



**EXTERNAL POSTING**  
**Employment Application Packet**  
for  
**Case Manager II – Supportive Housing and Homeless Prevention**  
Position

Pay Level: \$18.34 per hour  
Hours: 40 hours per week  
Work site location: Westby & Prairie du Chien Offices

The job description is attached.

For your application to be considered, you must complete all of the following materials that have a check mark before them:

√ Application form

√ Ranking Criteria form

√ Resume

This application packet is due by 2:00 PM on Monday, June 18, 2018.

We will only consider your application if we have received the materials by the specified due date and time.

**Materials may be emailed to [courtney.messer@couleecap.org](mailto:courtney.messer@couleecap.org), faxed to 608-634-3134, or mailed or dropped off at: Couleecap, 201 Melby Street, Westby, WI 54667**

If faxing, please call Courtney Messer at 608-424-4836 to make sure all pages are received.

For more information please visit our website at:  
[www.couleecap.org](http://www.couleecap.org)

COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.  
AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST.





## A message from our Executive Director, Hetti Brown

Thank you for your interest in a position at Couleecap. Couleecap is a non-profit organization that has been serving the community for over 50 years. The key to our success is the staff of over 50 local residents who are dedicated to helping others. For many employees, this work is more than a job. It is a career, a life's work, a way of being part of the great Couleecap mission of *people helping people*. We believe that your contribution to fulfilling this mission will add great value to your life.

We are an anti-poverty organization. We fight the conditions of poverty throughout our communities. We work to help individuals and families improve their quality of life while advocating for solutions to the root causes of economic inequality. We want to hire people who share our commitment to these goals.

Couleecap is an inclusive workplace where diverse experiences, employee input, and teamwork are encouraged and supported. We offer a broad range of excellent pay and benefits and opportunities for personal and professional advancement. We want every individual to learn and grow while working at the agency. Beyond this, employees benefit from the feeling of personal satisfaction gained while helping others change their lives for the better.

Our organization has a dedicated and supportive Board of Directors. The Couleecap Board encourages the staff to be the best that they can be, and their support has enabled Couleecap employees to focus on providing outstanding service to our communities since 1966. If you are a dedicated employee who wants to help us accomplish our important work, we need you as much as you need us.

Thank you,

Hetti Brown



## Ranking Criteria Form

**PLEASE NOTE:** You must respond to the ranking criteria listed below and attach your answers to your application or your application will be rejected.

### Ranking Criteria Form for position: Case Manager II

**\*\* PLEASE READ THIS:** All applications for employment at Couleecap are rated according to certain criteria. Applications for this position will be ranked on the criteria listed below. Be sure to address each of these criteria on an additional page(s) that you attach and return. You will be rated and given points based on these criteria. Applicants with the most points will receive an interview. All applicants will be notified (usually by mail) if they have been selected for an interview or not.

1. Describe your experience providing on-going support, information, and advocacy services to individuals and families who are low-income, homeless, or challenged in some way.
2. Describe your experience working in any supportive housing, leased or subsidized apartments, and/or emergency shelter programs.
3. Describe your experience interviewing clients, verifying income sources, and determining program eligibility?
4. Describe your experiences in providing case management to individuals who have mental health issues. Be sure to include your method of developing individualized service plans, monitoring and follow-up systems.
5. What specific area service organizations and agencies will you utilize for referrals and service coordination? Please give examples of your ability to develop professional working relationships with these resources.
6. Describe your educational background and any training experiences that qualify you for this position.
7. Describe a project where you have had the major responsibility for planning and implementation.
8. Describe your strengths as a communicator. Give example of an experience when your written and oral communication skills were utilized and recognized as valuable.
9. Describe your computer experiences and skills.
10. Are you willing to work flexible hours, including occasional evenings and weekends?
11. This position will require some travel. Do you have access to a reliable, licensed, insured vehicle and driver?

Couleecap is dedicated to the philosophy of Continuous Improvement. This means that we are committed to teamwork, the use of good conflict resolution skills, and good communication skills. We encourage employee input and group problem solving. We want every individual to learn and grow while working at the agency. We want to hire people who share our commitment to these ideas and goals.

This page intentionally left blank.

# COULEECAP

## Job Description: Case Manager II

---

SALARY LEVEL: Grade 20

DATE: August 2017

**SUMMARY:** Responsible for providing case management to individuals and families; includes needs assessment, service plan development, monitoring, support, advocacy and referral. Responsible for enabling clients to receive a full range of appropriate services in a planned, coordinated, efficient and effective manner. The work is performed under the general supervision of a supervisor; however, the employee is expected to exercise initiative, creativity and good judgment in carrying out duties. The employee must be available for flexible work hours.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Supports and upholds Couleecap's mission to fight poverty and promote self-sufficiency for individuals by helping to identify needs, mobilize resources, and provide quality services.

Recruit and enroll program participants. Process applications, including interview and verifications.

Provides assessment/individual service planning and ongoing follow-up for clients.

Develops contracts with clients to achieve goals, establishing short- and long-term goals.

Provides support services required to achieve goals.

Acts as advocate for clients receiving case management services; making referrals to other services as appropriate.

Establishes and maintains communication with other agencies and staff involved with clients.

Communicate with landlords and negotiate leases.

Attends meetings and trainings.

Keeps records and prepares reports.

Works as a member of a team to provide effective, quality services.

Assist in evaluation of programs. Assist in development of programs and services.

**SUPERVISORY RESPONSIBILITIES:** None.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Requires completion of a baccalaureate degree in a college or university or 1 to 2 years' previous experience; or equivalent combination of education and experience. Education in Human Services related field preferred.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Access to reliable, licensed, insured driver and transportation.

**OTHER SKILLS and ABILITIES:** Good knowledge of the available services in the current service system. Ability to establish and maintain good working relationships with clients, family members, professional staff and the community is essential. Computer experience. Residency in the service area is preferred.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.



201 MELBY STREET • WESTBY, WISCONSIN 54667 • PHONE: 608-634-3104 • FAX: 608-634-3134 • [WWW.COULEECAP.ORG](http://WWW.COULEECAP.ORG)

## Application For Employment

COMPLETE ALL SECTIONS. WRITE IN "N/A" IF REQUESTED INFORMATION IS NOT APPLICABLE.

1. Name (Last, first, middle)			
2. Address			
Street or RFD #	City	State	Zip Code

3. Position desired
4. Telephone #
5. Email

*ANSWER ITEMS 6 THROUGH 10 BY PLACING AN "X" IN PROPER COLUMN. PROVIDE DETAIL WHERE APPLICABLE.*

	YES	NO
6. Do you have a legal right to work in the United States permanently?.....	<input type="checkbox"/>	<input type="checkbox"/>
7. A. Do any members of your immediate family serve on the Couleecap, Inc. Board of Directors?.....	<input type="checkbox"/>	<input type="checkbox"/>
B. Are any members of your immediate family currently employed by Couleecap, Inc.?.....	<input type="checkbox"/>	<input type="checkbox"/>
Note: Immediate family is defined as spouse, parent, child, sibling, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandparent, grandchild, aunt, uncle, niece, nephew, stepparent, stepchild, son-in-law and daughter-in-law.		
C. If 7A or 7B was answered "Yes", give name of family member.		
8. Have you been employed by Couleecap, Inc. before?.....	<input type="checkbox"/>	<input type="checkbox"/>
If "Yes", give position(s) held and dates.		
9. A. Are you available for work immediately?.....	<input type="checkbox"/>	<input type="checkbox"/>
If "No", on what date would you be available? _____		
B. Are you available to work full time?.....	<input type="checkbox"/>	<input type="checkbox"/>
part time?.....	<input type="checkbox"/>	<input type="checkbox"/>
temporary?.....	<input type="checkbox"/>	<input type="checkbox"/>
10. A. Can you travel if the job requires it?.....	<input type="checkbox"/>	<input type="checkbox"/>
B. Do you have dependable transportation?.....	<input type="checkbox"/>	<input type="checkbox"/>
C. Do you hold a valid driver's license?.....	<input type="checkbox"/>	<input type="checkbox"/>
D. Do you carry auto insurance coverage?.....	<input type="checkbox"/>	<input type="checkbox"/>

11. EDUCATION	HIGH SCHOOL	TECHNICAL SCHOOL/COLLEGE	GRADUATE/PROF.
School Name & Address			
Years Completed			
Diploma/Degree			
Describe Course of Study			

Describe specialized training, skills, apprenticeships:

12. EXPERIENCE: BEGIN WITH CURRENT OR MOST RECENT JOB OR VOLUNTEER EXPERIENCE AND WORK BACK. ACCOUNT FOR PERIODS OF UNEMPLOYMENT EXCEEDING THREE MONTHS ON THE LAST LINE OF EXPERIENCE BLOCKS IN ORDER OF OCCURRENCE.

Name & Address of Employer:  Telephone:	Dates of Employment (month & year) From _____ To _____	Reason for leaving
	Title of Position	Name of Immediate Supervisor
	Salary or Earnings Beginning \$ _____ per _____ Ending \$ _____ per _____	May We Contact this Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Description of work (describe specific duties, responsibilities and accomplishments in job)

Name & Address of Employer:  Telephone:	Dates of Employment (month & year) From _____ To _____	Reason for leaving
	Title of Position	Name of Immediate Supervisor
	Salary or Earnings Beginning \$ _____ per _____ Ending \$ _____ per _____	May We Contact this Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Description of work (describe specific duties, responsibilities and accomplishments in job)

Name & Address of Employer:  Telephone:	Dates of Employment (month & year) From _____ To _____	Reason for leaving
	Title of Position	Name of Immediate Supervisor
	Salary or Earnings Beginning \$ _____ per _____ Ending \$ _____ per _____	May We Contact this Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Description of work (describe specific duties, responsibilities and accomplishments in job)

13. Other Professional References (not former employers or relatives)

Full Name	Present Business or Home Address	Telephone #	Business/Occupation

**A FALSE, INCOMPLETE, OR DISHONEST ANSWER TO ANY QUESTION ON THIS APPLICATION WILL BE GROUNDS FOR RATING AN APPLICANT INELIGIBLE FOR EMPLOYMENT WITH THIS AGENCY, OR FOR DISMISSAL AFTER EMPLOYMENT. ALL STATEMENTS ON THIS APPLICATION ARE SUBJECT TO INVESTIGATION (EXCEPT WHERE NOTED IN #12 ABOVE). ALL INFORMATION WILL BE CONSIDERED IN DETERMINING AN APPLICANT'S ELIGIBILITY FOR EMPLOYMENT WITH THIS AGENCY. I RELEASE COULEECAP, INC., FROM ALL CLAIMS AND LIABILITIES REGARDING REFERENCES GIVEN. I UNDERSTAND ALSO, THAT IF HIRED, I WILL BE REQUIRED TO ABIDE BY ALL RULES AND REGULATIONS OF THE ORGANIZATION. I UNDERSTAND THAT MY EMPLOYMENT WOULD BE FOR NO SPECIFIC PERIOD OF TIME AND THAT I MAY BE TERMINATED AT ANY TIME.**

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

**COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.  
AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST.  
COULEECAP IS COMMITTED TO QUALITY SERVICE AND CONTINUOUS IMPROVEMENT.**





## **Benefits For Full Time Employees**

(Employees who average 60 or more hours per pay period)

### **Paid Time Off**

**Fixed Holidays:** 10 days/yr. These paid holidays will be granted each year – New Year’s Day, President’s Day, Spring Holiday, (Good Friday) Memorial Day, Independence Day, Labor Day, Thanksgiving, day after Thanksgiving, Winter Break (December 24 & 25). Full time employees earn 8 hours of holiday pay for each fixed holiday.

**Personal Holidays:** Maximum of 16 hrs/yr. Employees accrue 3 personal holiday hours as of Jan. 1 & subsequently earn one-half hour of personal holiday time per pay period. Days can be used before earned. Available hours are prorated for those who start with the agency after January 1<sup>st</sup> of each year.

**Vacation:** Accrued at the rate of 5% of paid hours up to the 80-hour base. After completion of five years, this increases to 7.5% of paid hours and after completion of ten years this increases to 10% of paid hours. (Based on 24 payrolls)

**Sick Leave:** Accrued at the rate of 5% of paid hours up to the 80-hour base. (Based on 24 payrolls)

**Hazardous Weather Pay:** In the event of extremely bad weather, an employee may use up to 16 hrs each year w/ pay.

**Funeral Leave Pay:** In the event of a death, after notifying the supervisor, an employee may take paid leave according to the following schedule: family member, as defined by the employee – 3 days; co-worker – 1 day.

**Military Leave:** Military leave will be granted pursuant to Federal and State laws. Couleecap will pay the difference between agency pay (where agency pay is greater) and military pay for up to 15 days of mandatory annual active duty per year.

**Court Appearances:** Employees who are subpoenaed for court appearances related to agency business or for jury duty will be given the necessary leave of absence with full pay less any fee paid for the service.

**Family & Medical Leave:** All employees who have worked for Couleecap for 12 months and have worked at least 1,000 hours during those 12 months will be granted Family & Medical Leave pursuant to Federal and State laws. Family & Medical Leave is unpaid leave however employees may use any accrued sick, vacation, or personal holiday time for pay during leave.

### **Insurance/HSA/Flexible Benefits/Retirement**

**Health Insurance:** The insurance is effective the 1st of the month after the employee has been employed for 30 calendar days. Couleecap will pay 75% of the premiums for the employee’s tier (i.e. single, employee + spouse, employee +child(ren), family) of the insurance plan. Monthly employee health insurance costs are based upon age and the age of any of dependents for single, employee + spouse, employee +child(ren), and family. Monthly premiums are divided in half and deducted from the first two payrolls of each month.

**Dental Insurance:** Couleecap pays 75% of the monthly dental insurance premium cost. The calendar year deductible is \$25 per member, \$75 per family. Monthly employee dental insurance costs are: \$8.58 for single and \$24.62 for family. Monthly premiums are divided in half and deducted from the first two payrolls of each month.

**Life Insurance:** Term life insurance coverage, equal to an employee’s annual wage, is provided at no cost to the employee. Additional life insurance coverage is available at the employee’s cost.

**Voluntary Insurance:** The following voluntary insurance plan is available to the employee: Life insurance. The employee pays the full cost of the premiums for these plans.

**HSA:** Couleecap has elected to make a contribution to a health savings account (HSA) for all employees who are eligible for and enrolled in the agency health insurance plan. For 2018, this dollar amount is equal to \$2,340 for single coverage and \$4,680 for employee + spouse, employee + children, and family coverage. Contributions are made monthly rather than paying the full amount at the beginning of the year.

**Flexible Benefit Plan:** Employees may elect to have a portion of their paycheck put into an account (before taxes) to pay for health care or dependent care expenses.

**Retirement/401K Plan:** Employees may choose to contribute a percentage of their earnings to the retirement fund. Employees will be given an investment option enrollment sheet when they become eligible. After an employee has completed one calendar year of employment with at least 1000 paid hours, Couleecap will contribute a Board approved percentage of your earnings toward the retirement fund, beginning with the appropriate eligibility date. Current Board approved percentage rate for Couleecap's contribution is 9% for 2018. The Board sets this percentage annually. Employees are vested after 3 years.

### **Additional Benefits**

**Employee Assistance Program:** All employees and their family members will have an Employee Assistance Program available to them to assist them with personal or emotional problems, which may affect job performance. The first five visits to the EAP will be of no charge to the employee.

**Training:** As budgets permit, the agency pays for time, transportation, food, lodging, and fees for employee training opportunities.

**Career Development Plan:** Employees, after successfully completing their orientation period of service, who are interested in furthering their educational training through an educational institution may be reimbursed for some of the cost of books and/or tuition fees once the course is successfully completed and can use up to 80 hours paid release time per year.

**Dues for Civic Organizations:** Employees will be reimbursed up to \$200 a year for dues in a recognized civic organization appropriate to the agency's mission.

**Good Will Program:** Supervisors of employees may access the Good Will Program in recognition of various events that may involve employees, such as the birth of a child, hospitalization, death of a parent, etc.

**Homebuyer Benefit:** During work hours, employees can utilize home ownership counseling provided by Couleecap staff, for one individual hour per year and up to one group session per year. The agency will pay for staff time and mileage. Couleecap is not responsible for the employee's financial decisions.

## AFFIRMATIVE ACTION SURVEY

Couleecap, Inc. is an equal opportunity employer and strives to comply with all government regulations and affirmative action responsibilities. Applicants are considered for all positions and employees are treated during employment without regard to race, color, sex, national origin, age, marital or veteran status, sexual orientation, or disabling condition.

We are required to collect data requested on this questionnaire for record keeping and to document affirmative action efforts. While your reply will be most helpful to us in carrying out our administrative responsibilities, return of this form is entirely voluntary.

**This questionnaire will be detached from your application upon receipt. This information will not be seen or used by people involved in screening or in the interviewing processes for applicants. This data will be kept in a confidential file separate from your job application.**

Thank you for your cooperation!

---

I chose to NOT complete this form.

1. Position Applied for: \_\_\_\_\_ Date \_\_\_\_\_

2. How did you first find out about this job opening?

\_\_\_\_\_ Advertisement

\_\_\_\_\_ Friend/Relative

\_\_\_\_\_ Job Service

\_\_\_\_\_ Walk-in/Inquiry

\_\_\_\_\_ From an employee of Couleecap

\_\_\_\_\_ Internet

\_\_\_\_\_ I am an employee of Couleecap

\_\_\_\_\_ Other \_\_\_\_\_

3. Gender: \_\_\_\_\_ Male \_\_\_\_\_ Female

4. Age 40 or Older: \_\_\_\_\_ Yes \_\_\_\_\_ No

5. Race:

\_\_\_\_\_ African American or African

\_\_\_\_\_ American Indian or Alaska Native

\_\_\_\_\_ Asian

\_\_\_\_\_ Native Hawaiian or Other Pacific Islander

\_\_\_\_\_ White

\_\_\_\_\_ Other Race

\_\_\_\_\_ More than One Race

\_\_\_\_\_ Unknown

Ethnicity:

\_\_\_\_\_ Hispanic/Latino

\_\_\_\_\_ Not Hispanic/Latino

\_\_\_\_\_ Unknown

6. Disability or Handicap: \_\_\_\_\_ Yes \_\_\_\_\_ No

(Please DO NOT tell us the disability or handicap you have – just whether or not you have a disability or handicap or perceive yourself as having one)

7. Veteran: \_\_\_\_\_ Yes \_\_\_\_\_ No

Vietnam Era Veteran: \_\_\_\_\_ Yes \_\_\_\_\_ No

COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.  
AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST.