Department: Business Solutions Team, Fiscal, Data & Planning

Overview:
WOW WDI entered into a pay for performance contract with Employ Milwaukee to place TechHire clients into employment.

Contract Period:
- January 1, 2018 – June 30, 2020

Cohort Trainings:
Through Employ Milwaukee's coordination, TechHire clients will earn industry recognized credentials such as A+ certificate in CompTIA, completion certificate from providers who are accredited institutions, with transferable credits and other training and credentials that meet local labor market need.

Grant Cycle Total Placements:
- Eighteen (18) positive employment placements in grant cycle

Annual Placement Expectations:
- Year 1 – Six (6) positive employment placements (Jan – Dec 2018)
- Year 2 – Six (6) positive employment placements (Jan – Dec 2019)
- Year 3 – Six (6) positive employment placements (Jan – Jun 2020)

Industry Target:
- Information Technology

Occupation Target:
- **A.** the individual is hired into an occupation where the job title falls within the O*NET - SOC codes for Information Technology
    - 15-0000   Computer and Mathematical Occupations
    - 15-1100   Computer Occupations
    - 15-1190   Miscellaneous Computer Occupations
    - 15-1199.00   Computer Occupations, All Other
    - 15-1199.09   Informational Technology Project Managers
- **B. or,** the employer certifies that the job is part of a career pathway leading to an Information Technology career.

Placement & Wage Target:
Placement is defined as a client who is hired by an employer and who maintains the employment for at least **30 days consisting of a minimum of 30 hours per week**.
- Tier 1 Placements (75%): 14 placements at a minimum of $16.02 per hour
- Tier 2 Placements (25%): 4 placements between $13.75 to $16.02 per hour

WOW's BSR is to concentrate on direct placement at $16.02 per hour within the O'net –SOC codes listed above.

Employment Verification & 30 Day Follow-Up Benchmark:
- Placement to be verified via a Verification of Employment form that includes The Work Number for occupation/SOC codes verification; and a
- 30 day follow-up after the client's start date to verify continued employment.

Responsibilities:

Business Solutions Representative (BSR)
1. About two weeks before TechHire clients complete their short-term training, Employ Milwaukee (EM) will **refer** clients to WOW WDI's Lead Contact,

2. WOW's Lead Contact will assign clients to BSR based on territories or Salesforce accounts.

3. BSR is to immediately start job matching or job developing based on clients interest and TechHire grant occupation and industry requirements within the BSR's territory. *[If client is assigned to territory 3 and is open to work in Big Bend, Muskego, Wind Lake, and Franklin, BSR will target his/her territory and not Wind Lake or Franklin]*

4. BSR's may contact clients directly to expedite placement opportunity and track communication/placement efforts utilizing the EM_TechHire_Job DevTracking Excel form. Questions regarding EM TechHire clients are to be directed to EM Case Manager. *[To not confuse WOW's businesses, direct placement is preferred instead of EM's OJT program which differ significantly from WOW's OJT program.]*

5. Upon a successful direct placement, BSR is to have employer complete the Verification of Employment Form.

6. Upon 30 days of working at placed employer, BSR is to conduct a 30 day follow-up using the Verification of Employment Form.

7. Once 30 day follow-up is complete, the Verification of Employment is to be sent to Planner for review and process.

8. BSR will receive credit for placement(s).

Planner
1. Upon receiving placement paperwork from BSR, Planner will review to confirm placement meets grant requirements.

2. Once approved, Planner will enter information into tracking sheet.

3. Forward placement paperwork to Fiscal for invoicing.

Fiscal

1. Upon receiving placement paperwork, Fiscal will initiate invoicing EM for placement.

2. Fiscal is to monitor that payment was received by WOW for placements and communicate to Planner for follow-up, as needed.

EM OJT Process

1. As a **last resort and after direct placement efforts** have not made an impact when trying to place clients, WOW's BSR will promote EM's OJT program utilizing EM's OJT letter to businesses.

2. Should a business agree to EM's OJT program, WOW's BSR will hand off to EM's Staff for OJT development, training plan, contract, monitoring, timesheets, follow-up, etc.

3. WOW's BSR will be responsible to **a)** confirm OJT's start and end date with EM Staff, **b)** complete the Verification of Employment Form, and **c)** track OJT activity utilizing the EM_TechHire_Job DevTracking Excel form.

4. Upon 30 days of working at placed employer, WOW's BSR is to conduct a 30 day follow-up using the Verification of Employment Form and submit to Planner for review and process.

5. BSR will receive credit for placement(s).