Supervision Received

WHEAP Supervisor

Qualifications

- Valid driver's license for required travel to outreach and training.
- Regular and prompt attendance.
- Must complete training upon hire, as made available by the State.
- Pre-requirement to pass math and typing test.
- Associates Degree preferred.
- Bilingual preferred.
- Experience with individuals of varying socio-economic backgrounds.

Vendor shall provide 1 FTE contracted staff and payroll services for the following positions:

WHEAP Administrative Assistant – LEAD

Basic Functions:

To support the WHEAP Team by leading the clerical team in performing a variety of duties, while working independently. Provides excellent and timely customer service while observing confidentiality of records as required by this program.

Essential duties:

1. Delegate tasks to Admin team
2. Compile data for supervisor
3. Implement and monitor front end tasks
4. Manage timeliness of seeing clients/monitor wait times
5. Handle escalated calls
6. This job may require the ability to have work scheduling flexibility in order to accommodate to the needs of the community.
7. Ability to multitask and prioritize as well as work with a team.
8. Attend trainings upon hire and stay away on overnight ongoing trainings and conferences.
9. Customer service orientated, along with excellent oral and written skills.
10. Perform front reception desk functions, filing, handle telephone calls and in person interactions with professionalism, scanning and faxing, handling mail and scheduling appointments.
11. Ability to be crossed trained to support other areas within the Division of Economic Support.

Supervision Received:

WHEAP Supervisor

Qualifications:

- High School Diploma.
- Regular and prompt attendance.
- Proficient in the use of personal computer, Outlook, Excel and other Microsoft products.
- Ability to time manage, plan, organize and prioritize tasks.
- Professional verbal and written communications skills.
- Ability and understanding of dealing with a diverse population.
- Bilingual preferred.

Vendor shall provide 3 FTE contracted staff and payrolling services for the following positions:

WHEAP Administrative Assistant

Basic Functions:

To support the WHEAP Team performing a variety of duties, while working independently. Provides excellent and timely customer service while observing confidentiality of records as required by this program.

Essential duties:

1. This job may require the ability to have work scheduling flexibility in order to accommodate to the needs of the community.
2. Ability to multitask and prioritize as well as work with a team.
3. Attend trainings upon hire and stay away on overnight ongoing trainings and conferences.
4. Customer service orientated, along with excellent oral and written skills.
5. Perform front reception desk functions, filing, handle telephone calls and in person interactions with professionalism, scanning and faxing, handling mail and scheduling appointments.
6. Ability to be crossed trained to support other areas within the Division of Economic Support.

Supervision Received:

WHEAP Supervisor

Qualifications:

- High School Diploma.
- Regular and prompt attendance.
- Proficient in the use of personal computer, Outlook, Excel and other Microsoft products.
- Ability to time manage, plan, organize and prioritize tasks.
- Professional verbal and written communications skills.
- Ability and understanding of dealing with a diverse population.
- Bilingual preferred.

EVALUATION OUTCOMES:

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

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor and the ESS Division Manager by 11/01/20.

XII. COST AND SERVICES TO BE PROVIDED

A. Provider and Purchaser understand and agree that the eligibility of individuals to receive the services purchased under this agreement will be determined by the Purchaser.

B. Purchaser agrees to pay Provider for the actual services rendered by Provider and authorized by Purchaser at the contracted amount.

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

Account #	Program	Total	Units	Unit Rate	Method of Payment
	For Period 8/1/19-9/30/20				
	WHEAP Administration	\$ 431,983	NA	NA	Actuals
91710.009.300.404500					
91711.009.300.404500					
91712.009.300.404500					
91755.009.300.404500					

Approved by HSD Fiscal Manager *[Signature]* 1/19/20

Approved by Contracted Agency *[Signature]*
01/20/2020