Request for Proposals
For a Case Manager, for

The Pennsylvania Horticultural Society’s
Workforce Development Program
January – June 2023

Date Released: 9/9/2022
Deadline to Apply: 10/7/2022

Request for Proposals

PHS seeks a Case Management Provider to offer transitional support to men and women, who are returning to the workforce, through our green industry job training programs. The Case Manager will act as a liaison to and develop partnerships with various resource networks to ensure that the basic needs of program participants are addressed and to help facilitate participant success. Strong advocacy skills are required as this individual will at times be responsible for bridging the communication gap between participants and other entities, including employment partners, the judicial system, medical professionals, and housing providers. Good time management is also a key component for success in this position. The case management load will include 40-50 participants and appointments must be regularly scheduled and utilized productively. Accurate documentation is required for this position and notes will be used to monitor participant progress and to address priorities, challenges, and goals for everyone. The ideal candidate will be culturally competent and can recognize and respect the different nuances of various cultures and ethnicities.
BACKGROUND:
The PHS Workforce Development Job Training Program is a component of The Pennsylvania Horticultural Society’s (PHS) The Philadelphia LandCare program. It is a partnership between the PHS and The City of Philadelphia. Currently in its twelfth year, this program provides intensive job training in landscaping and horticulture, as well as life skills support and job placement to Philadelphia residents. Program graduates are placed in high-demand jobs with year-round potential in the landscaping industry.

SUMMARY
The contractor is responsible for developing and monitoring the Individual Service Plans of participants in the PHS Green Industry jobs training program which is made up of two, six week training cohorts that will happen in the Spring of 2023. Successful applicants will provide ongoing support, follow-up, and appropriate referrals for program participants as they navigate their careers in the green industry. Additional responsibilities include working closely with partner agencies to ensure program participants are engaged and supported in services that include education and literacy resources, housing referrals, public benefits, health services, and additional training or employment opportunities.

DELIVERABLES
Participants in the program require a variety of assistance ranging from but not limited to access to benefits, navigation of the adult probation/parole system, accessing healthcare and drug & alcohol rehab services and housing assistance. PHS’s program staff have outlined the four core phases of program case management being intake, needs assessment, service planning, and continued monitoring and evaluation which would be used as a guiding framework for this piece of the program.

1. Intake
   - Participate in the screening process for the 2023 cohort selection
   - Work with PHS staff and referral partners to help vet program candidates ensuring that all criteria is met, and they are a good fit for the program.
   - Target enrollment at the start of the program has been set at 40-50 which will be split between 2 training cohorts.
   - Take part in two (2) participant information sessions that gives an overview of case mgmt. services provided as part of the program.

2. Needs Assessment
   - Perform needs assessment for 40-50 participants at the start of each cohort to develop an understanding about what their needs and goals are and what the road may look like to achieving those.
   - Identify key problems, needs, and interests of each participant so that a custom plan can then be created as part of the service planning phase.
   - Communicate potential challenges to the participant regarding both short- and longer-term goals.
   - Share needs assessments with program staff so that everyone is on the same page with participant needs.
3. **Service planning**
   - Meet individually with participants to develop a custom service plan that utilizes **SMART** goals approach: **S**pecific, **M**easurable, **A**chievable, **R**ealistic, and within a **T**ime frame.
   - Develop a timeline for these goals to keep participants focused & motivated as they progress through the program.

4. **Monitoring and Evaluating**
   - Provide ongoing support for program participants during the period of 5/26/2023 – 6/30/2023 as they begin job placements.

### Case Management Timeline

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### QUALIFICATIONS:

- Ability to manage, with some support, a caseload of 40 active participants.
- 2-3 years of experience in delivering case management services to returning citizens and success helping them navigate key transitional periods.
- Knowledge of the Philadelphia Justice System and reliable community resources that can benefit program participants.
- Excellent negotiation, mediation, conflict management, and meeting facilitation skills.
- Demonstrated ability to maintain confidentiality with sensitive information.
- Demonstrated ability to inspire community participation and build coalitions.
- Ability to develop strong relationships with diverse groups of citizens, who may have conflicting interests and opinions.
- Excellent verbal, written, and interpersonal communication skills.

**Computer Skills:** Computer literacy, including proficiency in Microsoft Office applications and database usage.
BUDGET

Compensation

This is a professional services agreement with PHS for case management services. This activity is made possible with funding from the City of Philadelphia’s Division of Housing and Community Development. This opportunity will be filled as a sub-contractor/service provider. To be considered for the position, please e-mail your cover letter and resume to the Director of Workforce Development, tmajoros@pennhort.org and reference Case Manager for the WFD Program in the subject line.

PROPOSALS DUE:

1. Case Manager Identification: Provide the name of the individual or organization, address, telephone number and email. For organizations, please provide the number of Case managers that will be working on this specific project.

2. Cover Letter (one page maximum): An overall introduction and curatorial statement for the proposal.

3. Resume of Case Manager (four pages maximum): Provide a resume or CV.

4. Case Manager Portfolio (three projects maximum): Provide a description of three completed projects, include visuals if applicable. Include a summary of project goals, audience, outcomes and impact. Include reference contact information for each project.

5. Provide a proposed fee schedule that

*This Bid Package also includes a sample agreement which notes city requirements, insurance, non-indebtedness etc.

To be considered for the position e-mail your proposal to tmajoros@pennhort.org, reference Case Manager and your last name in the subject line.

Note: Documents submitted for the proposal cannot be larger than 10 MB.

Submit materials to:
Timothy Majoros
Director of Workforce Development
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