**FY17 Scope of Work for Commerce WorkFirst Programs**

**Program Descriptions**

**Community Jobs Program/Career Jump Program**

Community Jobs (CJ) is a full time (40 hours per week) WorkFirst activity that provides TANF participants with up to six (6) months of paid, temporary employment combined with intensive case management to resolve employment barriers. Commerce contracted staff provide case management to assist participants to either resolve barriers or learn to self-manage barriers that might affect the ability to obtain and keep employment. Through the combination of 20 hours per week of paid subsidized employment, stacked activities, and issue resolution, CJ gives TANF participants the opportunity to gain experience in an employment setting while increasing their income, skills and self-confidence. A Community Jobs enrollment:

* Creates a bridge to unsubsidized employment
* Allows the individual to gain marketable skills while providing support to address employment barriers
* Makes training available and addresses skill attainment
* Provides intensive support, mentoring and engagement
* Provides case management throughout the program for at least one barrier

A subset of CJ, the **Career Jump Program** offers employment opportunities with any employer who has agreed to hire the participant at the end of the training time.

**Part-time (PT) CJ** is available to single parents with a child under the age of six. Part-time CJ is paid work experience of up to six months, which combines 20 hours per week in a temporary subsidized job (considered employment) with 3 hours per week of life skills (LS), coded barrier removal (such as mental or physical health, chemical dependency, and family violence), or a combination of LS and barrier removal.

**Community Works Program**

The Community Works Program provides WorkFirst participants a core work activity for one (1) to twelve (12) months of participation that counts towards meeting federal participation requirements. Community Works also supports participants in educational pathways. When a participant is enrolled in an educational pathway, the work experience program is structured to provide core activity that will assist the participant obtain the specific skills, training, knowledge, and experience necessary to obtain employment in their chosen career field. Community Works is designed for WorkFirst participants who are:

* Employed less than 32 hours per week
* Participating in other activities, but need additional hours to meet WorkFirst participation requirements
* Transitioning between activities
* In a coded education component Needing a beginning level of activity due to limited participation capabilities
* Needing additional support for re-training or additional experience to be competitive in the labor market
* Able to participate at least five hours per week

Participants receive services tailored to worksite placement to increase employability. These services include:

* An initial assessment that identifies education level as well as current and desired work skills
* Career planning that identifies both short-term and long-term job goals
* On-going assistance for work-related issues
* Work-related support services
* Assistance with developing childcare and transportation plans

#### Administrative/Management

#### Establish and/or maintain administration and management of the program

* Provide core program staff training to practitioners/staff
* Attend designated training offered by Commerce
* Actively participate in Local Planning Area (LPA) activities
* Coordinate with local Community Services Offices, WorkFirst participants, Employment Security, Community/Technical Colleges and non-profit, tribal and government agencies as appropriate
* Coordinate with community-based organizations as appropriate
* Coordinate with public, nonprofit, tribal, and government entities to develop and maintain work assignments that benefit the local community and provide work skills to participants
* Proactively manage spending to ensure continuous services throughout the entire contract year. Communicate, at least 30 calendar days, in advance of any budget modification requests.
* Ensure compliance with Commerce WorkFirst Program Guidelines (incorporated by reference), Scope of Work requirements, and WorkFirst participation requirements per the DSHS WorkFirst Handbook (incorporated by reference)
* Ensure performance measure outcomes and data reporting are achieved as described in the Commerce WorkFirst Scope of Work
* Use Commerce Caseload Management Report (CLMR), Monthly Customer Accountability Report (MCAR), Daily Customer Accountability Report (DCAR) and all other available reporting tools to ensure participants are coded for full-time participation and meeting participation requirements.
* Establish a documented process to randomly verify participation reported as completed on a participant's Job Readiness/Job Hunting Log. One percent (1%) of the *monthly* total number of participants must be documented as verified. Documentation must be retained on file and available either upon request or during a monitoring visit.
* Act as the “Employer of Record” for all program participants. Provide all employer payroll functions for participants including processing and issuing wages to participants in Community Jobs and Career Jump. The contractor is required to pay Labor and Industry (L&I) benefits for all program participants.
* Leverage or provide the following activities to support their programs:
  + Worksites
  + Life/soft skills classes
  + Job readiness activities
  + Job hunting
  + Mentoring opportunities (professional mentoring, peer mentoring, Job Club, etc.)
  + Community service
  + Education not provided by the local community/technical college
  + Job skills training

**Use of Commerce Programs**

CJ (FT and PT)/Career Jump and Community Works require re-enrollment requests, Please refer to the Program Guidelines for details.

**Earned Income Credit**

Contractors are required to participate in the Earned Income Tax Credit program and educate CJ participants on the benefits of this opportunity.

**eJAS Caseload Management Reports**

The CLMR is available in eJAS and should be used to monitor and manage the overall caseload. It is intended for regular (at least weekly) use by managers and staff to ensure participant program and participation requirements are met.

Commerce will also use this report to regularly monitor contractor caseloads to ensure contract requirements are met.

**Customer Accountability Report (CAR – Monthly & Daily)**

The CAR is a tool that provides users a summary of WorkFirst participation information for their caseloads.

The Monthly CAR report is a summary of the previous month's WorkFirst participation **based on each parent’s actual hours of participation that have been verified and entered**.

The Daily CAR report is **based on scheduled component hours, not actual hours of participation,** and is pulled from client data collected through the end of the previous business day.

Additional WorkFirst reports may become available throughout the year.

**Specific to Consortiums**

For service areas operating programs as a consortium and subcontracting services, the following apply to the Lead contractor:

* Ensure active consortium representation within the Local Planning Area (LPA) partnership
* Ensure billing accuracy prior to submitting to Commerce
* Written procedures related to subcontracting, as well as copies of all subcontract and records related to subcontracts
* Provide monitoring of subcontractors to ensure contract compliance with specific focus on:
* Documentation of monitoring to ensure compliance with the all contract requirements
* Documentation of monitoring to ensure compliance with the fiscal conditions of the contract including written procedures relating to support services, participant payroll, and payment points
* Verification that all contract insurance and indemnification obligations are met
* Written procedures associated with communication distribution, technical assistance and training of subcontractors
* Verification of staff attendance at required trainings

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| **Element** | **Where in process done** | **How often** | **What does the documentation look like?** |
| Ensure billing accuracy prior to submitting to Commerce | At billing | Monthly | Accurate billings |
| Ensure consortium representation within the LPA partnership | All scheduled LPA meetings | All scheduled LPA meetings | Attendance |
| Written procedures related to subcontracting, as well as copies of all subcontract and records related to subcontracts | At onset of program | Annually at onset of program | Written procedures and subcontracting documents on file and available to Commerce upon request |
| **Monitoring of subcontractors to ensure contract compliance with specific focus on:** | | | |
| 1. Written procedures for subcontractor monitoring process for all Contract, Scope of Work, WorkFirst Handbook Policy and Fiscal requirements. | Prior to entering into a subcontract | Reviewed and updated annually prior to onset of program | Written procedures detailing monitoring schedule, requirements, elements, tools and corrective action requirements.  Written procedures will be maintained on file and available to Commerce upon request |
| 2. Documentation of monitoring to ensure compliance with the Scope of Work and WorkFirst Policy within the WorkFirst Handbook. | Monitoring required **once every two years** | Monitoring required **once every two years** | Written monitoring results of files and content reviewed along with monitoring results or findings.  Written follow up correction action plans and results of corrective measures. |
| 3. Documentation of monitoring to ensure compliance with the fiscal conditions of the contract including written procedures relating to support services, participant payroll, and pay points. | Written procedures in place prior to entering into a subcontract.  Monthly monitoring of billing to ensure accuracy and fiscal compliance. | Monthly | Accurate billings |
| 4. Verification that all contract insurance and indemnification obligations are met. | Prior to entering into a subcontract | Annually or as needed to ensure continued coverage. | Written documentation of insurance coverage and indemnification obligations are maintained on file and available to Commerce upon request. |
| 5. Written procedures associated with communication distribution, technical assistance and training of subcontractors | Written procedures in place prior to entering into a subcontract. | Written procedures in place prior to entering into a subcontract. | Written procedures maintained on file and available to Commerce upon request. |
| 6. Verification of staff attendance at required trainings | As needed | When training is provided | Document w/ list of attendees, date, and training maintained on file and available to Commerce upon request. |

**Compensation and Budget**

Commerce will pay the Contractor all allowable costs as identified below, based on payment points accomplished during this contract period. The total amount reimbursed will not exceed the Contract total amount stated on the Contract Face Sheet and any subsequent amendments. The invoices must describe to Commerce’s satisfaction the work performed, outcomes accomplished, and required participant information for payroll and support services based on allowable costs described below. As needed data is identified, these will become required for invoices to be processed.

For Lead Contractors who subcontract program services, Lead Contractors are limited to a maximum of 15 percent that can be charged from payment points earned for administrative expenses. Remaining payment point funds will be passed through to subcontractors providing direct service for all Commerce WorkFirst programs. No administrative charges can be applied to reimbursable expenses such as participant payroll, benefits or support services expenses.

**Allowable costs shall include the following:**

**Performance Payments**

Commerce will pay the Contractor via pay points based on 100 percent performance. Commerce reserves the right to deny pay points based on non-performance. The Contractor will have flexibility t o manage the Contract allotment within the Community Jobs, Career Jump, and Community Works without designated categories for performance, support services and payroll expenses.

**Support Services**

Although DSHS has removed limits to support service subcategories, Commerce has removed limits to **some** categories, but not all. Commerce limits and required documentation are noted on the Support Service Directory.

Commerce will reimburse the Contractor 100 percent of costs for support services provided to program participants as allowed in the Support Service Directory (Attachment B) and the Exception to Rule (ETR) process.

When possible and appropriate, the purchase of support service should be integrated into programming to teach the participant to independently purchase the support service. For example, public transportation: providing this support service the first three months of CJ with the participant budgeting and paying for it the remaining months.

Contractors must view eJAS Support Services for WorkFirst partner entries to ensure services provided will not exceed the hard limit for the program year. If it exceeds the hard limit, an Exception to the Rule (ETR) must be submitted to Commerce and approved **prior** to providing the service.

The ETR process must follow the WorkFirst Support Service guidelines.

Support services can only be provided to participants to engage or maintain active participation in Commerce programs. Note: For participants exiting the program with unsubsidized employment, support services can be provided for up to 14 calendar days after the last date at the CJ worksite. TANF must be open to provide support services.

**Support services specific to the Community Works Program:**

Contractors may only provide support services related to work activities.

**Participant Wage and Payroll Expenses for Community Jobs**

Contractors are responsible for wage subsidy costs, including participant payroll and employer payroll expenses for the Community Jobs Program. Commerce will reimburse the Contractor 100 percent of payroll costs related directly to the participant. No administrative charges can be applied to reimbursable expenses such as participant payroll, benefits or support services expenses.

**Prepaid Merchant Cards**

Federal guidelines indicate that any unspent prepaid merchant card funds must be returned to the WorkFirst program. Therefore, Commerce recommends against the use of pre-paid merchant cards. If pre-paid merchant cards are used by the contractor, there must be clear documentation that any unspent funds has been returned to the WorkFirst program by the end of the fiscal year.

**FY17 Payment Point Schedule for Commerce WorkFirst Programs**

The program manager or designated supervisory staff must complete the monthly billing verification statement. Completion of monthly billing verification requires supervisory level, or above, knowledge of program and contractual obligations. Stacked Activity paypoints cannot be claimed when it is coded to the contractor component code because the provider does not have one. However, the Attendance Reporting paypoint CAN be claimed.

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| Performance Payment Schedule for Community Jobs (FT/PT)/Career Jump | Revenue |
| IDP Plan Create | $300.00 |
| IDP Program Start Date | $500.00 |
| IDP Program Start Date transferred to Career Jump Program Start Date | $200.00 |
| Career Jump Program Start Date (if no CJ Program Start claimed) | $700.00 |
| Monthly IDP Updates  \* This requires all worksite evaluations, WORKSITE SUPERVISOR CONTACTS, SKILL PROGRESSION, MONTHLY UPDATES AND APPLICABLE BARRIERS HAVE BEEN UPDATED. If a participant is not on a worksite, the I statement cannot be claimed. | $300.00 |
| Stacked Activities – JS/LS/XS/VS  \*Can only be claimed if there are hours of participation – Must be coded to your contractor code | $150.00 |
| Stacked Activities – Education (JT/GE/ES)  \*Can only be claimed if there are hours of participation – Must be coded to your contractor code | $150.00 |
| Attendance Reporting for Monthly Activities  (May only be claimed once each month; even if more than one stacked activity paypoint claimed) | $150.00 |
| Part Time Unsubsidized Employment (within 45 calendar days of leaving the program) | $800.00 |
| Full Time Unsubsidized Employment (within 45 calendar days of leaving the program) | $800.00 |
| Performance Payment Schedule for Community Works | **Revenue** |
| Community Works Plan Create | $300.00 |
| Community Works Program Start Date | $500.00 |
| Monthly Community Works Plan Updates  \*This requires all worksite evaluations, WORKSITE SUPERVISOR CONTACTS, SKILL PROGRESSION, MONTHLY UPDATES AND APPLICABLE BARRIERS HAVE BEEN UPDATED. If a participant is not on a worksite, the I statement cannot be claimed. | $200.00 |
| Monthly Attendance | $150.00 |

**Unsubsidized Employment (UE)**

UE payment points may **not** be claimed for the following:

* Government subsidized training/volunteer programs with no intent to hire at the end of service.
* Seasonal/short-term temporary employment – participants should be placed on “hold” so they can resume program participation upon completion, if appropriate.

UE payment points may be claimed for participants who maintain long-term temporary employment or non-permanent employment if the position is maintained for 90 days and the position meets all other UE payment point criteria.

If a CJ parent obtains a UE prior to being placed on a worksite, the following documentation is required:

* + Stacked with JS or other stacked activity
    - The component must document actual hours for a minimum of 5 business days
    - The appropriate program plan section must detail specific activities completed by the participant with the assistance of the contractor. Mere completion of stacked activity or program orientation will not satisfy the necessary level of participant-specific documentation. Acceptable documentation includes:
      * Resume or application prep
      * Mock interviews
      * Job Club
    - Completed exit narrative that includes all exit narrative requirements including documentation of the specific activities that were provided to the participant by the contractor that helped the participant obtain the UE.

**NOTE:** If the participant was previously engaged in Job Search activities with ESD or other entity, justification must prove the UE was obtained as a result of your Commerce Program assistance.

NOTE: If a participant obtains a UE and returns to Commerce paid programs within 6 months of the last paid program exit date, the UE pay point payment may be required to be repaid. If the participant obtains a second UE after the return to this program, payment for the UE requires Commerce approval.

**Reimbursement Provisions**

Funds will be disbursed to the Contractor for pay points earned, reimbursable payroll and support services provided to program participants, and employment outcomes achieved during the project period.

In order to obtain payment, the Contractor shall submit a monthly A-19 invoice voucher provided by Commerce which identifies pay points, participant payroll, support services, and outcomes achieved. Completed A-19s must be post marked or received into Commerce by the 20th of each month. The billing period for each invoice will be monthly. A-19s will be submitted as a stand-alone document for billing. All supporting documentation will be maintained on file with the Contractor and will be made available to Commerce upon request.

* Invoices received later than 60 days from the last day of the month being billed will only be processed with prior approval from the Commerce contract lead staff

Invoices presented for reimbursement without the required data will not be processed for payment until the data is received and verified.

All handwritten additions to payment point reports require written approval from the Commerce contract lead staff. Written approval will be maintained on file with the Contractor.

Commerce shall remit payment to the Contractor within twenty (20) days after receiving and approving the invoice.

The final invoice voucher covering costs incurred for work performed on or before June 30, 2017, must be received by Commerce on or before July 15, 2017.

The Commerce Income Verification form must be maintained on file to claim Part Time UE or Full Time UE.

**Reports**

The Contractor shall maintain on file all required payment information with each reimbursement voucher, per mandatory reporting criteria set forth by Commerce. The required documentation shall include:

* Support services reports extracted from eJAS
  + Reimbursements for “transportation-related” payments entered in eJAS under the following categories:
    - (07) Mileage Reimbursement
    - (19) Car Repair
    - (43) Public Transportation
    - (44) Gasoline (Transportation Allotment)
    - (61) Licenses/Fees gasoline (transportation allotment must be entered on the A19 as a separate line item under “Support Services (Transportation)”
      * Support service reports must be exported into Excel and the transportation-related payments must be separated out from the other support service payments.
* Wage/Benefits paid for Community Jobs and Career Jump, extracted from the Contractor's fiscal accounting system and reported in the form of an Excel spreadsheet
* Labor and Industries Workers Compensation insurance paid, extracted from the Contractor's fiscal accounting system and reported in the form of an Excel spreadsheet for Community Works and Community Service activities in Community Jobs
* eJAS payment point reports
  + The “paypoint tracker” Excel document should be used to document payment points not generated by eJAS reports.
* The WorkFirst partnership is currently re-evaluating all program activity, data, and outcome performance measures. Commerce will notify contractors via email of new data reporting expectations.

Contract invoices must be identified, tracked and billed by program for Community Jobs/Career Jump and Community Works.

**Specific to Community Jobs/Career Jump**

A completed A-19 will be submitted to Commerce.

The Contractor will keep the following documents on file and must be made available to Commerce upon request:

* CJ IDP Pay Point Report/Pay Point Tracker
* Commerce Income Verification form, as applicable to UE pay points
* Participant Wage Spreadsheets
* L&I spreadsheet which includes L&I benefits provided for CJ Community Service participants
* Support Service Report

**Specific to Community Works**

#### A completed A-19 will be submitted to Commerce.

#### The Contractor will keep the following documents on file and must be made available to Commerce upon request:

* Community Works Pay Point Report/ /Pay Point Tracker
* L&I spreadsheet
* Support Service Report

Commerce will email a Monthly Tracking Spreadsheet to the Contractor after monthly invoices have been processed.

**Holidays**

**Specific to Community Jobs, and Career Jump**

Participants will be paid for their normal scheduled workday that falls on a State-recognized holiday.

**Specific to Community Works Programs**

Participants scheduled to work on a day that falls on a State-recognized holiday will be given participation credit for the number of hours scheduled. These hours will be entered in the eJAS Client Monthly Participation Screen Holiday section. Participants are not required to make up time missed due to holidays.

**All Programs**

Participants are not allowed to work even if their normal scheduled workday falls on a State-recognized holiday.

**Commerce WorkFirst Programs’ Employment Conditions (WAC 388-310-1500)**

Contractors must ensure they and the host employers meet the criteria as described in WAC 388-310-1500.

**Commerce WorkFirst Programs and Displacement**

Contractors must ensure that a participant’s position at their host employer worksite does not result in:

* Regular current employees’ job loss
* A reduction in wages for current employees
* A reduction in hours or overtime available for employees
* The infringement of promotional opportunities for current employees
* Impairment of existing contracts for services
* Violation of any collective bargaining agreement(s)

No Commerce WorkFirst Program participant may be placed at a host employer worksite when any other employee is in a lay-off status from the same or similar job within the same organizational unit. A lay-off is in effect until the expiration of the period required by the recall list; or if no recall list to re-employment rights exist, for a period of one year from the last lay-off.

**Affordable Care Act**

Contractors are responsible for determining what actions are necessary to meet ACA law compliance.

**Confidentiality**

Contractors shall not use or disclose any information concerning any participant for any purpose not directly connected with administration of the contractor’s responsibilities under this agreement except by prior permission of the Commerce WorkFirst Program participant, unless required by law or court order. Contractor staff must sign confidentiality release forms for any and all communications or referral pertaining to Commerce WorkFirst Program participants.

**Data Sharing**

**Data Provisions:**

The Contractor or Contractor’s staff may not release any information to any other agency or person without specific written consent. Unauthorized disclosure of information is a gross misdemeanor, punishable by law. The Contractor is subject to the same standards and laws of confidentiality as is DSHS.

**Data Access:**

The Contractor shall limit access to the participant data to authorized staff whose duties specifically require access to such data in the performance of their assigned duties. Prior to making eligible participant data available, the Contractor shall notify all staff with access to data of the authorized use and disclosure requirements identified in the most updated DSHS Nondisclosure of Confidential Information – Non-Employee Form.

Commerce reserves the right to revoke, at any time, an individual’s authorization to access information. Commerce shall send a written Notice Termination of Access, effective no later than date of receipt, to the effected individual. Such notice shall be made by certified mail.

The contractor shall use the DSHS “Consent” form DSHS 14-012(X) (REV. 02/2003) at <https://www.dshs.wa.gov/esa/community-partnership-program/forms> which also matches the IAG and any necessary contractor generated consent forms to ensure program participant confidentiality between the contractor and local community partners.

**Fraud Reporting**

The Contractor shall report any knowledge of welfare fraud to DSHS by calling 1-800-562-6906 or on-line at https://wadshs.libera.com/Sys7CMSPortal-FCMS-WA/fraud/report.aspx

**Performance Measures and Data Reporting**

The WorkFirst partnership is currently re-evaluating all program activity, data and outcome performance measures. Commerce is also identifying data needed to better report out on program benefits, benchmarks, and outcomes. Commerce will notify contractors via email of the new data and/or performance measure expectations when they are finalized.

Use Commerce Caseload Management Report (CLMR), MCAR, DCAR, and all other available reporting tools to ensure participants are coded for full-time participation and meeting participation requirements.

In previous contract yfsears, the performance expectation was to meet or exceed CJ/JC Shadow Performance Measure goal of 60 percent of those enrolled gain UE (eJAS and ACES data source). Employment is based on meeting the minimum monthly earning requirements equivalent to 20 hours per week, times current Washington minimum wage, times 4.3 weeks.

In previous contract years, the performance expectation was to meet or exceed CJ/JC Performance Measure goal of 68 percent of those enrolled gain income from UE (UI data source).

Contracts will be amended to include Performance Measures and Data Reporting requirements which will be included by reference.

**Federal participation**

WorkFirst partner performance measures related to federal participation targets and requirements are being finalized. Commerce reserves the right to deny or recoup pay points for participants who do not meet performance measure participation requirements or for participants who do not consistently meet federal participation. For example, a participant who does not meet stacked activity participation requirements for more than one month without clear documentation of case manager attempts to address the issue.