**FAMILY SERVICES / SPECIAL PROGRAMS**

**JOB DESCRIPTION Information**

Reporting To: Mariela Perez, Subsidy and Family Services Manager

**Community Outreach**

* School Districts in Passaic County
Email Blast to all Superintendents for approval and transmission to all principal/schools in their district
* Organizations that assist families in Passaic County
* Pediatricians
* Local Businesses
* Government – Mayor’s Office/City Hall in Passaic County, Health Depts, Passaic County Social Services, Passaic County offices
* Judicial – Family Court, Drug Court
* Public Libraries
* Meetings
- Connect with organizations with families that need child care
- Networking – New stakeholders, new prospects for collaboration
- Key Stakeholders – Passaic City Hall/Passaic (Passaic Preschool, Head Start, UPO, PHA), Clifton Health Dept./City Hall, CFFR & Family Success Center Up County
* Events – Community Baby Showers, Fairs, Back to School, Family Day activity
Note: I do community outreach throughout the year. The assistance from other 4Cs staff is needed.
* Tabling – Reinforces and establishes relationship with prospective stakeholders in the Passaic County community
* Neighborhood Canvassing with or without stakeholders
* Child Care Provider Enrollment Issues Assistance – Outreach at the respective locations to speak with families.

**Community Outreach Sites**:

Passaic City Hall – Set location for community outreach to reach families in Passaic that has the most children in poverty.
Pending other sites (WIC offices, etc.)

**Extended Referrals** – Children with special needs, Food Pantries, Rental and utility assistance, Family mental, crisis intervention (Perform Care), employment, housing, shelter, ESL/GED classes, Job opportunities to families in and/or migrating to Passaic County.

**SPECIAL PROGRAMS**
Child Care Voucher Center Project

* Reviewed DFD guidelines
* Coordinated information about the CCVC from Management and supervisors to consolidate all information.
* Created a narrative with clear State guidelines that was submitted to all prospective providers via email.
* Set up a spreadsheet for documentation of centers that were reached and CCVC slots they requested including age ranges
* Called prospective centers to refer them to the email and answer any questions that they may have.
* Created a FAQ based on questions that were generated from conversation with prospective providers.
* Created a formal informational document on the CCVC program for all providers and Subsidy and Family Services staff to refer to as a guideline.
* 12 new providers were added to the CCVC Program

Parents that were eligible for this program now have more options for child care placement. Some of the providers that had issues with enrollment were added to the CCVC list and have reported an increase in families calling and child care placements.

**COVID Assessments - Outreach**

**Pending Wall Follow Up**

**Follow Up – New Clients**

**Telephone Extensions List Updates**

**TRAININGS**

* 4Cs Employee Trainings 2023
* Cohort 4 Training
* PCCC Training

**4Cs Escalated problem cases/issues** (Client Retention, Complaints, Provider low enrollment issues)

**Report to Tony and Mariela** – Community Outreach by the 5th of every month

**Bilingual –** English and Spanish – Generating documents and providing translation. Communication in Spanish verbal and written.

**Review and Editing** – State Information, Dept. communication, reports, review/recommend/suggest/edit/change (Documents, systems, advocacy, creative ideas outside the box)

**Other Projects as requested by Managements** (I.e., CCVC Project)

Notes:

I am always looking to mitigate against what can potentially adversely affect the 4Cs agency as a whole with special attention to the Subsidy and Family Services Department.

**INNOVATION** - Innovated and/or enhanced:

* Community Outreach
* System for Extended Referrals in DMS
* Managed to stream line and set up a better system for the Complaints of neglect, abuse and licensing violations that decreased and changed the manner in which clients/callers made complaints. In this way, 4Cs did not get caught up in any disagreement between a parent and provider and gossip. Clear boundaries were set and guidelines communicated with empathy and respect which resulted in clients trusting 4Cs staff and no longer being defensive, hostile or disrespectful. All case workers were trained as well.

Characteristics: Loyalty, Integrity, Hardworking, Talented, Bi-lingual, Public Speaking, Presentations, Community Outreach, 4Cs Case Work, Eligibility, Referrals, Trained staff in the past.