

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Katherine Luster
INITIATED BY



Phil Boutwell
DRAFTED BY

Human Services Board
SUBMITTED BY

August 3, 2017
DATE DRAFTED

Awarding Contract for Paraprofessional Services for Rock County Human Services Child Protective Services Programs

1 **WHEREAS**, Rock County Human Services wishes to centralize a number of paraprofessional service
2 contracts and the Family Skills Program under one provider; and,
3
4 **WHEREAS**, the paraprofessional contract will give Human Services the flexibility to shift some
5 paraprofessional work from the CPS social workers to the contracted provider in order to give Human
6 Services capacity to handle increasing caseloads; and,
7
8 **WHEREAS**, the Purchasing Department solicited proposals for Child Protective Services
9 Paraprofessional Services for a three-year period, beginning January 2018, with up to three additional one-
10 year extensions; and,
11
12 **WHEREAS**, four raters evaluated the proposals and unanimously selected the PSG proposal at a level of
13 19,000 hours of paraprofessional services, per year.
14
15 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors duly assembled
16 this 14th day of September, 2017, does hereby approve entering into a contract for
17 paraprofessional services with PSG of Kenosha, Wisconsin under the terms set forth in Request for
18 Proposal #2017-42, and authorizes the County Board Chair to approve the contract.

Respectfully submitted,

HUMAN SERVICES BOARD

Brian Knudson
Brian Knudson, Chair

Absent
Sally Jean Weaver-Landers, Vice Chair

Karl Dommershausen
Karl Dommershausen

Terry Fell
Terry Fell

Linda Garrett
Linda Garrett

Ashley Kleven
Ashley Kleven

Kathy Schulz
Kathy Schulz

Terry Thomas
Terry Thomas

Shirley Williams
Shirley Williams

17-9A-345

AWARDING CONTRACT FOR PARAPROFESSIONAL SERVICES FOR ROCK COUNTY
HUMAN SERVICES CHILD PROTECTIVE SERVICES PROGRAMS

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FISCAL NOTE:

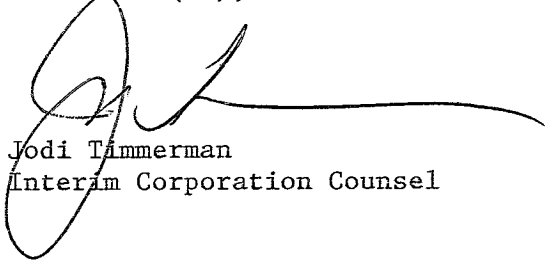
If approved, this contract would start in January 2018. Therefore, funds will need to be included in the 2018 budget for the cost of this contract.



Sherry Oja
Finance Director

LEGAL NOTE:

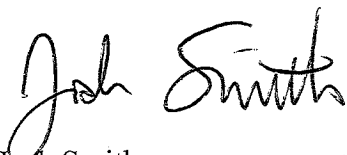
The County Board is authorized to take this action pursuant to secs. 59.01 and 59.51, Wis. Stats. Professional services are not subject to bidding requirements of § 59.52(29), Stats.



Jodi Timmerman
Interim Corporation Counsel

ADMINISTRATIVE NOTE:

The Human Services Department completed an in-depth review into staff turnover and retention among Child Protective Services (CPS) staff and identified paraprofessional support as one of a number of potential improvements. At this point in time this change is estimated to cost approximately \$30,000 more than the current service structure. I will be recommending this change in the 2018 recommended budget, likely along with other recommendations from the turnover study. Therefore, I recommend this resolution be approved so that work can begin on planning for implementation with the vendor contingent upon budget approval.



Josh Smith
County Administrator

Awarding Contract for Paraprofessional Services for Rock County Human Services Child Protective Services Program

Executive Summary

The Human Services Department requests the County Board award the paraprofessional contract, which is the first step in a 2018 budget initiative that centralizes and expands paraprofessional support services for the CPS Social Workers. This initiative comes from an extensive look into CPS worker burnout and turnover. It shifts some paraprofessional work from Social Workers to a paraprofessional service contract. CPS Managers believe the change makes the Social Workers more efficient, better poised to handle increasing caseloads and reduce turnover.

The CPS Managers found that 32,000 hours per year of paraprofessional work is performed in CPS operations. Paraprofessional work includes: family interactions, safety checks, prison visits, arranging appointments, scheduling transportation, transporting children and in-home parenting services. Roughly 16,000 of those hours currently fall under a variety of service contracts, and paraprofessional services through the Family Skills Program. The other half of the workload is done by CPS Social Workers who devote approximately 16,000 hours per year to perform paraprofessional work. This is not the best use of their time, especially when there is increasing caseloads and larger numbers of children in out-of-home placements.

CPS Managers requested contract proposals from vendors to price three levels of paraprofessional services: 19,000 hours, 24,000 hours, and 29,000 hours on an annual basis. The work would be done Monday through Friday from 7:00 a.m. to 6:00 p.m. with some occasional weekend hours.

The HSD Deputy Director, CYF Division Manager and two CPS Program Managers rated the proposals. They unanimously selected PSG of Kenosha Wisconsin as the potential contractor at 19,000 hours per year for a three year period. That level of service would absorb four existing service contracts and Family Skills Program. In addition, it redirects 3,000 hours of paraprofessional work from Social Workers. The additional help is needed because the number of substitute care placements in CPS increased 54% from March 2014 (98 placements) to March 2017 (151 placements).

Two of the three Family Skills worker positions are currently vacant and will not be filled. The employee filling a Family Skills positions will be reassigned to the CPS Unit that does In-Home Safety Services.

The HSD 2018 budget request includes \$620,000 to pay PSG for 19,000 hours of contracted services.