

**WORKFORCE SERVICES
MODIFICATION TO CONTRACT BETWEEN
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
AND
ARBOR E&T, LLC**

AWARDING AGENCY
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
7300 Corporate Center Drive, Suite 500
Miami, Florida 33126-1234

PASS THROUGH:	
DEPARTMENT OF ECONOMIC OPPORTUNITY	
CFDA	FAIN
WIOA AD: 17.258	AA-30737-17-55-A-12
WIOA DW: 17.278	AA-30737-17-55-A-12
WIOA RR: 17.278	AA-30737-17-55-A-12
TANF: 93.558	G-1801FLTANF
SNAP: 10.561	185FL412Q7503
UC: 17.225	UI-31287-18-55-A-12
RESEA: 17.225	UI-31530-18-60-A-12

AWARDING OFFICIAL CONTACT INFORMATION

Name: Rick Beasley
Title: Executive Director
Telephone Number: (305) 929-1500
Date of Notice: March 9, 2018
R&D No.

CONTRACTOR

Arbor E&T, LLC
805 N. Whittington Parkway, Suite 400
Louisville, KY 40222
DUNS Number: 144991382

TITLE OF CONTRACTOR'S PROGRAM

"CareerSource center: Northside"

MODIFIED:

CONTRACT NUMBER
WS-CC-PY'18-31-01

PREVIOUS:

<u>CONTRACT AMOUNT</u>	<u>CONTRACT NUMBER</u>	<u>INDEX CODE</u>	<u>CONTRACT PERIOD</u>
\$796,362.00	WS-CC-PY'18-31-00	11831	November 1, 2018 – June 30, 2019

THIS AMENDMENT #01, hereinafter referred to as the "AMENDMENT," entered into between **Arbor E&T, LLC.**, hereinafter referred to as the "CONTRACTOR" and the South Florida Workforce Investment Board, hereinafter referred to as the "SFWIB," amends the Workforce Services Contract, hereinafter collectively with amendment referred to as the "CONTRACT" between the SFWIB and the CONTRACTOR dated November 1, 2018 and expiring June 30, 2019.

Page 1 is amended to add the new address effective January 18, 2019.

Article I, Section H, Level 2 Background Screening Requirement is repealed and replaced with the following:

The SFWIB requires, and Contractor agrees, to comply with all applicable federal, state and/or local laws, regulations and ordinances regarding background screening of employees, volunteers and subcontracted personnel. The Contractor's failure to comply with any applicable federal, state and/or local laws, regulations, ordinances or Miami-Dade County resolutions, and the SFWIB's requirements set forth herein and in the SFWIB's Policy and Procedure (collectively referred to as "Laws" for purposes of this Section) regarding background screening of employees, volunteers and subcontracted personnel is grounds for a

material breach and termination of the Contract at the sole discretion of the SFWIB.

Laws include, but are not limited to the National Child Protection Act (NCPA) of 1993, as amended, and as implemented by sections 943.0542 and 984.01(2), Florida Statutes, and Chapters 39, 402, 409, 394, 407, 393, 397, 984, 985 and 435, Florida Statutes, as may be amended from time to time. The Contractor agrees to perform background screening through the Florida Department of Law Enforcement (FDLE), Volunteer & Employee Criminal History System (VECHS) program.

1. The SFWIB requires and Contractor agrees that the Contractor's current and prospective employees, volunteers and subcontracted personnel must complete a **Level 2** background screening, and be eligible for employment with any SFWIB-funded program as set forth herein, **prior** to working, volunteering or doing any work for Contractor related to this Contract and the work set forth in the **Exhibit A-1, Modified Statement of Work** and the **Exhibit AA-1, Modified Program Design and Service Delivery**. No later than ten (10) business days **prior** to employment, volunteerism, or performance of any work for any SFWIB-funded program, the Contractor shall furnish the SFWIB with an **Affirmation/Acknowledgement Form, Attachment 1-A**, which confirms the background screening was completed for all employees, volunteers and subcontracted personnel who will be working for the Contractor on this Contract and that they are eligible for employment, pursuant to Chapter 435, Florida Statutes, as may be amended from time to time.
2. The **Level 2** background screening shall include fingerprinting for statewide criminal history records checks through the Florida Department of Law Enforcement (FDLE) and nationwide criminal history records checks through the Federal Bureau of Investigation (FBI), and may include local criminal records checks through local law enforcement agencies. To obtain fingerprint based background checks, the Contractor must apply to FDLE and be qualified to access records provided by FDLE and the FBI, through Volunteer & Employee Criminal History System (VECHS). The Contractor shall notify the SFWIB that it has either obtained or not obtained the approval from FDLE within thirty (30) days of Contract award. The Contractor shall also notify the SFWIB if the Contractor is prohibited from disclosing the background screening records of employees, volunteers and subcontracted personnel to the SFWIB. The SFWIB reserves the right to perform background screening of the Contractor's staff assigned to the SFWIB's CareerSource center(s) at the Contractor's expense. The Contractor shall reimburse the SFWIB for any expense resulting from background screening of staff by the SFWIB as set forth herein. Such reimbursement shall be deducted from any payments due to the Contractor.
3. The Contractor shall not hire persons that may have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to any offense in Chapter 414, Florida Statutes, relating to public assistance fraud or Chapter 443, Florida Statutes, relating to unemployment compensation fraud, or any offense that constitutes domestic violence as defined in section 741.28, Florida Statutes, whether such act was committed in this state or in another jurisdiction.
4. The Contractor shall not hire persons that have been arrested for and are awaiting final disposition of, have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to, or have been adjudicated delinquent and the record has not been sealed or expunged for, any offense prohibited under the provisions of section 435.04, Florida Statutes, or similar law of another jurisdictions relating to the same offenses.
5. The Contractor shall make the decision to hire or assign to the SFWIB's funded program(s) persons with criminal history information unrelated to theft, fraud, or financial crime, on a case-by-case basis, where the background screening for the Contractor's current and prospective employee, volunteer, and subcontracted personnel, is not expressly prohibited by section 435.04, Florida Statutes, or other applicable law. A Contractor's decision to hire or assign an individual to the SFWIB's funded program(s) does not guarantee the SFWIB will grant the Contractor's current and prospective employees, volunteers and subcontracted personnel with access to any SFWIB funded program, Career Center, Access Point, Tech Hire Center, Information Technology system, or program files.
6. The Contractor must submit an **Affirmation/Acknowledgement Form, Attachment 1-A**, along with the background screening results to SFWIB's Quality Assurance Supervisor no later than ten (10)

business days prior to employment, volunteerism, or performance of any work for any SFWIB-funded program. The background information will be reviewed by SFWIB and a decision on whether or not access will be granted shall be made within ten (10) business days of receipt of the Affirmation/Acknowledgement Form.

7. The Contractor must ensure that each current employee, volunteer, or subcontracted personnel working in any SFWIB-funded program provides an **Affidavit of Good Moral Character, Attachment 10**, subject to penalty of perjury, declaring compliance with the qualification requirements for employment pursuant to Chapter 435, Florida Statutes, and agreeing to inform the employer immediately if arrested for any offense while employed by, volunteering for, or subcontracting for the employer.
8. Upon learning of the arrest of an employee, volunteer, or subcontracted personnel, the Contractor must notify the SFWIB of such arrest by the next business day. The Contractor will review the circumstances of the arrest. If the current employee, volunteer, or subcontracted personnel is subsequently found ineligible for employment based on criminal history information involving any of the allegations provided in Sections 3 or 4 above or as outlined in section 435.04, Florida Statutes, the Contractor shall immediately remove such employee, volunteer, or subcontracted personnel from working in or for any SFWIB-funded program, or having any direct or indirect access to any SFWIB Career Center, Access Point, Tech Hire Center, Information Technology system, or program files. Failure to notify the SFWIB, by the next business day, of learning of the arrest of an employee, volunteer, or subcontracted personnel is grounds for a material breach and termination of the Contract at the sole discretion of the SFWIB.
9. Even if applicable law would otherwise permit, as a provision of this Contract, the Contractor agrees not to hire any persons or permit any persons to begin work or to volunteer or to remain employed, volunteering, or performing any work for the Contractor related to this Contract and the work set forth in the **Exhibit A-1, Modified Statement of Work** and the **Exhibit AA-1, Modified Program Design and Service Delivery** without submitting the **Affirmation/Acknowledgement Form, Attachment 1-A**.
10. If the Contractor fails to furnish the SFWIB with the **Affirmation/Acknowledgement Form, Attachment 1-A**, the SFWIB may withhold further disbursement of funds and this Contract may be subject to termination at the sole discretion of the SFWIB.
11. The Contractor shall take necessary precautions to safeguard the background screening records of employees, volunteers, and subcontracted personnel, the **Affirmation/Acknowledgement Form, Attachment 1-A**, and **Affidavit of Good Moral Character, Attachment 10**. Background screening results are exempt from public records and, therefore, must be maintained in a secured and access controlled area to ensure that the records are accessible only to those authorized to examine such records. The Contractor shall make all records available to the SFWIB in accordance with **Article III-Section H, Audit, Inspection and Access to Records**, of this Contract.
12. The **Level 2** background screening records shall be retained as required herein in accordance with **Article III-Section I, Records Retention**, of this Contract.
13. From the initial **Level 2** background screening date, and every five (5) years, and upon re-employment or employment in a new or different position, until cessation of employment, volunteerism, or doing any work for the Contractor, the Contractor shall ensure each employee, volunteer and/or subcontractor that is retained from a previous contract period undergoes this background screening process.

Affidavit of Good Moral Character, Attachment 10 is added.

Affirmation/Acknowledgement Form, Attachment 1 is replaced in its entirety with **Affirmation/Acknowledgement Form, Attachment 1-A**

Exhibit A, Statement of Work, is replaced in its entirety with **Exhibit A-1, Modified Statement of Work**.

Attachment 4, Workforce Services Balanced Scorecard Report Specifications, Exhibit A is replaced in its entirety with Attachment 4-A, Modified Workforce Services Balanced Scorecard Report Specifications, Exhibit A-1.

Exhibit AA, Program Design and Service Delivery, is replaced in its entirety with Exhibit AA-1, Modified Program Design and Service Delivery.

Exhibit D, Payment Provisions is replaced in its entirety with Exhibit D-1, Modified Payment Provisions.

Exhibit E, Reporting Requirements is replaced in its entirety with Exhibit E-1, Modified Reporting Requirements.

Exhibit F, Definitions is replaced in its entirety with Exhibit F-1, Modified Definitions.

Exhibit G, Financial Closeout Procedures is replaced in its entirety with Exhibit G-1, Modified Financial Closeout Procedures.

Enclosure 1, Financial Expenditure Report, Exhibit G, is replaced in its entirety with Enclosure 1-A, Modified Financial Expenditure Report, Exhibit G-1.

Enclosure 2, Closeout Reconciliation, Exhibit G, is replaced in its entirety with Enclosure 2-A, Modified Closeout Reconciliation, Exhibit G-1.

Exhibit I, Contract Invoice, is replaced in its entirety with Exhibit I-1, Modified Contract Invoice.

All provisions in the CONTRACT and any attachments thereto in conflict with this AMENDMENT shall be and hereby are changed to conform with this AMENDMENT.

All other terms and conditions not in conflict with this AMENDMENT remain unchanged as agreed to in the original CONTRACT.

SIGNATURES APPEAR ON THE FOLLOWING PAGE

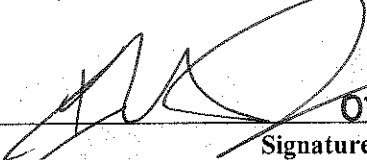
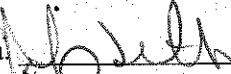
SIGNATORY FORM

IN WITNESS HEREOF THE PARTIES HERETO HAVE CAUSED TO BE EXECUTED BELOW THE SIGNATURES OF THE AUTHORIZED REPRESENTATIVES OF THE PARTIES HERETO WHO ARE FULLY AND DULY AUTHORIZED TO EXECUTE THIS CONTRACT ON BEHALF OF THE RESPECTIVE PARTIES HERETO:

AUTHORIZED SIGNATURES FOR: **Arbor E&T, LLC**
PROGRAM ENTITLED: **"CareerSource center: Northside"**
CONTRACT NUMBER: **WS-CC-PY'18-31-01**
CFDA NUMBERS: **WIOA AD: 17.258; WIOA DW: 17.278; WIOA RR: 17.278; TANF: 93.558; SNAP: 10.561; UC: 17.225; RESEA: 17.225.**

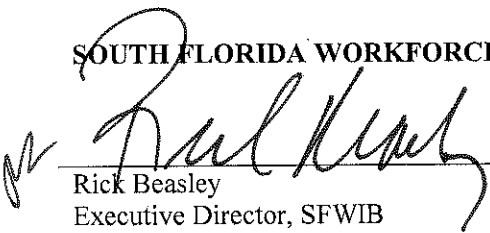
(These Signatures shall be the same as those names that appear in the List of Authorized Signatures Provided in the Operational Documents on file with the South Florida Workforce Investment Board)

(For Use Only When Contractor Is a Corporation)

1a.  02/21/2019. 1b. _____
Signature and Date of Persons Signing on Behalf of LLC
2a. Edward M. Douglass 2b. _____
Type Name of Persons Signing on Behalf of LLC
3a. Manager & President 3b. _____
Title(s) of Persons Signing on Behalf of LLC
4a.  4b. _____
Signature of Person Attesting to Signature of Person Attesting to
Signature that appears on Line 1a Signature that appears on Line 1b

1c. _____ 1d. _____
Signature and Date of Persons Signing on Behalf of LLC
2c. _____ 2d. _____
Type Name of Persons Signing on Behalf of LLC
3c. _____ 3d. _____
Title(s) of Persons Signing on Behalf of LLC
4c. _____ 4d. _____
Signature of Person Attesting to Signature of Person Attesting to
Signature that appears on Line 1c Signature that appears on Line 1d

SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

 _____ 5/24/19
Rick Beasley Date
Executive Director, SFWIB

AFFIRMATION/ACKNOWLEDGEMENT FORM

_____ (Name of Contractor) affirms and acknowledges that the individuals listed below meet the minimum requirements as set forth by SFWIB staffing procedure transmittal available on line (www.careersourcesf.com/resources/supportingdocuments/policytransmittals) for the position in which they are being hired for and that a Level 2 Background screening was conducted for the following employees with the employment decision indicated below:

Name of Employee	Confirm Applicant Meets Job Qualifications	Screening Date	Anticipated or Actual Hire Date	Criminal History (Yes/No)

*Name and Title of Authorized Representative

SFWIB Staff

Signature of Authorized Representative

Signature of Receiving Representative

Date

Date

Background screenings that provide criminal history information on a current or prospective employee, volunteer or subcontracted personnel **must** be submitted to the SFWIB Quality Assurance Supervisor.
* The signatory should be fully and duly authorized to execute agreements on behalf of the Contractor named above.



AFFIDAVIT OF GOOD MORAL CHARACTER

ATTACHMENT 10



State of Florida

County of _____

Before me this day personally appeared _____ who, being duly sworn, deposes and says:

(Applicant's/Employee's Name)

As an applicant for employment with, an employee of, a volunteer for, or an applicant to volunteer with _____, I affirm and attest under penalty of perjury that I meet the moral character requirements for employment, as required by the Florida Statutes and rules, in that:

I have not been arrested with disposition pending or found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to or have been adjudicated delinquent and the record has not been sealed or expunged for, any offense prohibited under any of the following provisions of the Florida Statutes or under any similar statute of another jurisdiction for any of the offenses listed below:

Relating to:

- Section 393.135 sexual misconduct with certain developmentally disabled clients and reporting of such sexual misconduct
- Section 394.4593 sexual misconduct with certain mental health patients and reporting of such sexual misconduct
- Section 415.111 adult abuse, neglect, or exploitation of aged persons or disabled adults or failure to report of such abuse
- Section 741.28 criminal offenses that constitute domestic violence, whether committed in Florida or another jurisdiction
- Section 782.04 murder
- Section 782.07 manslaughter, aggravated manslaughter of an elderly person or disabled adult, or aggravated manslaughter of a child
- Section 782.071 vehicular homicide
- Section 782.09 killing an unborn quick child by injury to the mother
- Chapter 784 assault, battery, and culpable negligence, if the offense was a felony
- Section 784.011 assault, if the victim of offense was a minor
- Section 784.03 battery, if the victim of offense was a minor
- Section 787.01 kidnapping
- Section 787.02 false imprisonment
- Section 787.025 luring or enticing a child
- Section 787.04(2) taking, enticing, or removing a child beyond the state limits with criminal intent pending custody proceeding
- Section 787.04(3) carrying a child beyond the state lines with criminal intent to avoid producing a child at a custody hearing or delivering the child to the designated person
- Section 790.115(1) exhibiting firearms or weapons within 1,000 feet of a school
- Section 790.115(2) (b) possessing an electric weapon or device, destructive device, or other weapon on school property
- Section 794.011 sexual battery
- Former Section 794.041 prohibited acts of persons in familial or custodial authority
- Section 794.05 unlawful sexual activity with certain minors
- Chapter 796 prostitution
- Section 798.02 lewd and lascivious behavior
- Chapter 800 lewdness and indecent exposure
- Section 806.01 arson
- Section 810.02 burglary
- Section 810.14 voyeurism, if the offense is a felony
- Section 810.145 video voyeurism, if the offense is a felony
- Chapter 812 theft and/or robbery and related crimes, if a felony offense
- Section 817.563 fraudulent sale of controlled substances, if the offense was a felony
- Section 825.102 abuse, aggravated abuse, or neglect of an elderly person or disabled adult
- Section 825.1025 lewd or lascivious offenses committed upon or in the presence of an elderly person or disabled adult
- Section 825.103 exploitation of disabled adults or elderly persons, if the offense was a felony
- Section 826.04 incest
- Section 827.03 child abuse, aggravated child abuse, or neglect of a child
- Section 827.04 contributing to the delinquency or dependency of a child
- Former Section 827.05 negligent treatment of children
- Section 827.071 sexual performance by a child
- Section 843.01 resisting arrest with violence

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Section 843.025	depriving a law enforcement, correctional, or correctional probation officer means of protection or communication
Section 843.12	aiding in an escape
Section 843.13	aiding in the escape of juvenile inmates in correctional institution
Chapter 847	obscene literature
Section 874.05(1)	encouraging or recruiting another to join a criminal gang
Chapter 893	drug abuse prevention and control only if the offense was a felony or if any other person involved in the offense was a minor
Section 916.1075	sexual misconduct with certain forensic clients and reporting of such sexual conduct
Section 944.35(3)	inflicting cruel or inhuman treatment on an inmate resulting in great bodily harm
Section 944.40	escape
Section 944.46	harboring, concealing, or aiding an escaped prisoner
Section 944.47	introduction of contraband into a correctional facility
Section 985.701	sexual misconduct in juvenile justice programs
Section 985.711	contraband introduced into detention facilities

THE FOLLOWING APPLIES ONLY TO THOSE APPLICANTS FOR MENTAL HEALTH POSITIONS

In addition to the Chapter 435, F.S., listed offenses, the following offenses are also applicable for "Mental Health Personnel" screened pursuant to section 394.4572, F.S., defined as program directors, professional clinicians, staff members, or volunteers working in a public or private mental health program or facility who have direct contact with individuals held for examination or admitted for mental health treatment. **The additional offenses apply only to "Mental Health Personnel" as determined pursuant to Section 408.809, F.S. as listed below:**

	<u>Relating to:</u>
Chapter 408	felony offenses contained in Chapter 408
Section 408.8065(3)	offers service or skilled service without valid license when licensure is required, or knowingly files a false or misleading license or license renewal application, or submits false or misleading information related to application
Section 409.920	Medicaid provider fraud
Section 409.9201	Medicaid fraud
Section 817.034	fraudulent acts through mail, wire, radio, electromagnetic, photoelectronic, or photooptical systems
Section 817.234	false and fraudulent insurance claims
Section 817.505	patient brokering
Section 817.568	criminal use of personal identification information
Section 817.60	obtaining a credit card through fraudulent means
Section 817.61	fraudulent use of credit cards, if the offense was a felony
Section 831.01	forgery
Section 831.02	uttering forged instruments
Section 831.07	forging bank bills, checks, drafts or promissory notes
Section 831.09	uttering forged bank bills, checks, drafts, or promissory notes
Section 831.30	fraud in obtaining medicinal drugs
Section 831.31	the sale, manufacture, delivery, or possession with the intent to sell, manufacture, deliver any counterfeit controlled substance, if the offense was a felony

I also affirm that I have not been designated as a sexual predator pursuant to s. 775.21, F.S.; a career offender pursuant to s. 775.261, F.S.; or a sexual offender pursuant to s. 943.0435, F.S., unless the requirement to register as a sexual offender has been removed pursuant to s. 943.04354, F.S.

I understand that I must acknowledge the existence of any applicable criminal record relating to the above lists of offenses including those under any similar statute of another jurisdiction, regardless of whether or not those records have been sealed or expunged. Further, I understand that, while employed or volunteering at _____ in any position that requires background screening as a condition of employment, I must immediately notify my supervisor/employer of any arrest and any changes in my criminal record involving any of the above listed provisions of Florida Statutes or similar statutes of another jurisdiction whether a misdemeanor or felony. This notice must be made within one business day of such arrest or charge. Failure to do so could be grounds for termination.

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ATTACHMENT 10

I attest that I have read the above carefully and state that my attestation here is true and correct that **my record does not contain any of the above listed offenses**. I understand, under penalty of perjury, all employees in such positions of trust or responsibility shall attest to meeting the requirements for qualifying for employment and agreeing to inform the employer immediately if arrested for any of the disqualifying offenses. I also understand that it is my responsibility to obtain clarification on anything contained in this affidavit which I do not understand prior to signing. I am aware that any omissions, falsifications, misstatements or misrepresentations may disqualify me from employment consideration and, if I am hired, may be grounds for termination or denial of an exemption at a later date.

SIGNATURE OF AFFIANT: _____

Sign Above OR Below, DO NOT Sign Both Lines

To the best of my knowledge and belief, **my record contains one or more of the applicable disqualifying acts or offenses listed above**. I have placed a check mark by the offense(s) contained in my record. (If you have previously been granted an exemption for this disqualifying offense, please attach a copy of the letter granting such exemption.) (Please circle the number which corresponds to the offense(s) contained in your record.)

SIGNATURE OF AFFIANT: _____

Sworn to and subscribed before me this ____ day of _____, 20__.

SIGNATURE OF NOTARY PUBLIC, STATE OF FLORIDA

(Print, Type, or Stamp Commissioned Name of Notary Public)

(Check one)

Affiant personally known to notary

OR

Affiant produced identification

Type of identification produced: _____

This Affidavit of Good Moral Character is property of The Florida Department of Children and Family Services and has been adopted for use by the South Florida Workforce Investment Board.

**MODIFIED STATEMENT OF WORK
ARBOR E&T, LLC
(NORTHSIDE)
WORKFORCE SERVICES
NOVEMBER 1, 2018 – JUNE 30, 2019**

The Contractor does hereby agree to provide and comply with the conditions for Workforce Services as described herein.

I. Period of Contracted Services:

The Contractor shall provide Workforce Services for the effective period of **November 1, 2018, through June 30, 2019.**

II. Performance:

The Contractor shall be responsible for achieving the performance as set forth in:

- Exhibit A-1–Modified Statement of Work:
 - Attachment 3–Exhibit A-1–CSSF Balanced Scorecard Performance Requirement; and
 - Attachment 4-A–Exhibit A-1–Modified CSSF Specifications for Workforce Services Balanced Scorecard Report.
- Exhibit D-1–Modified Payment Provisions:
 - Attachment 1–Exhibit D-1–Payment Provision Table.

III. Contractor Responsibilities:

- A. The Contractor shall deliver services in accordance with **Exhibit AA-1, Modified Program Design and Service Delivery.**
- B. The Contractor shall maintain an establishment, in accordance with **Article II, Section V-CareerSource Center and Furniture Maintenance** of this Contract that meets the needs of employers and job seekers as well as providing outreach activities to the community.
- C. The Contractor shall provide workforce services in the areas of, but not be limited to, job placement, job creation, job retention, self-sufficiency determination, career management, and follow-up to employers and job seekers to ensure long-term success through self-sufficiency, while achieving the contracted performance outcomes.
- D. The Contractor shall deliver a fully integrated menu of workforce development services to employers and a host of potential job seekers to include, but not be limited to, the universal job seeker, Temporary Assistance to Needy Families (TANF) eligible individuals/Career Advancement Program (CAP) participants, Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) participants, Workforce Innovation and Opportunity Act (WIOA) Adults and Dislocated Workers, Re-employment Assistance (RA) formerly Unemployment Compensation, Reemployment Services and Eligibility Assessment Program (RESEA), (UC) claimants, Veterans, Young Adults transitioning from foster care, individuals seeking specialized services such as professionals, and Trade Adjustment Act (TAA).
- E. The Contractor shall oversee the activities of approved partners in the CareerSource center and coordinate all specialized programs designed to deliver services in the most efficient and cost

effective manner. This shall include coordination with the region's Access Points to provide workforce services.

- F. The Contractor is solely responsible for determining eligibility for services under this Contract as set forth in **Exhibit AA-1, Modified Program Design and Service Delivery**, applicable federal and state laws, and the South Florida Workforce Investment Board's (SFWIB) Policies and Procedures. Services rendered to ineligible individuals are subject to disallowance as set forth in **Article IV, Section D-Return of Funds** of this Contract.

IV. Staffing Requirements:

A. Contractor Staff:

- 1. In order for Centers to deliver maximum value to workforce services participants, the revised Workforce Services Staffing Procedure Transmittal shall be adhered to as it ensures the hiring of qualified staff, the Transmittal may be accessed at CareerSource South Florida's web site by selecting the Resources tab and then selecting "read more" in the "Supporting Documents" box, click on "Policy Transmittals" and select "PY2011-12". The contractor is responsible for routinely checking the website for changes to the SFWIB's policies and procedures.
- 2. In an effort to deliver maximum value to workforce services participants, the SFWIB may deem it necessary to provide facilities outside of the center where workforce services participants can access Workforce Services. The Contractor shall be responsible for the management of all staff assigned to facilities where Workforce Services are provided.

B. SFWIB Assigned Staff:

- 1. The Contractor shall be responsible for the management of Florida Department of Economic Opportunity (DEO) staff and expressly agrees that DEO staff shall provide Wagner Peyser (WP) employment services. Failure to comply with this provision may result in the removal/reduction of DEO staff from the Contractor's Center.
- 2. The SFWIB may deem the assignment of supplementary personnel as operationally necessary to support the employment and training services of the Contractor. The SFWIB shall be responsible to recruit, screen, select, and hire supplemental staff that includes, but is not limited to: TANF/RET and DEO Other Personal Services (OPS). The SFWIB shall pay the employee placed in service for straight-time wages or salaries (no overtime), as applicable for up to and including forty (40) hours per week, per employee. The SFWIB shall determine the employee hourly rate of pay and work location.
- 3. Straight-time wages are payments for straight-time work hours. Straight-time work hours are defined herein as regularly scheduled work hours that are not subject to overtime or bonus pay. The SFWIB shall not pay for hours worked in excess of forty (40) hours per employee, per week. Any payment for hours worked in excess of the forty (40) hours per employee, per week shall be the sole responsibility of the service provider.
- 4. The SFWIB shall not reimburse or pay Contractors for any DEO employee benefits, overtime or bonus pay.

C. Training of Staff:

The Contractor shall ensure that center staff is trained on:

- o All Operational Reports, implementation strategies that maximize performance outcome potentials to be cost-efficient, and utilizing dual enrollment or other strategies for optimal service delivery;
- o Required Participant File Contents;

- Required training in serving Limited English Proficiency (LEP) customers;
- Required credentialing and skills standards; and
- Tier 1 Certification.

The Contractor shall:

1. Ensure that new staff is trained and that program specific trainings (i.e. WIOA, CAP, WP, etc.); other required trainings (i.e. Tier 1, Security Awareness, Hurricane Preparedness, etc.); set forth in **Article III, Section O-Training of Staff** of this Contract and in the SFWIB Credentialing and Skills Standards Policy, are conducted in a timely manner;
2. Ensure that all WIOA funded staff are Tier 1 certified within ninety (90) days of hire date. Attainment of the Tier I certificate requires completion of individual course work, as well as taking and passing each module test as required by DEO;
3. Coordinate all CareerSource center program trainings and the SFWIB's required trainings with the SFWIB's Training Coordinator;
4. Post all trainings on the SFWIB's internal training calendar;
5. Submit the Monthly Training Report updated with all programs and required trainings to the SFWIB's Training Coordinator by the **10th day of every month** (See **Exhibit E-1, Modified Reporting Requirements**); and
6. Follow the SFWIB's training priorities as identified by the SFWIB's Training Coordinator.

V. Program Service Locations:

The Contractor shall operate and manage the SFWIB CareerSource center(s). The location of the aforesaid CareerSource center(s) shall be subject to change by the SFWIB at any time for any reason, at the sole discretion of the SFWIB. If the location of the CareerSource center changes, the Contractor shall operate and manage that CareerSource center from the new location identified by the SFWIB. The SFWIB will be responsible for all relocation cost.

The Contractor shall operate the following CareerSource center location(s):

- Northside center: 7900 NW 27th Avenue, Suite 200, Miami, Florida 33147.

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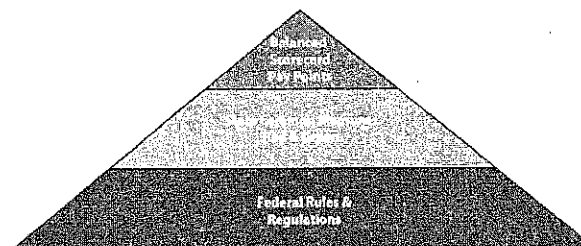
Modified CSSF Specifications for Workforce Services Balanced Scorecard Report

I. PURPOSE

The purpose of the 2018-2019 South Florida Workforce Investment Board's (SFWIB) Balanced Scorecard Report is to strengthen and make the SFWIB's workforce service delivery system more effective and efficient by simplifying complex measures systems, integrating multilevel performance indicators and focusing on the basics such as employment outcome and self-sufficiency. The Balanced Scorecard Report includes a comprehensive Job Placement performance measure that is also used as a payment structure to improve employment opportunities for all jobseekers and increase local businesses' competitive advantage in a global economy.

The SFWIB's performance structure is derived from local, state and federal mandated measures. The comprehensive multilevel performance measures system was used to distinguish the organization's goals and define the Balanced Scorecard's measures. This system shall assist the Area in exceeding performance and serving all participants. The graph below illustrates the vertical integration of the multilevel performance measures system.

The Balanced Scorecard Report, along with the other operational reports, acts as a measurement system, strategic management system, and communication tool. It provides a compass for resource allocation to the SFWIB's Contractors by sorting and prioritizing dozens of state and federal mandates. It simplifies the complex and perplexing Workforce performance system, which in turn enhances Contractors' abilities to allocate human capital and financial resources in areas that shall collectively benefit Workforce Development Area 23's performance.



This document describes the specifications for the Balanced Scorecard Report 1) selection criteria, 2) the reporting elements, and 3) logic that shall be used to obtain the different reporting elements. It is organized in three sections; Job Placements, CSSF Balanced Scorecard Performance Requirement, and Quality Assurance (QA) Key Indicators based on the contract requirements.

II. REPORT METHODOLOGY

Listed below are the SFWIB's methodologies used to define and calculate the performance accountability requirements for Workforce Development Area 23. Data will be obtained from the One-Stop Service Tracking (OSST), Employ Miami-Dade (EMD)/Employ Monroe (EM) and Workforce Management System (WFMS) data warehouse and computed using the following listed methodologies.

Acronyms	Systems	Programs
OSST	One-Stop Service Tracking	Career Advancement Program and Supplemental Nutrition Assistance Program (SNAP)
EMD/EM	Employ Miami-Dade/Employ Monroe	WIOA Adult (WIOA AD), WIOA Dislocated Worker (WIOA DL), Reemployment and Eligibility Assessment (REA), and Wagner Peyser (WP) Programs
WFMS	Workforce Management System	All Programs

A. JOB PLACEMENTS

1) *Wagner-Peyser (WP) Obtained Employment (OE)*

A Wagner-Peyser (WP) Obtained Employment (OE) refers to those fully (complete and accurate) registered individuals who secure employment within 180 calendar days of receiving one or more services which are wholly or partially funded by the state employment service agency, but the placement does not meet the federal definition for a "WP Placement." Credit for an OE may be claimed for any fully registered participant who has received any WP staff assisted reportable service(s) and has a job start date, where both service and start date fall within 180 days from the date the obtained employment is recorded. A participant must also have a full EMD/EM registration in the database before the start date of the obtained employment. A complete EMD/EM registration must include all of the following components: a complete and current General Information section containing a verified residential and mailing address, a valid telephone number, and e-mail address. The jobseekers must also have been assigned an occupation title and occupation code (O*NET code). Additionally, staff must complete the Background Wizard section to include the Education Profile, the Employment History with previous hourly wages, and O*NET code. To complete the registration, the jobseekers must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address. Staff must verify that the jobseeker has started working prior to taking credit for an OE. Notification of a hire date will not suffice for securing OE credit. All participants, as part of their initial EDM/EM registration, will be encouraged to create an email address for use in job placement. If a participant does not have an email address, instructions for creating an account will be provided at the designated CareerSource center Resource Room.

A job referral is the act of facilitating the match between qualified jobseekers and employers with job openings; and the recording of such referral in EMD or EM. Prior to referring a jobseeker to a job opening, staff must ensure the jobseeker's qualifications match the minimum requirements listed in the job order by ensuring that the General Information section, Background Wizard section, and the résumé on their personal profile includes all the jobseeker's skills; abilities; prior work experience; education and training; and certifications and

licensure. These items should be consistent with the requirements of the job order. Staff must ensure that job referrals are only provided to jobseekers that have completed work registration and who meet the minimum requirements as stated in the job order. At no time should a staff member alter the minimum requirements of a job order to increase a jobseekers skills match. Additionally, staff must obtain the consent of the jobseeker prior to making any job referral. Staff must enter a case note in EMD/EM to document the consent of the jobseeker.

Data Source: The data will be obtained from EMD/EM. EMD/EM OE Service Codes: 880, 881, 882, and 883.

2) *Wagner-Peyser (WP) Universal Direct Job Placement (DJP)/ Direct Employment*

The SFWIB refers to a WP Placement as a Wagner-Peyser (WP) Direct Job Placement (DJP). A WP Placement as defined by 20 CFR 651.10 is the hiring by a public or private employer of a fully registered individual referred by the employment office for a job or an interview, provided that the same employment office completed all of the following steps in sequential order from ii to vi:

- i. Prepared a job order form prior to referral, except in the case of a job development contact on behalf of a specific applicant;
- ii. Made prior arrangements with the employer for the referral of a fully registered individual or individual(s);
- iii. Obtained the fully registered individual or individual(s) consent to be referred to the job order;
- iv. Referred a fully registered individual in EMD/EM database who may or may not have been specifically designated by the employer, except for referrals on agricultural job orders for a specific crew leader or worker. The registration must be completed prior to the referral;
- v. Verified from an acceptable source (i.e. New Hire Report, Wage Credit, Work Number or Paystub), signed employment verification from the employer that the individual had entered on a job (for staffing agencies the jobseekers must have been assigned to a worksite and have earned wages); Staff must verify the jobseeker began working prior to recording the appropriate placement code. Verification information must be documented and must include a case note identifying:
 - The jobseeker's name;
 - The name of the employer;
 - The job title of the position and starting wage;
 - The source of verification; and
 - The date the customer started working at the designated jobsite.

(Notification of an upcoming start or hire date is not acceptable for recording a placement).

- vi. Appropriately recorded the placement and submitted a signed employment verification to SFWIB/CSSF at the time of invoicing; failure to submit employment verification at the time of invoicing will result in an automatic disallowance of unverified placements. Submitting falsified verifications will be a disallowance and may lead to Contract termination;
- vii. For all placements with a staffing agency or other similar type of employers that provides contracted or temporary labor; staff must also obtain documentation (i.e. pay stub or payroll register) that authenticates the participant was assigned to a worksite and earned wages. The first pay stub after start date is preferred;
- viii. If a participant has been placed in employment by a refugee provider (Direct or Self Placement) in the same program year, that participant cannot be entered as a Direct Job Placement; and
- ix. Pursuant to 20 CFR 652.3, staff must ensure the O*NET code used for a specific job opening matches the job description. If no match can be found, staff must use the title the employer or third party agency provided. Only one O*NET code may be used per job order. Placement into job openings that do not match the description in the job order or O*NET code is not permissible.

The SFWIB requires that the above steps ii through ix be completed in sequential order and by the same center location. Failure to comply with this requirement will result in the placement being disallowed. If a placement is disallowed that placement will be removed from the CSSF Balance Scorecard Performance Requirement (Attachment 3 of Exhibit A-1, Modified Statement of Work) and all other SFWIB Reports.

A WP DJP includes a Wagner-Peyser (WP) Job Development Placement. The Code of Federal Regulations, specifically Title 20 Part 651.10 provides that a job development means the process of securing a job interview with a public or private employer for a specific applicant for whom the local office has no suitable opening on file.

If there is no suitable opening on file in the Job Bank system, staff should make job development attempts (contacts) on behalf of the jobseeker. The job development attempt should be recorded on the jobseeker's activity service plan in EMD/EM. Job development attempts should be documented on the jobseeker's case notes screen by listing the employer's name.

If staff later learns that the jobseeker was hired on the job to which a job development attempt was made, then the staff person should write a job order and take credit for the placement. Once the job order is written to reflect the hire, it must be matched against the job development referral that was previously entered on the jobseeker's services screen.

Data Source: The data will be obtained from EMD/EM. EMD/EM Service Codes: 750, 752, 753, 754, 760, 762, 764, 766, 770, 772, 774, 776, 780, 850, 852, 854, 856, 860, 862, 864, 866, 870, 872, 874, and 879.

Note: A DJP for Payment is referred as a Direct Employment

3) *Conditions of Job Placements (OE or DJP)*

Conditions of Job Placements (OE or DJP) defined in the Modified Payment Provisions (Exhibit D-1).

4) *Types of DJP (Direct Job Placement)*

i. *Universal*

A Universal DJP refers to a WP jobseeker, fully registered in EMD/EM, that secures a job placement by meeting the federal definition for a "Direct Job Placement," it is not a WIOA enrolled participant and does not meet the criteria for any of the other seven types of DJP. The WP DJP must be recorded in EMD/EM during the reporting period. The WP referral create date must be on or prior to the employment start date.

Note: If the DJP is a WP Job Development, then the job development contact (activity code 123) must be on or prior to the hire date. A center may not exceed more than fifty percent (50%) of their monthly DJP number in this category. All Universal placements above the fifty percent (50%) cap will count for performance only and NOT for payment.

Data Source: The data will be obtained from EMD/EM WP.

ii. *WIOA Individualized Adult/Dislocated Worker (DW)*

A WIOA Individualized Adult or DW DJP refers to an eligible fully registered WIOA Adult or DW Participant in EMD/EM that secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment date do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123). A center may not exceed more than twenty-five percent (25%) of their total monthly DJP number in this category. ALL WIOA Individualized Adult/Dislocated Worker (DW) placements above the twenty-five percent (25%) cap will count for performance only and NOT for payment.

Data Source: The data will be obtained from EMD/EM WP and WIOA.

iii. *WIOA Individualized Jobseekers with Disabilities*

A WIOA Individualized Jobseeker with a Disability refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EMD/EM to have a disability and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA

eligibility/enrollment date do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP and WIOA.

iv. *WIOA Individualized Veterans or Ex-Offenders*

A WIOA Individualized Veteran or Ex-Offender refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EMD/EM as a Veteran or an Ex-Offender and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment date do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP and WIOA.

v. *WIOA Individualized Reemployment Assistance (RA) Claimant or Homeless Person (HP)*

A WIOA Individualized Reemployment Assistance (RA) Claimant refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EF or the State RA system as a recipient of Reemployment Assistance and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment date do not occur on the same date. A Homeless Person refers to an eligible WIOA Adult that is identified in EMD/EM as meeting the United States Department of Housing and Urban Development's definition of a Chronically Homeless Person at the time of registration and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment date do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA and occur within six months of the WIOA application date. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP and WIOA.

vi. *WIOA Individualized TANF/Career Advancement Program (CAP) or Supplemental Nutrition Assistance Program (SNAP)*

A WIOA Individualized TANF/Career Advancement Program (CAP) or Supplemental Nutrition Assistance Program (SNAP) DJP refers to an eligible fully registered WIOA Adult or DW Participant that is identified in OSST as a CAP or SNAP participant and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment date do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP, EMD/EM WIOA, OSST CAP, and OSST SNAP.

Criteria for a WIOA Individualized TANF/CAP DJP: Employment information shall also be recorded in OSST and the hire date must be after a full month of CAP mandatory participation period before the CAP program's closure and during the reporting period. If the placement occurs during the first month in CAP, at least one hour of participation must be recorded in OSST.

Criteria for a WIOA Individualized SNAP DJP: SNAP participants with an employment hire date on or after being actively engaged in a qualifying SNAP component with at least one JPR hour recorded in OSST during the reporting period. Employment information shall also be recorded in OSST.

vii. *Training Related Milestones/Placements*

A Training Related Milestones/Placements is defined as the successful completion of an approved training program with a contracted training vendor. Milestones consist of a participant achieving any of the following:

- Program Completion
- Credential Attainment (earning one of the following):
 - Diploma
 - Post-Secondary Educational Certificate
 - College Degree
- Training Related Milestone/Placement payments will be paid as follows:
 - Program completion-Twenty percent (20%) of total placement category payment amount (cost per placement) at the time of completion.

- Credential Attainment-Thirty percent (30%) of remaining balance of placement category.
- Job Placement in a full-time job (a minimum of thirty (30) hours per week and greater than 150 days in length and related to the course of study as defined by O*NET Code) - Remaining unpaid balance for placement category less than 90 days or greater than 90 days as applicable.
- Job Placement in a full-time job (a minimum of thirty (30) hours per week and greater than 150 days in length and NOT related to the course of study) - The Universal Placement Rate after the first quarter.

B. CSSF BALANCED SCORECARD PERFORMANCE REQUIREMENT

1) *Training Completion Rate*

Training Completion Rate reflects the number of WIOA, Trade Adjustment Assistance (TAA), and CAP participants who completed training in WFMS divided by the number of participants who enrolled in training in WFMS and received a training voucher that was paid with a completion or any of the closure reasons.

A training account with a paid training voucher and one of the following completion reasons "Never Attended (NE), Training Program Transfer (TT), or Cancelled Enrollment (CE)" shall be in the denominator as follows:

- NE – If a training account ends with completion reason of NE and the participant received a training voucher that was paid for by the same training account, then the training account shall be calculated in the denominator.
- TT – If a training account ends with completion reason of TT and the participant is not enrolled in training on or after the actual end date of the transfer, then the training account shall be calculated in the denominator.
- CE – if a training account ends with completion reason of CE and the participant has any paid or outstanding training related voucher(s), then the training account shall be included in the denominator.

The total # of participants who completed training in WFMS with a paid training voucher.

Divided by total # of participants who show a completion or any of the closure reasons with a paid training voucher.

Data Source: The data on the completion of the training is collected and analyzed using WFMS.

2) *Training Completion Placement Rate*

Training Completion Placement Rate reflects the number of participants who completed training and obtained employment within 180 days of training completion divided by the number of participants who completed training within 180 days of training completion during the reported period.

The total # of participants who completed training and obtained employment within 180 days of training completion.

Divided by the total # of participants who completed training within 180 days of training completion.

Data Source: Training completion information is collected and analyzed using WFMS. The placement information is obtained from EMD/EM, OSST, and WFMS.

3) *Training Related Placements Rate*

Training Related Placement Rate reflects number of participants who completed training, obtained employment and have been placed in a training related occupation within 180 days of training completion divided by the number of participants who completed training and were placed within 180 days of training completion during the reported period.

The total # of participants who completed training, obtained employment and have been placed in training related occupation within 180 days of training completion during the reported period.

Divided by the total # of participants who completed training and obtained employment within 180 days of training completion during the reported period.

Data Source: Training completion and training occupational codes are collected and analyzed using WFMS. The placement information and occupational codes (O*Net) codes are obtained from EMD/EM and WFMS systems. The O*Net codes are used to map the training occupations with the placement occupations.

4) *Training Enrollments Rate*

Training Enrollments Rate reflects the number of WIOA eligible participants enrolled and attended in qualified WIOA ITAs, On-the Job Training (OJT), and Paid Work Experience (PWE) in EMD/EM and WFMS for the reporting period.

Data Source: The data will be obtained from EMD/EM and WFMS.

5) *CAP All Family Participation Rate*

CAP All Family Participation Rate reflects the total number of families (mandatory participants) receiving TANF including a work eligible adult or minor head-of-household who is engaged in work activity for the month divided by the total number of mandatory participants receiving Temporary Cash Assistance (TCA).

The total # of CAP mandatory participants engaged in a Federal allowable countable activity.

Divided by the total # of CAP mandatory participants receiving TCA.

Data Source: The data shall be obtained from the OSST.

6) *Career Advancement Program (CAP) Entered Employment Rate (EER)*

Career Advancement Program (CAP) Entered Employment Rate (EER) reflects the number of all CAP mandatory cases that close with employment divided by the total number of closures within the reporting period.

The total # of all mandatory cases that close with employment.

Divided by the total # of mandatory cases that close within the reporting period.

Data Source: The data shall be obtained from the OSST system.

7) *Wagner Peyser (WP) Entered Employment Rate (EER)*

Wagner Peyser (WP) Entered Employment Rate (EER) reflects the number of all Wagner-Peyser participants unemployed at enrollment that were placed at exit divided by all the WP participants unemployed at enrollment that have exited. Exits are defined as participants who have not had a service within three (3) months from the last reportable service.

The total # of all WP participants placed at exit.

Divided by the total # of all WP participants who exit.

Data Source: The data shall be obtained from the EMD/EM WP.

8) *WIOA Adult and Dislocated Worker Entered Employment Rate (EER)*

WIOA Adult and Dislocated Worker Entered Employment Rate (EER) reflects the percent of those WIOA Adult and Dislocated Worker participants unemployed at registration and placed at exit divided by all the Adult and Dislocated Worker participants unemployed at registration who exit.

The total # of all Adult participants placed at exit.

Divided by the total # of Adult and Dislocated Worker participants who exit.

Data Source: The data shall be obtained from the EMD/EM WIOA.

9) *Short-term Veterans Entered Employment Rate (EER)*

Short-term Veterans Entered Employment Rate (EER) reflects the number of exiting Veterans who were placed in EMD/EM in the 90 days following their exit date divided by the number of Veteran participants who were unemployed at their date of participation and were exited after 90 days.

The total # of exiting Veterans who were placed within 90 days of the exit date.

Divided by the total # of Veteran participants who were unemployed at their date of participation and were exited after 90 days.

Data Source: The data shall be obtained from the EMD/EM.

10) *Employers Served (Employer Penetration Rate)*

Employers Served (Employer Penetration Rate) reflects the total number of new employers that have received (for the first time during the program year for the Region) at least one of the following levels of service and recorded in EMD/EM:

- Level 1 (Highest Service Level): Includes services such as pre-screening; job orders; veteran services; customized training; job referrals/placements, job fairs; on-site workshops for recruitment/retention.
- Level 2 (Mid-Level Services): Includes services such as referrals of qualified applicants; work readiness certifications; employer notifications of potential applicants.
- Level 3 (Lowest Level of Service): Includes services such as employer contacts; promotional calls; providing information packages; business incentive information.

Data Source: The data will be obtained from EMD/EM WP.

11) *Employers Served with Level 1 Services*

Employers Served with Level 1 Services reflects the total number of the new employers that have received a Level 1 Service that is recorded in EMD/EM for the first time during the Program Year (PY) for the Region.

Data Source: The data will be obtained from EMD/EM WP.

12) *Jobs Openings Filled Rate*

Jobs Openings Filled Rate reflects the number of (staff and employer initiated job openings filled) from the job orders in the Job Order Index measure divided by the total number of (staff and employer initiated job openings) in the job orders. The job orders to be excluded in the measure are those on hold or still open.

The total # of job openings filled in the job orders.

Divided by the total # of job openings in the job orders.

Data Source: The data will be obtained from the EMD/EM system.

13) *Referral Job Skills Match Average*

Referral Job Skills Match Average reflects the average number of the jobseekers' skills that match the skills requested in the job order. This applies to all staff issued referrals during the reporting period.

Data Source: The data will be obtained from the EMD/EM system.

14) *Employment (Obtained Employment and Direct Job Placements)*

Employment (Obtained Employment and Direct Job Placements) reflects the total number of Direct Job Placements (DJP) and Obtained Employment (OE) in EMD/EM during the reporting period.

Data Source: The data will be obtained from EMD/EM.

15) *Employed 2nd Quarter After Exit*

Employed 2nd Quarter After Exit reflects the number of WIOA participants who exit and are employed in the second quarter after exiting. It is divided by the number of WIOA participants who exit during the reported period.

The total number of WIOA participants who obtained employment at the 2nd Quarter mark, post exit.

Divided by the total # of WIOA participants who exit during the reporting period.

Data Source: EMD/EM, Work Number, Wage Credit.

16) *Employed 4th Quarter After Exit*

Employed 4th Quarter After Exit reflects the number of WIOA participants who exit and are employed in the fourth quarter after exiting. It is divided by the number of WIOA participants who exit during the reported period.

The total number of WIOA participants who obtained employment at the 4th Quarter mark, post exit.

Divided by the total # of WIOA participants who exit during the reporting period.

Data Source: EMD/EM, Work Number, Wage Credit.

17) *Average Days to Employment*

Average Days to Employment is defined as the total number days it takes a jobseeker to attain employment after registering in EMD/EM. The measure will consider both Direct Job Placements and Obtain Employment, after the WP EMD/EM registration/participation date. All hire dates shall be within the reporting period.

Data Source: The data shall be obtained from the EMD/EM systems.

18) *Employment /Job Placement Average Wage*

Employment/Job Placement Average Wage reflects the sum of the hourly wages of all the WP Job Placements (DJP's only) divided by the number of WP Job Placements in EMD/EM during the reporting period.

The sum of the hourly wages (DJP's only).

Divided by # of WP job placements.

Data Source: The data will be obtained from EMD/EM WP DJPs.

19) *Cost Per Placement*

Cost Per Placement reflects the total contract award earned plus the WFMS allocations (obligated and paid) and share of facilities cost divided by the total number of Job Placements.

The total contract award earned plus the WFMS allocations (obligated and paid) and share of facilities cost.

Divided by the total # of Job Placements.

Data Source: The job placement information is obtained from EMD/EM.

20) *Net Economic Benefit*

Net Economic Benefit reflects the Annual Placement Average Wage subtracted by the Cost per Placement.

(Placement Avg. Wage x 2080 hours) - (Cost per Placement) = (The Net Economic Benefit per Placement).

Data Source: The job placement information is obtained from EMD/EM.

21) *Return on the Investment*

Return on the Investment reflects the Net Economic Benefit per Placement divided by the Cost per Placement.

The Net Economic Benefit per Placement.

Divided by the Cost per Placement.

Data Source: The placement information is obtained from EMD/EM.

C. QUALITY ASSURANCE (QA) KEY INDICATORS

1) *Outreach to Jobseekers*

Outreach to Jobseekers reflects the number of jobseekers enrolled in EMD/EM with at least one (reportable) staff assisted service recorded in EMD/EM.

Data Source: The data will be obtained from the WP Incomplete Registration Report.

2) *Work Registration – Initial Assessment*

Work Registration-Initial Assessment reflects the number of jobseekers enrolled in EMD/EM with an Initial Assessment Application (IAA), and complete full registration divided by the number of jobseekers enrolled in EMD/EM with at least one staff assisted service recorded.

Data Source: The data will be obtained from the WP Incomplete Registration Report.

3) *Work Registration – EMD/EM Complete Registrations*

Work Registration-EMD/EM Complete Registrations reflects the number of fully registered jobseekers enrolled in EMD/EM with at least one recorded staff assisted service divided by the total number of jobseekers (full and partial registration) enrolled in EMD/EM with at least one staff assisted service recorded.

Note: A complete EMD/EM registration must include all of the following components; a complete and current General Information section containing a verified residential and mailing address, a valid telephone number, and e-mail address.

Data Source: The data will be obtained from the WP Incomplete Registration Report.

4) *Quality of Jobseeker Referrals to Jobs*

Quality of Jobseeker Referrals to Jobs reflects the number of jobseekers referred to job orders EMD/EM by staff divided by the number of staff referrals made to job orders in EMD/EM.

Data Source: The data will be obtained from the WP Referral to Placement Ratio Report.

5) *Follow-up with Jobseeker Referrals to Jobs*

Follow-up with Jobseeker Referrals to Jobs reflects the number of staff issued jobseeker referrals that are "not specified" or "outstanding" in EMD/EM WP job orders divided by the number of staff referrals that result in either ("hired" or "not hired") in EMD/EM WP job orders.

Data Source: The data will be obtained from the WP Job Order Report.

6) *Manage Exits/Follow-up*

Manage Exits/Follow-up reflects the number of jobseekers exiting EMD/EM WP with employment divided by the number of jobseekers exiting EMD/EM WP.

Data Source: The data will be obtained from the WP Soft Exit Application/Report.

7) *Manage Job Orders/Follow-up with Employers*

Manage Job Orders/Follow-up with Employers reflects the number of EMD/EM WP job orders that are "Expired, Fully Referred, or on Hold" and the total number of EMD/EM WP job orders that are "Open".

Data Source: The data will be obtained from the WP Job Order Report.

8) *Average Duration of Jobseekers Unemployed*

Average Duration of Jobseekers Unemployed reflects the average length of time all the WP Jobseekers were unemployed since the WP enrollment date with no job placement on its current EMD/EM Application ID history.

Data Source: The data will be obtained from the WP Incomplete Registration Report and Unemployment Tool.

9) *Manager TANF/CAP Caseload*

Manager TANF/CAP Caseload reflects the number of items met on the CAP Review Tool divided by all the items on the CAP Review Tool.

Data Source: The data will be obtained from the CAP Review Tool.

10) *Outreach to Employers Report – Employer Penetration Report*

Outreach to Employers Report-Employer Penetration Report reflects the percent increase of new employers served for the first time during the program year divided by last program year's total number of new employers served.

Data Source: The data will be obtained from the Employer Penetration Report.

11) *Supplemental Nutrition Assistance Program (SNAP) Engagement*

Supplemental Nutrition Assistant Program (SNAP) Engagement reflects the number of SNAP participants referred by Department of Children and Families (DCF) that are assigned to countable activities and have a minimum of one JPR hour logged in OSST.

Data Source: The data will be obtained from OSST.

**MODIFIED PROGRAM DESIGN AND SERVICE DELIVERY
WORKFORCE SERVICES
NOVEMBER 1, 2018 – JUNE 30, 2019**

I. INTRODUCTION

The Contractor shall provide access to workforce services that increase the employment, retention, and earnings of customers and meet the workforce preparation needs of the region through a menu of services that may be accessed through one, two, or more programs with dual enrollment strategies to optimize service delivery.

Workforce Services shall be provided in accordance with the Workforce Innovation and Opportunity Act (WIOA), Public Law (P.L. 113-128), Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (P.L. 104-193), Family Self Sufficiency (Chapter 414 F.S.) and all other applicable federal, state and local laws and regulations.

II. WORKFORCE SERVICES

A. Workforce Services to Businesses

Workforce Services to businesses is a critical component of the Workforce Services delivery system. The Workforce Services provide a direct value to a business while enhancing the ability of the workforce system to achieve optimal levels of job placement and job placement assistance. The Workforce Services provided to a business shall be designed to increase the employer penetration rate, increase the repeat business customer rate, and increase the retention rates with the same employer while improving job development and matching processes for jobseekers. "Job Placement" shall be the main focus.

The Contractor's Employer Services staff (i.e. Employer Specialists and Placement Specialists) shall be focused on business development, major job fairs (i.e. identifying, attending, obtaining and providing space for on-site interviews and skill matching), specialized recruitments, mass hiring, promotion of business incentives including Customized Training Programs (CT), Employed Worker Training (EWT), On-the-Job Training (OJT), Paid Work Experience (PWE), Transitional Jobs (TJ), and Entrepreneurial and Self-Employment Training (ESET).

The Contractor's Employer Services staff shall interact with the business community to address its current and anticipated labor needs, educate the business community about the services available through the SFWIB, and continually assess said needs for timely service delivery.

The Contractor's Employer Services staff shall partner with and/or join economic development agencies, chambers of commerce, industry focus groups, major job fairs, promotion of EWT, CT and implement the SFWIB's Strategic Plan.

1. The Contractor shall:

- a. Conduct outreach and provide employer services to new (not served within current Program Year) businesses to increase employer penetration rate;
- b. Conduct outreach and provide employer services to existing businesses to increase the repeat business customer rate;
- c. Enter employer contact information into Salesforce and record all services provided to employers in Employ Miami-Dade (EMD)/Employ Monroe (EM), the Customer Relationship Management (CRM) system, and other systems as designated by the SFWIB;
- d. Submit a Salesforce survey business plan to the SFWIB/CSSF Business Services Unit before the end of the first quarter of the program year;
- e. Ensure that the designated CareerSource center staff develops job placement opportunities for jobseekers and converts these opportunities into job orders;
- f. Ensure the Center Director and staff provides services to businesses in a professional manner, while utilizing the highest standards of ethics. Said services shall be appropriate and delivered timely under the direction and supervision of the Center Director;
- g. Participate in Salesforce training and webinars;

- h. Send a Salesforce survey to each employer serviced utilizing the procedures as outlined on the Salesforce website;
 - i. Submit progress reports on survey activity on a quarterly basis to the SFWIB/CSSF Business Services Unit. Maintain a minimum of thirty percent (30%) employer response rate to surveys;
 - j. Provide customized services to meet the specific needs of each business;
 - k. Provide and maintain standardized service delivery in accordance with federal, state, and the SFWIB's Policies and Procedures;
 - l. Develop and coordinate training services for businesses;
 - m. Develop and coordinate community service and work experience worksites;
 - n. Develop and coordinate, at a minimum, three (3), specialized recruitments per month for businesses within the One Community One Goal (OCOG) targeted industries;
 - 1) Identify and prepare jobseekers to be job candidates by providing individualized services (i.e. work preparation activities);
 - 2) Prioritize submission of qualified candidate resumes to the SFWIB's Business Services Representative for time-sensitive special project and recruitment initiatives; and
 - 3) Develop and coordinate recruitments through the posting of job orders, conducting job fairs, providing space for on-site interviews and skill matching, etc.
 - o. Develop and coordinate opportunities for program participants through established relationships with businesses in Miami-Dade and Monroe Counties;
 - p. Provide skill testing and screen potential employees for employers through software tools to evaluate skill sets, abilities and qualifications that meet the business needs;
 - q. Job match qualified jobseekers and program participants who meet the business' minimum requirements;
 - r. Provide follow-up services to businesses to assess satisfaction with services received; document and share results with the SFWIB/CSSF Business Services Unit;
 - s. Provide leads of companies who may be interested in information on tax credits and financial incentives for available training services such as the EWT and OJT;
 - t. Coordinate with staffing agencies and other organizations that provide placement services to ensure adequate employment opportunities exist for jobseekers and program participants;
 - u. Coordinate with the SFWIB's Reemployment and Emergency Assistance Coordination Team (REACT) Coordinator to conduct rapid response activities for businesses that are faced with mass lay-offs, downsizing or closing;
 - v. Provide follow-up services on job orders using EMD/EM and document a case note in the system;
 - w. Promote and develop high-skill, high-wage employment opportunities, which meet the self-sufficiency standard for the region; and
 - x. Actively engage in and promote all regional industry/business initiatives as determined by the SFWIB.
2. For Other Training activities the Contractor shall:
- a. Track other training services including enrollment, training progress, completion, and reimbursement information by reviewing all systems pertinent to the program funding stream;
 - b. Thirty percent (30%) is allocated to OJT training and at a minimum forty percent (40%) shall be expended on the combined expenditures for OJT and PWE/TJ;
 - c. No more than ten percent (10%) of the training dollars can be expended for PWE/TJ;
 - d. Ensure the Center Director fully reviews drafts of OJT agreements for accuracy, compliance, and accountability prior to execution;

- e. Ensure OJT agreements are not initiated within thirty (30) days of contract termination; any exceptions will be at the sole discretion of the SFWIB;
- f. Reimburse the business as set forth in the SFWIB OJT Policy (Section VIII (C) (10)) and the SFWIB's OJT Procedures;
- g. Reimburse the business at the time of completion for any CT, EWT and ESET certificates awarded as set forth in the SFWIB's Policies and Procedures;
- h. Obtain the appropriate signatory for the business on all agreements, including, but not limited to, CT, EWT, OJT, PWE, and ESET as set forth in the SFWIB applicable Policies and Procedures;
- i. Cooperate with the SFWIB/CSSF Business Services Unit to reconcile discrepancies and other training services-related issues;
- j. Be solely responsible for ensuring the participant(s) is eligible for the applicable funding stream in accordance with federal and state laws, and the SFWIB's Policies and Procedures;
- k. Be solely responsible for ensuring the business is eligible to enter into an SFWIB-funded agreement in accordance with federal and state laws, and the SFWIB's Policies and Procedures;
- l. Be solely responsible for payment to the business with whom the agreement was entered into by the Contractor; in the event the Contractor refers ineligible program participants to any SFWIB-funded OJT, EWT, TJ, CT, PWE, or ESET agreement; and
- m. Be solely responsible for payment to the business with whom the agreement was entered into by the Contractor, in the event the Contractor fails to enter the required participant information into the appropriate Management Information Systems (MIS) for the SFWIB-funded OJT, EWT, CT, TJ, PWE, or ESET agreements.

B. Workforce Programs

1. Wagner-Peyser (WP)

The Wagner-Peyser Act of 1933, as amended by WIOA, stipulates specific guidelines regarding the registration of jobseekers and the provision of services to employers. WP employment services are based upon the general concept that the basic purpose of these services is to bring jobseekers and employers together to find suitable employment matches. The Contractor shall:

- a. Make available labor exchange services to all employers and jobseekers including, but not limited to, Re-employment Assistance (RA) claimants, veterans, migrant and seasonal farm workers and individuals with disabilities.
- b. Be responsible for the management of Florida Department of Economic Opportunity (DEO) staff as per **Article IV, Section B-SFWIB Assigned Staff of Exhibit A-1, Modified Statement of Work**.
- c. Ensure that DEO staff provide and document service delivery to all jobseekers and employers regardless of the ability to meet wage and placement requirements. All jobseekers are entitled to a basic level of services.
- d. Submit the Wagner Peyser Complaint Resolution System Log, EMD/EM Center Referral to Placement Ratio Report, and EMD/EM Soft Exits Report by the 10th of each month to the Adult Programs Unit (**See Exhibit E-1, Modified Reporting Requirements**).
- e. Have a Migrant Seasonal Farm Workers (MSFW) Outreach Worker at Career Centers where ten percent (10%) or more of the jobseeker population are MSFW. The MSFW Outreach Worker is responsible for the provision of MSFW services, the submission of MSFW Reports Log of Daily Activities and the MSFW Monthly Report by the 5th day of the following month to the Monitor Advocate.
- f. Be responsible for the provision of Reemployment Services and Eligibility Assessment services (RESEA) as follows:
 - 1) The RESEA program is designed to help RA beneficiaries find jobs in an effort to shorten the duration of claims and lead to fewer erroneous payments, resulting in savings to the RA Trust Fund and Employer Taxes. RESEA Claimants require staff assistance.

- 2) The Contractor shall provide documented service delivery to all RESEA participants. Staff will schedule appointments and conduct individual and in-person reemployment assessments as per applicable federal, state and SFWIB program guidelines, Policies and Procedures.
- g. Be responsible for the provision of the Veterans Employment Services program as follows:
- 1) Provide priority services to veterans, especially disabled veterans, and develop linkages with other agencies to promote employment opportunities for veterans, in accordance with **Article V, Section T-Veterans' Priority Provisions** of this Contract. The Contractor shall submit the Manager's Report on Services to Veterans by the 5th day of the first month of each quarter to Adult Programs Unit (See Exhibit E-1, Modified Reporting Requirements).
 - 2) Promote the Military Family Employment Advocacy Program, which provides military spouses and their families with career services to assist them when there is a service member on active duty with the armed forces and refers eligible program participants to the Area's Military Family Employment Program Advocate
- h. Intake and Eligibility for Services shall be conducted before receipt of Basic, Individualized, and Follow-up services. Each of these services shall be made available to eligible jobseekers. The Contractor shall provide these jobseeker services following the **Talent Development Flow Process (set forth in Attachment 1 of Exhibit A-1, Modified Statement of Work)** as follows:

1) Intake

Intake is the collection of required documentation from jobseekers. The intake process includes, but is not limited to:

- a) General orientation: provides the jobseeker with information pertaining to the services that are provided at the centers.
- b) Initial application: basic demographic and background information is collected; it also identifies employment barriers and specifies skill levels and gaps in specific areas. The initial application is accessible to the jobseeker through the kiosk. All new registrations should be via the kiosk and include the creation of an electronic case file.
- c) Complete EMD/EM registration must include all of the following components: a complete and current General Information section containing a verified residential and mailing address, a valid telephone number, and e-mail address. The jobseekers must also have been assigned an occupation title and occupation code (O*NET code). Additionally, staff must complete the Background Wizard section to include the Education Profile, the Employment History with previous hourly wages, and O*NET code. To complete the registration, the jobseekers must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address.
- d) Literacy, numeracy, and skills testing will be determined using an assessment approved by the SFWIB.

2) Eligibility of Services

The Eligibility of Services is the determination of whether individuals are eligible to receive assistance under WIOA. Eligibility of Services is made upon reviewing documents collected during intake and shall be used to assist staff in determining if the participant is eligible for enrollment under WIOA. Staff should use all available resources to reduce the amount of information requested from the participant to determine eligibility (i.e. Sntax or Public Assistance Records). Referral to Services shall ensure emphasis is placed on identifying barriers to employment, opportunities to improve skills and ways to acquire credentials and assist in the development of career pathways for talent pipelines, which results in better job candidates and employment outcomes.

The Contractor shall be responsible for the eligibility determination for each of the SFWIB-funded programs (i.e. WIOA and TANF). The Contractor shall only have SFWIB Workforce Programs Eligibility certified (trained and approved by the SFWIB) staff conduct Workforce Programs' Eligibility.

2. WIOA

The Workforce Programs to be provided shall be in accordance with WIOA. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA brings together, in strategic coordination, the core programs of Federal Investment in skill development: 1) employment and training services for adults, dislocated workers, and Wagner-Peyser employment services administered by the Department of Labor (DOL) through formula grants to states; and 2) adult education, literacy programs and Vocational Rehabilitation state grant programs that assist individuals with disabilities in obtaining employment administered by the Department of Education (DoED).

In addition, WIOA authorizes other programs administered by DoED and the Department of Health and Human Services for specific vulnerable populations, including the Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworker programs. WIOA is designed to help jobseekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The Contractor shall:

- a. Provide a continuum of services to adults and dislocated workers that, depending on the needs of the participant, may require varying levels of individualized career services and follow-up activities. CareerSource centers **are required** to conduct regular follow-up activities prior to the second and fourth quarter after the participant exits. Availability of funds, in conjunction with an individual's needs and eligibility guidelines, shall determine the appropriate combination of services to provide to individuals.
- b. Be responsible for the WIOA eligibility determination and verification, collection of the required supporting documentation, completion and submission of all necessary eligibility documents and maintenance of documentation.
- c. Utilize the WIOA Adult/National Emergency Reserve (NER) funds as part of the WIOA Adult employment and training services/activities following the WIOA Adult Program Policies and Procedures, if funds are allocated.
- d. Utilize the WIOA Dislocated Worker/Rapid Response Supplement in order to address rising unemployment rates and increased demands for assistance and training, following the WIOA Dislocated Workers Policies and Procedures.

Ensure that a Center representative works with Workforce Development Area 23's REACT Coordinator and, when necessary, is on-site at the scheduled date and time to provide the affected employees with the necessary information about services available. The REACT assists workers who have been or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, natural disasters, such as floods, fires, hurricanes, tornadoes, or other acts of nature that cause the dislocation of fifty (50) or more workers. The REACT Coordinator in Workforce Development Area 23 responds when notices are received under the Worker Adjustment and Retraining Notification (WARN) Act or when requested by an employer.

A. WIOA Eligibility

Eligibility determination and registration shall include: (1) completed WIOA Application; (2) verification of the information provided in the application; (3) determination that the applicant meets the eligibility criteria established by WIOA and the SFWIB; and (4) entry into the EMD/EM Management Information System.

1. Adult (and NER)

All adults shall meet the WIOA Adult eligibility criteria listed below:

- a. 18 years of age or older; and
- b. Is a resident of Miami-Dade County or Monroe County; and
- c. A citizen of the United States; or
- d. An eligible non-citizen who is authorized by the U.S. Citizenship and Immigration Services; and

- e. In compliance with the Selective Service Act (only relevant for males at least 18 years of age and born after December 31, 1959); and
- f. Provide the highest grade completed; and
- g. Provide proof of veteran status, if applicable; and
- h. If employed, determined low income as defined by the SFWIB.
 - A maximum of ten percent (10%) of all WIOA new enrolled participants can be employed at participation.

i. Homeless Person (HP)

Homeless Person refers to an eligible WIOA Adult that is identified in EMD/EM as meeting the United States Department of Housing and Urban Development's definition of a Chronically Homeless Person at the time of WIOA Application, which includes:

- A participant who resides in places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings.
- A participant who resides in an emergency shelter.
- An unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more or had at least four episodes of homelessness in the past three years. A disabling condition is defined as "a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability including the co-occurrence of two or more of these conditions.

2. Dislocated Workers (and Rapid Response)

All Dislocated Workers shall meet the WIOA Dislocated Worker eligibility criteria listed below:

- a. 18 years of age or older; and
- b. Is a resident of Miami-Dade County or Monroe County; and
- c. A citizen of the United States; or
- d. An eligible non-citizen who is authorized by the U.S. Citizenship and Immigration Services; and
- e. In compliance with the Selective Service Act (only relevant for males at least 18 years of age and born after December 31, 1959); and
- f. Provide the highest grade completed; and
- g. Provide proof of veteran status, if applicable; and
- h. Demonstrate that employment could not be obtained prior to eligibility.

In addition to the above general eligibility factors to qualify as a Dislocated Worker, an individual shall meet one or more of the following criteria:

- a. Terminated or laid off or received notice of termination or layoff, and is eligible for or has exhausted entitlements to RA formerly Unemployment Compensation (UC), and is unlikely to return to previous industry or occupation;
- b. Attached to workforce but not eligible for or not entitled to RA, or the employer is not covered under the state UC law, and is unlikely to return to previous occupation or industry;
- c. Terminated, Laid-off or Notified of Permanent Closing of Plant or Facility, Substantial Lay-off;
- d. General announcement of facility closing, date required;
- e. Previously self-employed (including employment as a farmer, a rancher, or a fisherman), but is unemployed as a result of general economic conditions or natural disasters in the community that the individual resides; or

- f. Displaced homemaker: An individual who has been providing unpaid services to family members in the home and has been dependent on the income of another family member, but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, or a call or order to active duty, or a permanent change of station, or the service-connected death or disability of the member; and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment;
- g. The spouse of a member of the Armed Forces on active duty who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
 - The spouse of a member of the Armed Forces on active duty who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

B. WIOA Services

WIOA Services can be informational in nature or service intensive. Staff should make every attempt to enroll eligible participants in WIOA to help increase the possible options that could be available for that participant. WIOA services include but are not limited to:

1. Labor exchange services: This service provides jobseekers with job search and placement assistance, and in appropriate cases, career counseling, which includes information on in-demand industry sectors and occupations. Additionally, these services provide jobseekers with information on non-traditional employment and specialized recruitments targeting specific occupations or industries.
2. Current Labor Market Information (LMI): Jobseekers are provided the most current labor market information available in an easy to understand and readily accessible format. The information includes job vacancy listings, job skill requirements necessary to obtain the job, information relating to local opportunities and earnings, and opportunities for advancement in such occupations.
3. Information and referrals on specific programs and services available in the community: Referrals are made to and activities are coordinated with other programs and services including other service or resource partners and vendors, to provide ancillary services within the one-stop delivery system and in appropriate cases, other workforce development programs; referrals shall be done through the Universal Referral Form.
4. Information and assistance regarding filing RA: The Contractor must provide meaningful assistance to individuals seeking assistance in filing an RA claim. Meaningful assistance means: (a) providing assistance on-site using staff well trained in Unemployment Compensation claims filing and the rights and responsibilities of claimants; or (b) providing assistance through trained and available staff, by phone or via other technology, within a reasonable amount of time. Assistance must be made available to jobseekers who come into the CareerSource centers for assistance in filing an RA claim and jobseeker have been identified as having barriers to filing a claim without assistance, such as those individuals who have been identified as having limited English proficiency or disabilities.
5. Performance, cost information: Information about performance accountability measures and any additional performance information relating to the center's delivery system is provided in usable and understandable formats and languages.
6. Supportive service information: This service provides referrals to resources available through the SFWIB and/or the community to help reduce and/or eliminate barriers to employment. These services include: transportation, child care, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in authorized activities.
7. Comprehensive Assessment: Each jobseeker who is eligible for services shall receive comprehensive and specialized assessments of their skill levels and service needs, which include diagnostic testing and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. This process is intended to assist participants in identifying strengths, transferable skills, interests, work values, and priorities. This comprehensive objective assessment process underlies the development of an employment plan, which serves as each participant's road map to services and should include the participant's employment goals.

8. Individual Employment Plan: An individualized employment plan will be developed to identify the employment goals, achievement objectives, and appropriate combination of services or steps for the participant to achieve employment goals. The employment plan includes information on eligible training services providers and career pathways to attain career objectives.
9. Prevocational Services (Employability Skills): Short-term prevocational services include assisting the participant in developing any the following: learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training opportunities.
10. Out-of-area Job Search: This service provides jobseekers with out-of-area job search and relocation assistance.
11. Internship/Work Experience: An internship is when a participant works in an organization, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification. Contractors may coordinate internship opportunities within the private for profit sector, non-profit sector, or public sectors. Regardless of the sector chosen, labor standards will apply in any work experience setting where there is an employee/employer relationship, as defined by Fair Labor Standards Act.
12. Workforce Preparation: This service includes activities, programs, or services designed to help an individual acquire a combination of basic academic, critical thinking, digital literacy, self-management skills, and competencies in utilizing resources, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training or employment.
13. PWE: This is career preparation for participants at a worksite. It is designed to expose participants to careers and jobs, help participants develop pre-employment and work maturity skills and build occupation knowledge and technical skills by doing real work. This work facilitates active learning, exploration of interests; development of research and project based skills, development of teamwork skills, assists participants with making connections between workplace duties and related coursework, and provides participants with training about workplace safety and other issues.
14. Financial Literacy Services: This service provides participants with information pertaining to creating household budgets, initiating savings plans, and making informed financial decisions about education, retirement, home ownership, wealth building, and other savings goals. This service affords jobseekers with the opportunity to learn effective spending management methods, including addressing credit card debt. Financial Literacy Services include activities that address the financial literacy needs of non-English speakers, including the development and distribution of multilingual financial literacy and education materials.
15. English Language Acquisition: If it is determined that the jobseeker needs the interpretive services to utilize the resources of CareerSource South Florida then an appropriate referral shall be made. The Contractor shall provide services in accordance with the SFWIB's Limited English Proficiency Policy.
16. Support Services: The Contractor shall provide, coordinate, and pay for support services for jobseekers when a funding source so allows, but the Contractor shall only be authorized when: (1) a need has been identified; (2) the program participant is in compliance with all program requirements; (3) the participant will not be successful without this service(s); and (4) no other funding is available to pay for such services. The provision of support services shall be managed in a cost efficient manner. Referrals for support services shall be made to community agencies when the funds are not available. These services are subject to funding availability in accordance with the SFWIB's established Policies and Procedures. Referrals shall be done through the Workforce Management System (WFMS). Supportive services may include, but are not limited to, transportation assistance, training materials or other SFWIB approved items.

17. Contractors may assist jobseekers in obtaining training at any approved training vendor and that training shall be paid through an Individual Training Account (ITA).

a. Individual Training Accounts (ITA)

- 1) The Contractor shall provide training services to individuals who: (1) meet the eligibility requirements after an interview, evaluation or assessment, and career planning; (2) has demonstrated employment could not be retained nor obtained; (3) are determined to be in need of training services by only receiving career services; (4) has the skills and qualifications to successfully participate in a selected program, that are directly linked to employment opportunities in the region; and (5) are unable to obtain other grant assistance or need assistance above the levels provided by such other grants. Training services shall be administered in accordance with the SFWIB's ITA Policies and Procedures.
- 2) The Contractor shall adhere to the SFWIB's procedures regarding WFMS data reconciliation between Training Vendors and Workforce Services Contractors.
- 3) The Contractor shall individually assess eligible participants for training prior to the issuance of an ITA voucher. In an effort to assist participants in selecting a training program that he/she is likely to succeed in, which would ultimately contribute to the attainment of economic self-sufficiency, consideration will be given to a participant's academic and employment background as well as short- and long-term career interests during the assessment process.
- 4) Upon the participant's selection of an occupational training area, the Contractor shall furnish him/her with a Consumer Report Card showing the performance (e.g., completion, placement, and training-related placement rates) of Training Vendors' programs linked to that occupational training area.
- 5) The Contractor shall ensure that all participants requesting training using an ITA apply for the Pell Grant (Title IV) by completing the Free Application for Federal Student Aid (FAFSA).
- 6) The Contractor shall inform the participant if he/she is not Pell eligible, the school is not Title IV eligible or will be required to obtain student loans and/or other financial aid to cover the cost of the program not covered by the ITA.
- 7) The Contractor shall issue vouchers for training within the same Program Year in which service(s) was/were rendered.
- 8) The Contractor shall track participants' training progress, including enrollment, completion, and placement information, in the applicable MIS.
- 9) To promote the entry of consistent and accurate data in the WFMS, the Contractor shall cooperate with Training Vendors to resolve and reconcile discrepancies in participant's data in the Reconciliation Tool. The contractor shall conduct a monthly review/reconciliation of all ITA's. Trainings offered include, but are not limited to:
 - i. Vocational/Occupational Skills Training (OST); and
 - ii. Adult Education and Literacy Combined with Vocational/OST Training.
- 10) Upon completion of training services, the Contractor shall assist participants in securing employment in the field that he/she was trained, or a related field.

It is the sole responsibility of the Contractor to ensure that participants are eligible to receive ancillary services and have been entered into the appropriate MIS prior to referral.

b. Other Training Services

The Contractor shall offer an array of training services to eligible jobseekers and employed workers. The Contractor shall administer training services in accordance with the SFWIB's applicable Policies and Procedures.

Trainings offered include, but are not limited to:

- 1) EWT is provided to an employer's current staff to improve workforce quality through enhanced skills attainment, productivity and competitiveness. The employer may be reimbursed a percentage of the total training costs for workers that successfully complete training (as set forth in the SFWIB's Policy for EWT).
- 2) CT is designed to meet special requirements of an employer(s) that is conditioned on a commitment from the employer(s) to employ, or continue to employ an individual. Upon successful completion of the training, the employer pays a percentage of the training costs (as set forth in the SFWIB's Policy for CT).
- 3) OJT provides an opportunity for participants to learn necessary job skills through paid full-time employment.
- 4) PWE is another form of work-based training authorized by WIOA. PWE jobs are subsidized, time-limited transitional work experiences in the public, private or nonprofit sectors, for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history, which are combined with comprehensive career and supportive services.
- 5) ESET provides the basics of starting and operating a small business.

c. Training Participation Requirement

The Contractor agrees to expend one-hundred percent (100%) of the WIOA funds allocated for authorized training. Authorized training may include: EWT, CT, OJT, PWE, and ITA expenditures. ITA training expenditures are limited to tuition, books and fees of Training Vendors and other training services prescribed and authorized by the WIOA and the SFWIB. Any unearned funds will be pooled and disbursed equally amongst providers who exceeded their target training goals set forth in **Exhibit A-1, Modified Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement**.

3. Trade Adjustment Assistance (TAA)

The Trade Adjustment Assistance (TAA) under the Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015), Title IV of the Trade Preferences Extension Act of 2015 (Public Law 114-27) is designed to assist workers who have been laid off or whose jobs have been threatened as a result of foreign competition. Workers covered under a certified Trade Act petition are eligible to receive an array of services and benefits, which include training, reemployment services, job search, relocation allowances, Trade Readjustment Allowances (TRA) and Wage Subsidy for older workers.

- The Contractor shall manage the TAA training and employment services and shall follow federal and state program policies and guidelines as well as the SFWIB's Policies and Procedures.
- The Contractor shall provide documented service delivery to all TAA participants, including the initial assessment, referrals to training, career management and documentation for TRA, which is support income for participants in training.

4. Career Advancement Program (CAP)/Temporary Assistance to Needy Families (TANF)

TANF dollars may be utilized for individuals who are eligible for TANF, but are not currently receiving cash assistance. On a local level, TANF is administered through the Career Advancement Program known as CAP. TANF dollars shall only be utilized to serve one of the four purposes of TANF, which are described herein. Individuals shall be screened for TANF eligibility prior to the provision of services.

Under TANF, a "family" shall include a pregnant individual or a parent with one or more minor children or a caretaker with one or more minor children. Note: Minor child means a child living at home with the parent or caretaker, or under nineteen years of age if the child is a full-time student in a secondary school, or at the equivalent level of vocational or technical training and does not include anyone who is married or divorced. TANF eligible families can be:

Applicants (which means that they are applying to receive cash assistance);

Current participants (which means they are currently receiving cash assistance);

Former participants and currently earning up to 200% of the poverty level;

Eligible families who have never been on cash assistance are TANF eligible as described above and are earning up to 200% of the poverty level; or

A non-custodial parent of a child who is TANF eligible.

The **Four (4) purposes** under the TANF Guidelines are:

- ✓ **Purpose 1-** To “provide assistance to needy families so that the children may be cared for in their homes or in the homes of relatives.”
- ✓ **Purpose 2-** Is intended to “end the dependence of needy parents on government benefits by promoting job preparation, work and marriage.”
- ✓ **Purpose 3-** Is intended to “prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies.”
- ✓ **Purpose 4-** Is intended to “encourage the formation and maintenance of two-parent families.”

a. CAP Eligibility

The Contractor shall be responsible for managing the CAP caseload including, but not limited to, Work Registration of TANF applicants, assessment of and assignment to work activities that lead to employment, daily management of CAP participants towards self-sufficiency, weekly system tracking of participation in the One-Stop Service Tracking (OSST), timely requests of sanctions for non-participation, follow-up to determine appropriate disposition, managing requests for hardship exemptions to mandated time limits, developing and/or updating employment plans, and good cause deferrals from program participation.

As a management tool, the Contractor shall conduct a review of all the CAP mandatory open cases during the reporting month utilizing the **TANF/CAP Performance Desk Review Tool** and shall meet the required standards.

b. CAP Services

The Contractor shall:

- a) Follow the Talent Development Flow Process for Intake and Eligibility for Services for all applicants and mandatory participants **prior** to assigning them to a countable work activity.
- b) Establish career pathways ensuring that assignments into countable work activities focus on providing the participants with the opportunity to acquire skills and/or credentials that will lead to positive employment outcomes. This shall include validating the skills and credentials needed for the participant to fill talent pipelines and providing work based training and learning opportunities.
- c) Conduct additional assessments as needed and establish an Individual Employment Plan if the participant is in need of Individualized Services. The plan shall include long and short term employment goals, objectives that are necessary for accomplishing the goals, and an outline of the steps necessary to assist the jobseeker with achieving self-sufficiency, as required by federal, state and local procedures and using the SFWIB approved assessment tools.
- d) Dually enroll a minimum of **fifty percent (50%)** of active CAP participants in the WIOA Adult program prior to engagement in countable work activities. This **fifty percent (50%)** may also include cases in follow-up; this measure will be reviewed monthly and contracted providers will be required to maintain this level throughout the program year.
- e) Collect supporting documentation for CAP participation for Job Participation Rate (JPR) updates on a weekly basis.
- f) Provide consistent monitoring of each participant to ensure that adequate and appropriate referrals are made to services available in the center or within the community.

- g) Provide consistent monitoring of each participant to ensure that adequate and appropriate referrals are made to countable work activities and document the participation of each referred individual in accordance with the SFWIB's established Policies and Procedures for each activity.
- h) Develop paid and unpaid opportunities for participants utilizing On-the Job Training (OJT), Community Service (CS), Work Experience (WE) and/or Subsidized Employment.
- i) Document CAP communication and participation in the OSST and in the participant's case file. All instructions provided to the participant regarding program participation and requirements shall be outlined and signed by the participant and center staff, as well as recorded in the Plan Development - Steps to Sufficiency.
- j) Track the CAP participant's failure to participate in a timely manner in accordance with federal, state, and local procedures. Requests for sanctions on CAP participants must be submitted to the Department of Children and Families (DCF) in accordance with DCF guidelines.
- k) Prior to imposing a Level (3) sanction, document contact with the participant using case notes in OSST or conduct a pre-sanction home visit within the ten (10) day pre-penalty period.
- l) Ensure Pre-Penalty Reengagement-Activities shall remain open. Consistent monitoring and tracking of a CAP participant's progress shall continue until the family is no longer receiving cash assistance. If the participant is receiving cash assistance, a daily telephone call prior to the expiration of the ten day penalty period shall be attempted and documented in OSST case notes and an appointment letter e-mailed with a delivery receipt. A copy of the delivery receipt should be printed and placed in the participant's case file or electronic file. In the event e-mail communications fail, then a letter should be mailed. After three failed attempts to contact the participant (telephone contact information is not current or the telephone is disconnected, e-mail address incorrect or no response to e-mail, a weekly home visit is required in lieu of the daily telephone contact. Case notes shall be entered in OSST for every attempt until the participant is no longer receiving cash assistance.
- m) Ensure Sanction Reengagement-Activities shall remain open. Consistent monitoring and tracking of a CAP participant's progress shall continue until the family is no longer receiving cash assistance. Actual hours of participation shall be updated. A weekly telephone call, an appointment e-mailed or letter mailed to the participant and for level three sanctions a minimum one home visit is required. A weekly reengagement case note shall be entered in OSST.
- n) Assess and recommend hardship extension(s) and record information in OSST in accordance with local procedures.
- o) Make accessible TANF/CAP Additional Program Services-Cash Assistance Severance, Relocation Assistance, Up-Front Diversion Services, and Transitional Services shall be available for individuals who meet specific criteria in accordance with federal, state, and local procedures.
- p) Develop an Alternative Responsibility Plan (ARP) to manage deferrals from program participation.

5. Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

SNAP E&T is Florida's Plan to establish work provisions and participation requirements for non-exempt Able-Bodied Adults without Dependents (ABAWD). Program engagement allows the participant to gain the skills necessary to obtain and maintain employment at a living-wage. SNAP recipients are required to engage in work activities as a condition of receiving food assistance.

A minimum of **fifty percent (50%)** of actively engaged SNAP cases shall be dually enrolled in WIOA by the Contractor. This measure will be reviewed monthly and contracted providers will be required to maintain this level throughout the program year. The Contractor will also be required to follow the program policies and guidelines located at the DEO website:<http://www.floridajobs.org/local-workforce-development-board-resources/programs-and-resources/program-resources> and the South Florida Workforce Investment Board's (SFWIB's) established Policies and Procedures.

a. SNAP Eligibility

The Contractor shall be responsible for managing the SNAP E&T program caseload and engaging SNAP recipients identified as able-bodied adults without dependents (ABAWDs) in work-related activities as required by the Federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996. To maximize the ABAWDs opportunity to obtain skills, access training and work experience to enhance their employability and become self-sufficient, the Contractor shall ensure participants complete the work registration and a comprehensive assessment(s) prior to referral to SNAP E&T components.

b. SNAP Services

ABAWDs can meet work requirements in a variety of ways, and shall be assigned to eighty (80) hours of activities in the following components:

- 1) Workfare
- 2) Work Experience
- 3) Education
- 4) Vocational Training
- 5) Services offered through the WIOA and TAA programs

The Contractor is responsible for the daily case management in the OSST system, ensuring ABAWDs are meeting their work requirements each month, and timely submission of sanction requests for non-compliance.

6. Reemployment Services and Eligibility Assessment Program (RESEA)

a. RESEA Program Description

The DEO administers the **Re-employment Services and Eligibility Assessment Program (RESEA)** program, which provides temporary wage replacement benefits to qualified individuals who are out of work through no fault of their own and who are able and available to work. The Contractor shall be responsible for the provision of RESEA services.

The Contractor shall:

- Identify RESEA claimant by obtaining and reviewing the report from EMD/EMs interface with RESEA;
- Contact the RESEA claimant for employment services; and
- Ensure the RESEA claimant has completed work registration.

b. RESEA Compliance

Provide RESEA services including, but not limited to: claim filing methods; assisting customer with claim filing; providing the toll free telephone number and web address for the RA office; and providing the RA booklet.

C. Ancillary Services

The Contractors shall offer an array of services to eligible jobseekers and employed workers. The Contractor shall administer

1. Services to Individuals with Disabilities

The Contractor shall provide services to individuals with disabilities as set forth in **Article II, Section U-Persons with Disabilities and Accessibility of Facilities**, of this Contract, the SFWIB's Services to Individuals with Disabilities Policy, and as set forth below:

- a. The Contractor shall assure that programs and activities under this Contract are accessible to and does not discriminate against individuals with disabilities;
- b. The Contractor shall ensure that the physical facilities utilized under this Contract are accessible to individuals with disabilities;

- c. The Contractor shall designate a Disability Coordinator to establish and implement internal procedures to ensure the Contractor and operational staff are knowledgeable about and comply with the **Article II, Section U-Persons with Disabilities and Accessibility of Facilities**, of this Contract; and
- d. The Contractor shall upload the Disability Coordinator's Report onto the SFWIB's Intranet no later than the 5th of each month. (See **Exhibit E-1, Modified Reporting Requirements**).

2. Professional Placement Network (PPN) Workshops/Seminars

The Professional Placement Network (PPN) is a program designed to transition professional jobseeker(s) into the workforce or to a meaningful career change:

The Contractor shall designate one employee to actively engage, track, and refer qualified individuals to PPN workshops, and provide job-matching, job referrals, job development, and follow-up services for professionals. PPN designated staff will coordinate activities with the Re-employment Assistance Specialist (REA) and actively join/assist the SFWIB's PPN Coordinator with the PPN workshops and provide outreach to professionals at community colleges, universities, or other educational institutions.

3. Follow-up/Retention Services

After a service(s), the Contractor shall follow-up with participants to ensure that they are on track with their employment plan and offer additional service(s) to retain employment. The Contractor shall provide at least one follow-up service within every ninety (90) days and as required by federal, state, and the SFWIB's Policies and Procedures. These services are offered to help participants overcome any barriers to employment and place them into employment that will lead to self-sufficiency.

After job placement, the Contractor shall follow-up with participants to ensure that they are employed and retain employment. Job retention assistance shall be provided for not less than twelve (12) months after the first day of employment. These services are offered to help participants placed into employment overcome any problems that may arise during this critical period and to ensure further progress toward long-term employment and, therefore, self-sufficiency.

III. PERFORMANCE REQUIREMENTS

Applicable workforce performance requirements are established by federal and state laws, CareerSource Florida and the SFWIB.

The Balanced Scorecard Report, along with the other operational reports, acts as a measurement system, strategic management system, and communication tool to assist the Area in exceeding federal performance requirements and the State of Florida Common Performance Measures as well as serving all individuals seeking assistance. The purpose of the Operational Reports is to strengthen the workforce service delivery system and increase its effectiveness and efficiency by simplifying complex measuring systems, integrating multilevel performance indicators and focusing on the basics such as employment outcomes and self-sufficiency.

- A. The Contractor shall ensure that center staff is trained on all Operational Reports, implements strategies that maximize performance outcome potentials to be cost-efficient, and utilizes dual enrollment or other strategies for optimal service delivery.
- B. The SFWIB shall track the performance of the Contractor against established and approved performance standards as described in **Exhibit A-1, Modified Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement and Exhibit A-1, Modified Statement of Work, Attachment 4-A-Modified CSSF Specifications for Workforce Services Balanced Scorecard Report**. If the Contractor does not satisfy a minimum of **sixty-five percent (65%)** of the performance measures (standards) for the reporting period, the SFWIB, in its sole discretion, may allow a reasonable period, not to exceed 3 months, for the Contractor to correct performance deficiencies. If the Contractor fails to improve or correct performance deficiencies, is not meeting **sixty-five percent (65%)** of the performance measures (standards) within the prescribed time, and if Contractor cannot demonstrate, to the SFWIB's satisfaction, that the deficiencies are caused by extenuating circumstances, the SFWIB shall terminate the contract. If the Contractor fails to meet at least **sixty-five percent (65%)** of the PY'2018-2019 performance measures by the end of the contract period,

the SFWIB will not consider the Contractor for contract renewal and/or future contract consideration for a period not to exceed five years. The SFWIB has the sole authority to determine whether the extenuating or mitigating circumstances are valid. The Job Placements performance measure maximum standard, the CAP mandatory participation rate, and the CAP and SNAP dual enrollment rates are all “no fail” measures, which means the provider must achieve successful performance on **sixty-five percent (65%)** of the required Balance Scorecard Measures in addition to the “no fail” measures.

- C. Operational Reports can be accessed through <https://iapps.careersourcesfl.com/sfwreports/>, include but are not limited to:
1. Consumer Report Card
 2. CSSF Balanced Scorecard Performance Requirement
 3. Review Tool-CAP
 4. WP Performance
 - a) Incomplete Registrations
 - b) Job Orders
 - c) Referral to Placement
 - d) Soft Exit Application
 5. Performance Analysis
 - a) Monthly Placement Targets
 - b) Monthly Placement Actuals
 - c) Monthly Targets vs Actuals
 - d) Targets, Actuals and Referrals
 - e) EMD/EM Job Search
 - f) DJPOE Diminished Earnings

D. Job Placements

The main goal of Workforce Services is Job Placement either in the form of a Direct Job Placement (DJP), Job Development (JD) or OE.

1. Wagner-Peyser (WP) Obtained Employment (OE)

Wagner-Peyser (WP) Obtained Employment (OE) defined in the **Exhibit A-1, Modified Statement of Work, Attachment 4-A-Modified CSSF Specifications for Workforce Services Balanced Scorecard Report.**

2. Wagner-Peyser (WP) Universal Direct Job Placement (DJP)/Direct Employment

Wagner-Peyser (WP) Universal Direct Job Placement (DJP)/Direct Employment defined in the **Exhibit A-1, Modified Statement of Work, Attachment 4-A-Modified CSSF Specifications for Workforce Services Balanced Scorecard Report.**

3. Wagner-Peyser (WP) Job Development Placement

Wagner-Peyser (WP) Job Development Placement defined in the **Exhibit A-1, Modified Statement of Work, Attachment 4-A-Modified CSSF Specifications for Workforce Services Balanced Scorecard Report.**

IV. OPERATIONAL REQUIREMENT

A. Data Entry Responsibilities

The Contractor shall:

1. Utilize the Atlas Kiosk (Initial Application), EMD/EM, OSST, and the WFMS to document the provision of services as part of the jobseeker tracking process.

2. Ensure that the WIOA data is entered within **five (5)** days of participant contact or services being delivered and that the TANF/CAP data is entered weekly.
3. Cooperate with the SFWIB-approved Training Vendors to ensure the timely entry of consistent and accurate participant training-related data in the SFWIB's Reconciliation Tool.
4. Enter WFMS data in accordance with the WFMS process.
5. DJP's and OE's achieved for the purpose of payment during any month shall be verified and recorded in EMD/EM by the **last day** of the said month. **Participants must have a complete registration (a complete and current General Information section containing a verified residential and mailing address, a valid telephone number, and e-mail address) and as set forth in Article II, Section B, Item h.1.c in EMD/EM to eligible for payment.**

Enter all data in EMD/EM for **Exhibit A-1, Modified Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement** achieved during a given month by the **5th day** of the following month.

B. Employment/Placement Verification

The following Employment Verification shall be utilized for all the SFWIB's programs, including but not limited to: WP, RESEA, TANF, CAP, SNAP E&T, WIOA Adult or Dislocated Workers, Rapid Response, TAA and Refugee.

The Contractor shall verify full or part time unsubsidized employment through the use of one of the following appropriate options as per local operating procedure:

1. **Employment Verification Form (Attachment 2 of Exhibit A-1, Modified Statement of Work)** completed by the employer; or
2. **Employment Verification Form with Training Vendor logo** completed by the employer and validated by Contractor; or
3. For companies that use The Work Number system, attach the employer's printout to the **Employment Verification Form**; or
4. Pay stub in conjunction with documented employer contact, or Employment Offer Letter; or
5. New Hire Report in conjunction with documented employer contact to indicate actual start date of employment; or
6. The RA system and/or SunTax with documented employer contact; or
7. For Self-Employed individuals, attach Form 1099 – Misc. (Miscellaneous Income) and/or Form W- 4, and a copy of the sunbiz.org printout showing the name of the business.

A completed **Employment Verification Form (Attachment 2 of Exhibit A-1, Modified Statement of Work)** will be required for **ALL** employment/placement verification along with any supportive documents if applicable (C– G). **Employment verifications from staffing agencies must also include a paystub or payroll registry showing that the jobseeker has been placed at a work site and has earned wages.** The Contractor shall submit an **Employment Verification Form** for **EACH DJP** listed on the Contractor's monthly invoice in the APIP System at the time of submission of said invoice in the APIP system. Employment Verifications should be submitted electronically to the Wagner-Peyser Program Manager. Failure to submit employment verification will result in an automatic disallowance of unverified placements. Submitting falsified verifications will be a disallowance and may also lead to a loss of contract.

C. Quality Assurance (QA)

The purpose of the QA strategy is to facilitate self-assessment reviews to ensure accuracy of data reported and collected. Participant files (hardcopy and/or electronic) and data systems shall also be reviewed to: (a) ensure data integrity and continuous improvement of system operations; (b) reduce the error rate of Workforce Development Area 23 to **three percent (3%)** or less; and (c) ensure compliance with federal, state and local laws, transmittals, directives, policies, procedures and regulations. Failure to comply with this provision will result in penalties as set forth in **Exhibit D-1-Modified Payment Provisions, Article III, Section 1-Error Rate Policy.**

A. The Contractor's QA process shall include, but is not limited to the following:

1. Ensuring the Contractor's staff collaborates with the SFWIB's staff;
2. Ensuring staff is trained and implements concepts learned in training and from technical assistance;
3. Ensuring staff conducts ongoing systems and desk reviews to confirm Policies and Procedures are being followed and information systems and case files are properly updated and documented;
4. Conducting monthly Supervisory QA Reviews, as set forth in **Exhibit E-1, Modified Reporting Requirements**, of ten percent (10%) or twenty-five (25) cases (whichever is less) of all SFWIB's Programs with activities during the review period, which include, but is not limited to, WIA, CAP, WP, RESEA, and SNAP E&T. This Supervisory QA Review shall be reviewed and approved by the Center Director;
5. Ensuring the Contractor reconciles the ITA monthly to submit for review to QA. The files should coincide with the information submitted to the ITA Reconciliation Tool in the reports;
6. Using the approved QA Monitoring Tools to complete the required monthly Supervisory QA Reviews. The monitoring tools are updated and maintained on the SFWIB's intranet, under Required Reports in the Monitoring Tool Template folder or refer to the following URL for access:

<http://intranet:18112/sites/intranet/requiredReports>

If the monitoring tools cannot be accessed, the Contractor shall contact the Office of Continuous Improvement (OCI) QA Coordinator and request an electronic copy of the approved QA Monitoring Tools;

7. Reviewing and analyzing participants' files based upon a selected sample;
 8. Reviewing, examining, and assessing qualitative and quantitative system participant data;
 9. Comparing the previous SFWIB monitoring report to determine the extent to which the SFWIB's concerns have been addressed;
 10. Reviewing eligibility for program services;
 11. Reviewing supporting documentation maintained in the case file;
 12. Reviewing, examining, and assessing the quality and the quantity of the services provided;
 13. Systematically approaching/reviewing caseload per Career Advisor ratio; and
 14. Monitoring of and adherence to Equal Employment Opportunity (EEO) requirements.
- B. The SFWIB QA Strategy involves a multi-layer process as follows:
1. At the conclusion of the case file review, the SFWIB will discuss the findings with the Center's staff and provide him/her with a copy of the completed review tool instrument. The discussion will include the strengths and deficiencies found during the review. The Contractor's Center Director will be provided an electronic copy of the completed review tool utilized by QA.
 2. The Contractor shall be required to submit a Plan of Corrective Action (POCA) **within ten (10) calendar days** from receipt of the QA Report, if the stipulated **three percent (3%) or less error rate** is not met. The Contractor shall be required to submit supporting documentation for all deficiencies noted, regardless of the error rate, in order to complete the QA file review process.

3. Failure to submit an acceptable POCA and/or failure to comply with previously accepted POCA and the measures outlined may result in placement on a Performance Improvement Plan (PIP). Placement on a PIP will require the Contractor to submit weekly QA updates to the SFWIB's staff. The specific content required in these weekly updates will be presented in a formal PIP letter; the updates will provide the SFWIB with confirmation that center staff is making every effort to follow federal, state and local policies, while minimizing errors and preventing deficiencies.
4. If, at any time, the SFWIB identifies a deficiency, a Contractor may be placed on a PIP. A PIP includes, but is not limited to: setting up a schedule of ongoing review of cases; on-site QA reviews; providing written and/or on-site technical assistance for improvement until the errors identified have been corrected, and an acceptable level of improvement has been demonstrated in the QA process and/or the SFWIB PIP identified reduction in the error rate is met. It is the Contractor's responsibility to implement best practices, develop corrective actions plans, and correct and prevent deficiencies.
5. If the Contractor is on a PIP, the SFWIB's staff will conduct a follow-up review (file and/or system) and provide a QA Report in order to identify training, provide technical assistance and conduct follow-up reviews to ensure that Policies and Procedures are correctly implemented.
6. Failure to demonstrate compliance with the PIP during the specified timeframe may result in an extension of the PIP or a breach of contract as determined by the SFWIB's staff.

V. CENTER PARTNERS

A critical function of the Contractor is to work toward the establishment of a system that is the choice for all employers and jobseekers throughout Miami-Dade and Monroe Counties. The CareerSource center is a resource that provides a valuable service that benefits the universal jobseeker regardless of their economic status. In order to fulfill this concept, mandated partners and resources within the system shall be well coordinated and used as efficiently as possible.

A. The Center staff shall collaborate with the following mandated partners:

• WIOA T-1 Adult, DW, Youth	• Wagner-Peyser
• Migrant Seasonal Farm Workers	• Native American Programs
• Jobs for Veterans State Grants	• Adult Education and Literacy
• Youth Build	• Vocational Rehabilitation
• CSBG (Community Action) E/T	• Career, Technical Education
• HUD E/T	• Title V Older Americans Act
• Unemployment Compensation	• Job Corps
• Second Chance	• TANF

Contractor shall obtain the SFWIB's prior written approval to allow any persons or entities, other than the Contractor, of any kind whatsoever, to utilize in any way or manner any Center to provide information, or services or products of any kind whatsoever to anyone.

The Contractor shall reference **Article II, Section F-Breach of Contract, and Items 24, 25, and 26** of the executed contract to ensure compliance with its collaboration of mandated partners. Failure to comply with this provision will result in penalties as set forth in **Exhibit D-1-Modified Payment Provisions, Article III, Section 3-Center Partners.**

**MODIFIED PAYMENT PROVISIONS
WORKFORCE SERVICES
NOVEMBER 1, 2018-JUNE 30, 2019
ARBOR E&T, LLC
(NORTHSIDE)**

I. Payment: Subject to the availability of funds to the SFWIB, the maximum amount payable for services rendered under this **performance** fixed rate-based Contract shall not exceed **\$796,362.00**. The Contractor agrees that payment shall be made only with **funds earned under this Contract** as set forth herein.

A. Fixed Rate Job Placement Unit Payment: The SFWIB agrees to pay the Contractor an Annual Job Placement Unit Payment, not to exceed **\$796,362.00** for the delivery of workforce services provided in accordance with the terms and conditions of this Contract. The Monthly Job Placement Base Funding will be determined by dividing the awarded Job Placement Base Funding by the number of months of the contracted period. **The Monthly Payment amount is set forth in the Payment Provision Table (Attachment 1-Part A).** The Monthly Job Placement Amount Earned, up to the monthly Maximum, shall be invoiced as set forth in the **Article IV, Section J -Monthly Invoice Requirements** of the Contract.

If the Contractor fails to achieve the monthly minimum number of Job Placements unearned as indicated in the **Payment Provision Table (Attachment 1-Part A)**, the SFWIB shall withhold the remaining unearned monthly Job Placement Base Funding.

Note: A Job Placement standard has been delivered when the Contractor satisfactorily completes the required number of monthly job placements set forth in the **CSSF Balanced Scorecard Performance Requirement (Attachment 3 of Exhibit A-1, Modified Statement of Work)**, which is based upon verified job placements that are (Obtained Employment "OE" and Direct Job Placement "DJP") reported in the Employ Miami-Dade (EMD)/Employ Monroe (EM) database.

B. Job Placements Categories

Job Placements defined in the **Modified CSSF Specifications for Workforce Balanced Scorecard Report (Attachment 4-A of Exhibit A-1, Modified Statement of Work)** shall be paid when the conditions are met for the following:

- **Wagner-Peyser (WP) Obtained Employment (OE)**
- **Wagner-Peyser (WP) Universal Direct Job Placement (DJP)/Direct Employment:**
 - **Universal**
 - **WIOA Individualized Adult/Dislocated Worker (DW)**
 - **WIOA Individualized Job Seekers with Disabilities**
 - **WIOA Individualized Veterans or Ex-Offenders**
 - **WIOA Individualized Reemployment Assistance (RA) Claimant or Homeless Person (HP)**
 - **WIOA Individualized TANF/Career Advancement Program (CAP) or Supplemental Nutrition Assistance Program (SNAP)**
 - **Training Related Milestones/Placements**

C. Conditions of Job Placements (OE or DJP)

1. A Job Placement requires a participant to be fully registered in EMD/EM. A complete EMD/EM registration must include all of the following components: a complete and current General Information section containing a verified residential and mailing address, a valid telephone number, and e-mail address. The jobseekers must also have been assigned an occupation title and occupation code (O*NET code). Additionally, staff must complete the Background Wizard section to include the Education Profile, the Employment History with previous hourly wages, and O*NET code. To complete the registration, the jobseekers must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address. Staff will verify, prior to placement, that participant has a working telephone number available where they can be reached. All participants, as part of their initial EDM/EM registration, will be encouraged to create an email address for use in job placement. If a participant does not have an email address, the Contractor shall provide instruction to the participant on how to create an account.
2. A Job Placement shall count for performance and payment only if the result is recorded in EMD/EM WP during the reporting period of **November 1, 2018 – June 30, 2019**.
3. A Job Placement shall count for performance and payment in the month that the Job Placement was recorded in EMD/EM WP.
4. A Job Placement shall count only once per distinct social security number for the same jobseeker within the period of **November 1, 2018 – June 30, 2019**. Under no circumstance will payment be made for an obtained employment or a direct job placement for individuals registered in EMD/EM with a pseudo and/or unverifiable social security number. If a participant has been placed in employment by a refugee provider (Direct or Self Placement) in the same program year that participant cannot be entered as a Direct Job Placement by the Contractor. Job Placement categories include:
 - i. OE/Universal/WIOA:
 1. OE: a fully registered jobseeker who secures employment within 180 calendar days of receiving one or more staff assisted reportable services.
 2. Universal: a fully registered jobseeker that secures a Direct Job Placement and does not meet the criteria of a WIOA placement.
 3. WIOA: a fully registered jobseeker that is enrolled in WIOA and is a participant of one of the eight WIOA individualized categories (C.2, C.3, C.4, C.5, and C.6).
 - ii. WIOA: a fully registered jobseeker that is placed into a PWE shall be paid at the appropriate WIOA Individualized category placement rate once the participant has started the PWE.
 - iii. WIOA Secondary Placement: A contractor shall be paid \$750.00 for an active WIOA participant whom the contractor continues to engage after initial placement and subsequently places said individual in employment with a wage rate of \$14.58 or higher. The contractor must also successfully close the participants WIOA Application. The placement can be earned financially, but will not count a second time as a placement in the **CSSF Balanced Scorecard Performance Requirement (Attachment 3 of Exhibit A-1, Modified Statement of Work)**.
5. A Job Placement's hire date shall not be a return date to the same employer. There must be a break in employment of at least 120 days and/or show a new hire date if job placement is with the same employer.

6. A duplicate (more than one hire reported for same SSN and employer) DJP hire shall count for performance and payment for the initial (first referral) referring center/location in EMD/EM WP if the participant is referred and a job placement to the same employer occurs in multiple centers/location.
7. If a Center creates a job order for an employer for which there is already an active/open job order and a referral is given to a job seeker who has already been referred to the same/similar position with the same employer, the subsequent referral will be disallowed. Centers are prohibited from attempting to or circumventing the system by creating duplicate job orders and referrals for the same job seekers. The SFWIB Job Bank will determine the validity of secondary job orders for the same employer and positions.
8. A Job Placement shall be verified and recorded in EMD/EM WP before the soft exit date to be eligible for performance and payment.
9. If the DJP is with a staffing agency, the Contractor must also provide documentation (i.e. pay stub or payroll register) that authenticates the participant was assigned to a worksite and has earned wages. The first paystub after start date is preferred. This does not apply to seasonal or temporary jobs as defined below.
10. A DJP associated with a Seasonal or Temporary period of employment (anticipated duration being 150 days or less of employment) shall not count as WIOA Individualized Job Placement Types and only count a Universal Job Placement Type for performance and paid at half of the Universal Job Placement Type payment rate. A Contractor entering part-time employment opportunities as full-time opportunities will be considered an attempt to defraud.
11. A Job Placement as a result of Self-Employment shall only count as an OE and not a DJP for performance and payment. Self-employed Job Seekers are not allowed to sign their own employment verifications. Centers must provide proof of payment/earnings received by the self-employed job seeker. If a participant has been placed in employment by a refugee provider (Direct or Self Placement) in the same program year that participant cannot be entered as a DJP.
12. A Job Placement defined as Part-Time (less than 30 hours per week) shall only count as a Universal Job Placement Type for performance and paid at half of the Universal Job Placement rate. Entering part-time employment opportunities as full-time opportunities will be considered an attempt to defraud and will be disallowed.
13. Placements to Volunteer Jobs shall not count towards a Job Placement (DJP or OE) for performance and payment.
14. If the OE registration office is different from the office that provided a reportable service within 90 days before the hire and the office that provided the reportable service was the only office, then the office that provided the reportable service will be given the OE credit for performance and payment.
15. If the DJP is a WP Job Development, then the job development contact (activity code 123) must be on or prior to the hire date and it must be properly documented in EMD/EM.
16. A contractor may **NOT** move or share placements with another center in an effort to achieve placement requirements. Any movement or sharing of placements will be considered a breach of contract.

Note: A DJP that is a WP Job Development with a job development contact (activity code 123) on the same date of the hire date is the exception and it shall not be the norm.

D. Maximum Monthly Placements

1. Each contracted provider (by center) will be required to meet the performance requirements as set forth in the **CSSF Balanced Scorecard Performance Requirement (Attachment 3 of Exhibit A-1, Modified Statement of Work)**. However, a center may achieve no more than fifty percent (50%) of the monthly Direct Job Placement goal in the Universal placement category and no more than twenty-five percent (25%) in the WIOA/Dislocated Worker placement category. All placements entered in a given month that exceed the maximum number in one of the above mentioned categories will be counted for performance measures only and NOT for payment.
2. The remaining WIOA categories: Disabled, Veterans, Ex-Offenders, Homeless, REA, CAP and SNAP have no monthly performance restrictions. Providers are encouraged to employ as many jobseekers as possible in those categories.

E. Carryover Performance Payment

If the Contractor does not earn the full Job Placement Base dollar amount per month, as set forth herein and in the **Payment Provision Table (Attachment 1-Part A)**; the unearned portion of the monthly Job Placement Base funding is subject to de-obligation by the SFWIB, at the sole discretion of the SFWIB.

These unearned funds shall become available as carryover for the following month to a Contractor if the Contractor earns at least the minimum number of placements to carry over unearned dollars as set forth herein, and in **Payment Provision Table (Attachment 1-Part A)**, (data must be entered in EMD/EM by the **last day** of the month in order to be eligible for this funding). The Contractor shall invoice up to the new monthly maximum for that month (Base + Carryover). A contractor may **NOT** move or share placements with another center for any reason. Any movement or sharing of placements will be considered a breach of contract.

A funding pool will be established from Workforce Service contractors that do not meet the minimum job placements standard. All unearned funds not carried over may, at the discretion of the SFWIB, become available that current month to pay a Workforce Services Contractor(s) who earns in placements over the monthly maximum standard (Pool and Carryover) monies. The Contractor(s), however, must also meet or exceed one hundred percent (100%) of the maximum job placements standard, achieve a DJP rating of thirty-two percent (32%) or greater and achieve the desired number of placements in WIOA Individualized categories as prescribed in the **Payment Provision Table (Attachment 1-Part A)**. All unused funds in the pool will continue to roll over each month until the end of the program year.

F. Incentive Performance Payments

If the Contractor meets or exceeds the monthly maximum placement goal with a DJP rate of thirty-two percent (32%) or greater and achieves the desired number of placements in WIOA Individualized categories as prescribed in the **Payment Provision Table (Attachment 1-Part A)**, but does not exceed its monthly base amount, as per the payment provision table, subject to placement verification, the Contractor is entitled to earn up to the full base amount (not including any carryover). If the SFWIB determines that a provider moved or shared placements for any reason, it will be considered a breach of contract and the center will not be eligible for this incentive. The Contractor will also be subject to a disallowance for any placement deemed to be falsely reported.

If the Contractor meets or exceeds one hundred percent (100%) of the maximum required Job Placement units as set forth herein and in the **Payment Provision Table (Attachment 1-Part A)** by the end of the contract period and has not earned the full dollar amount contracted for Job Placements (Base + Carryover) for the contract period, the Contractor may, at the discretion of SFWIB be awarded five percent (5%) from the unearned total contracted Job Placements dollar amount for the contract period as an incentive performance payment to provide staff incentives. The contractor must have also obtained a thirty-two (32%) percent or greater DJP Rate average for the program year and achieve the desired number of placements in

WIOA Individualized categories as prescribed in the **Payment Provision Table (Attachment 1-Part A)**. The Contractor shall be notified within fifteen (15) days of the end of the Contract period of any potential award.

If the Contractor meets or exceeds one hundred percent (100%) of the maximum required Job Placement units as set forth herein and in the **Payment Provision Table (Attachment 1-Part A)** by the end of the contract period and as a result exceeds the full dollar amount contracted for Job Placements (Base + Carryover) for the contract period, the Contractor may, at the discretion of SFWIB, be awarded an additional five percent (5%) of the total contracted Job Placements dollar amount for the contract period as an incentive performance payment to provide staff incentives. The contractor must have also obtained a thirty-two percent (32%) or greater DJP Rate average for the program year and achieve the desired number of placements in WIOA Individualized categories as prescribed in the **Payment Provision Table (Attachment 1-Part A)**. The Contractor shall be notified within fifteen (15) days of the end of the Contract period of any potential award.

Incentives are contingent upon the availability of funds and SFWIB's determination on awarding incentive and amount

G. Wage Rate Incentive

An incentive payment of an additional \$100.00 shall be paid for each job placement with a wage rate equal to or greater than **\$14.58** per hour. This will apply to all placements of fully registered individuals that fall under one of the WIOA Individualized categories as prescribed in the **Payment Provision Table (Attachment 1-Part A)**. Universal Full-time (FT)/PWE placements with a wage rate equal to or greater than **\$14.58** an hour will earn an additional \$75.00 in payment. Universal Part-time (PT)/Seasonal placements with a wage rate equal to or greater than **\$14.58** an hour will earn an additional \$37.50 in payment. The Contractor will be responsible for providing the documentation to support the pay rate. A contractor may not exceed their monthly maximum (base + carryover).

H. Retention/WIOA Follow-up Incentive

1. For WIOA Participants the second quarter after exit:

An incentive payment of **\$125.00** shall be paid for each WIOA participant that is still employed at any time within the second quarter after exit. The contracted provider must conduct a follow up with the participant, to include verifying wage rate information, and enter the proper follow up code in EMD/EM. Follow up services will be subject to verification.

2. For WIOA Participants the fourth quarter after exit:

An incentive payment of **\$125.00** shall be paid for each WIOA participant that is still employed at any time within the fourth quarter after exit. The Contractor must conduct a follow-up with the participant and provide documented services in EMD/EM. Follow up services will be subject to verification.

** Follow up payment will not count against a Contractor's monthly maximum and will be paid at the end of each quarter.

- **Retention/WIOA Follow-Up Incentive:** As prescribed in the **Payment Provision Table (Attachment 1-Part AA)** not to exceed **\$00.00 (If dollars are allocated)**.

II. Placements Change Requests through the Automated Performance Invoicing Process (APIP) System

The APIP system will automatically generate a provider invoice on the first (1st) calendar day of the following month. The Contractor shall complete the “**Placements Change Requests**” form and submit it to the SFWIB using the APIP system by the fifth (5th) calendar day of the following month if the following occurs:

- If the Contractor needs to add and/or remove placements from the Performance Invoice, the Contractor shall identify these Job Placements and submit them to the SFWIB using the **Placements Change Requests Form on the APIP system.**

Notes:

- Only **one** Job Placement shall count for performance per distinct social security number for the same jobseeker within the period of November 1, 2018 – June 30, 2019.
- Job Placements submitted using the “**Placements Change Requests**” form will only be applied to the Performance Invoice after approval by the SFWIB on the APIP system.
- If a correction is made that occurred in a previous month and the invoice for that month has closed, that change will be applied to the next **open** invoice. Closed invoices will not be modified.
- Late submission of a monthly invoice will be subject to a five percent (5%) penalty of the monthly payment amount earned as set forth in **Article IV, K-Late Invoicing** of the Contract.

III. Financial Consequences

A. Error Rate Policy

The Contractor’s average QA error rate will be calculated at the end of the third quarter, March 31st. Contractors with an error rate above 3.00% will be assessed as follows:

- A three percent (3.00%) or below average QA Error Rate for all programs reviewed will not have any monies deducted.
- An average QA Error Rate between three point zero one percent (3.01%) and five percent (5.00%) for all programs reviewed, will have one point five percent (1.50%) deducted from accumulated monthly payments through the 3rd quarter of the program year or March 31st.
- An average QA Error Rate between five point zero one percent (5.01%) and eight percent (8.00%) for all programs reviewed, will have one point seven five percent (1.75%) deducted from accumulated monthly payments through the 3rd quarter of the program year or March 31st.
- An average QA Error Rate over eight point zero one percent (8.01%) for all programs reviewed, will have two percent (2.00%) deducted from accumulated monthly payments through the 3rd quarter of the program year or March 31st.

The penalty will be assessed against the April invoice and the unearned funds shall become available through a pool of funds for all Contractors whose average error rates were three percent (3.00%) and below. Contractors achieving lower Average QA Error Rates will receive a greater share of the Error Rate Pool. The Contractor will receive a pro-rated share of the Error Rate Pool calculated based on the difference between the three percent (3.00%) maximum error rate and the actual average error rate, divided by the total combined difference of all Contractors whose average error rates were below three percent (3.00%).

B. CareerSource center and Furniture Maintenance

The Contractor shall maintain an establishment, in accordance with **Article II, Section V-CareerSource Center and Furniture Maintenance** of this Contract.

C. Center Partners

Any provider found to have unapproved occupants in the CareerSource center without the prior written approval of the SFWIB will be in breach of contract and also will incur a five thousand dollar (\$5,000.00) penalty per occurrence.

D. Staffing Requirements

Failure to comply with the requirements set forth in **Article III, Section N-Staffing Requirements** of this Contract, shall result in a financial penalty of **two percent (2%)** of the **Total Contract Amount** every month for each month that the center is understaffed.

IV. “For-Profit” Contractors

The Contractor that is a for-profit organization shall be awarded a maximum of five percent (5%) profit based upon earned Job Placement Payment Rates. Said profit amount shall be calculated and paid in accordance with the specific federal and state laws and regulations applicable to each of the funding streams. The profit amount shall be earned only if the Contractor achieves the monthly minimum Job Placement standard as indicated in the **CSSF Balanced Scorecard Performance Requirement (Attachment 3 of Exhibit A-1, Modified Statement of Work)** and **CareerSource Florida’s Administrative Policy Number 97, One-Stop Operator Procurement**. Additional information can be found at:

http://www.floridajobs.org/docs/default-source/2017-guidance-papers/adminpol097_onestopprocurement_final_9252017.pdf?sfvrsn=2

V. Invoicing Under Department Children and Families (DCF) and Department of Economic Opportunity (DEO) Funding

When a contracted Provider has contracts as both a Refugee and DEO funded Provider, the SFWIB will adhere to the payment methodologies below. When a job seeker receives services under both DCF and DEO funded programs and the job seeker obtains employment as a result of a direct job referral, the SFWIB will pay the provider for a DJP under the program that originated the job referral. However, if the SFWIB pays a provider for a DJP under the DCF Refugee Entrant Program and the job seeker also received staff services under a DEO funded program, the SFWIB will also pay the provider for an Obtained Placement under the DEO program. Under no circumstances will the SFWIB pay for two DJP, one for DCF and another for DEO, for the same placement.

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**MODIFIED REPORTING REQUIREMENTS
WORKFORCE SERVICES
(NOVEMBER 1, 2018 THROUGH JUNE 30, 2019)**

Report Description	Due Date	Submit to:
Self-Assessment Questionnaire	Not later than 30 calendar days after contract execution.	Office of Continuous Improvement (OCI)
Indirect Cost Rate	The lesser of thirty (30) days of Contract execution or along with the program budget	Finance
Cost Allocation Plan	The lesser of thirty (30) days of Contract execution or along with the program budget	Finance
Background Screening Affirmation/Acknowledgement Form (Attachment 1)	Not later than thirty (30) days of Contract execution and not later than thirty (30) days after the effective date of employment or volunteerism thereafter	Quality Assurance
Background Screening Affirmation/Acknowledgement Form (Attachment 1-A)	No later than ten (10) business days prior to employment, volunteerism, or performance of any work for any SFWIB-funded program.	Quality Assurance
Procurement Requests	Not later than 60 days prior to Contract termination	Contract Manager
Inventory Report	As set forth in written instructions from the SFWIB	Administration
Annual ETA Salary Cap Analysis Certification Form	March 1, 2019	Finance
Limited English Proficiency (LEP) Survey	April 19, 2019	Adult Programs Supervisor: One (1) Original
INTRANET REQUIRED REPORTS		
Staffing Roster/New Hire/Termination Report (Attachment 1)	10 th of each month	Adult Programs
Supervisory Quality Assurance Case Reviews (Download from: http://intranet:18112/sites/intranet/requiredReports)	10 th of each month	OCI Quality Assurance Staff
Disability Coordinator's Monthly Report (Attachment 2)	5 th of each month	ADA Coordinator
Employment Service Complaint –System Log	10 th of each month	Adult Programs

(Attachment 3)		
Log Of Apparent Violations - MSFW (Attachment 4)	10 th of each month	Adult Programs
Veteran Quarterly Manager's Report (Attachment 5)	5 th of the first month of each quarter	Adult Programs – DEO
Monthly Training Report (Attachment 6)	10 th of each month	Training Coordinator

MODIFIED DEFINITIONS

Able-Bodied Adults Without Dependents (ABAWD): An ABAWD is a person between the ages of 18 and 49 who has no dependents and is not disabled.

Access Points: Volunteer Community Organizations providing access to employment and training services. Access Points have staff trained by the workforce system to help customers search for jobs using web-based job matching and making appropriate referrals to CareerSource centers. Access Points work closely with CareerSource centers to ensure customers receive a full range of services they need to be job ready. Access Points do not receive Career Center funding to provide access point services.

Administrative Costs: Costs that are associated with the overall management and administration of the program and are not related to the provisions of services to participants.

Administrative Entity: The South Florida Workforce Investment Board (SFWIB).

Adult Programs: Workforce Innovation and Opportunity Act (WIOA) Adult, WIOA Dislocated Worker, Wagner Peyster (WP), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Career Advancement Program (CAP), Re-employment Assistance (RA) formerly Unemployment Compensation, Reemployment Services and Eligibility Assessment Program (RESEA), (UC) claimants, Veterans and Refugee Employment and Training are the Adult Programs for the SFWIB.

Allowable Costs: Costs which are necessary, reasonable and allowable under applicable Federal, state and local law for the proper administration and performance of the services to be provided under this Contract. The Contractor payments or reimbursements under this Contract are for allowable costs only.

Alternative Responsibility Plan (ARP): Outlines the steps to self-sufficiency for individuals that are temporarily deferred from mandatory work requirements in the Welfare Transition (WT)/Career Advancement Program (CAP).

Amendment: See Modification.

Appropriate/Authorized Signatory: The appropriate/authorized signatory for the business shall be either the owner where the business is incorporated; a partner where the business is a partnership; or an officer if the business is a corporation.

APIP: Automated Performance Invoicing Process.

Agricultural Services Program: The Agricultural Services program is an outreach and employment program for migrant and seasonal farm workers.

Assessment: The process whereby individuals are interviewed and/or tested to determine their employability, motivation, aptitude, abilities and interests in order to develop a career plan for the attainment of the individual's career goals. Testing and counseling are a part of the assessment process. Additional assessments as needed for proper service and referral of customers as described herein may also be provided.

ATLAS (Automated Tracking, Linking and Archiving Solution) Kiosk: An electronic data management system which supports programs and manages all in Center traffic and participant records.

Audit: A systematic review by a CPA or other duly certified and licensed individual or organization to determine and report whether Contractor's financial operations are being properly conducted, financial reports are being presented fairly and applicable laws and regulations are being complied with.

Background Screening: Search of an individual's criminal records. A background check may include the search of driving records, former employer references, and character references. Background screenings shall comply with all applicable federal, state and/or local laws, regulations and ordinances regarding background screening of employees, volunteers and subcontracted personnel.

Basic Career Services: Services that are made available to all jobseekers.

Basic Skills Deficient: An individual who scores at or below the 9th grade level on an appropriate standardized test in either English reading or computation skills.

Business Day: A regular workday, Monday through Friday, from 8:00 a.m. to 5:00 p.m. local time in Miami, Florida other than Saturday, Sunday, or a holiday recognized by the SFWIB.

Business Services: The purpose of the Region's Business Services is to provide various services to businesses as its primary focus. This approach helps ensure that market demand is connected with labor supply and provides specific services to the region's business community beyond the traditional placement services.

Career Advancement Program (CAP): Local reference for Welfare Transition Program.

Career Advisement: A collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an individual career goal(s). This activity carefully and fully documents all activities related to participant's contact and progress.

CareerSource centers: Florida's One-Stop centers. The cornerstone of the workforce system, a center that delivers unified training, education, and employment programs and services into a single, customer-friendly system within each community.

Code of Federal Regulations (CFR): A codification of general and permanent rules/regulations that have been compiled by the Office of the Federal Register and is divided into fifty (50) titles, which cover broad areas subject to Federal regulation.

Co-Enrollment: The state of being a participant in two or more programs at the same time.

Complete WIOA Registration: A complete EMD or EM registration must include all of the following components: a complete and current General Information section containing a verified residential and mailing address, a valid telephone number, and e-mail address. The jobseekers must also have been assigned an occupation title and occupation code (O*NET code). Additionally, staff must complete the Background Wizard section to include the Education Profile, the Employment History with previous hourly wages, and O*NET code. To complete the registration, the jobseekers must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address.

Computer: An internally programmed, automatic device that performs data processing. "Computer" refers to the desktop and laptop computers that most people use. When referring to a desktop model, the term "computer" as used herein refers to the motherboard, CPU, memory (or RAM), hard drive, video card, monitor, keyboard, mouse, and all other components attached and/or contained within the case.

Computing Devices: Machines used to acquire, store, analyze, process, and publish data and other information electronically, including accessories (or "peripherals") for printing, transmitting and receiving, or storing electronic information (2 CFR Part 200.20).

Commercial Organization: A private for profit entity.

Community Service (CS): The practice of allowing participants to gain or improve employability skills through useful community purpose in the areas of health, social service, environmental protection education, urban & rural

development, recreation, public facilities, public safety and childcare as part of the Welfare Transition (WT)/Career Advancement Program (CAP).

Contractor: The organization that enters into a contract with the SFWIB.

Cost Allocation Plan: A plan, which identifies and distributes the cost of services provided by support staff and/or departments or functions. It is the means to substantiate and support how the costs of a program are charged to a particular cost category.

Customized Training (CT): Training designed to meet the special requirements of an employer or a group of employers, conducted with a commitment by the employer(s) to employ, or continue to employ, an individual upon successful completion of the training, and the employer pays a percentage (as set forth in the SFWIB's Policy for CT) of the cost of the training.

Customer Relationship Management (CRM): A strategy for managing an organization's relationships and interactions with customers and potential customers.

Data: A representation of information, knowledge, facts, concepts, computer software, computer programs, or instructions. Data may be in any form, in storage media or stored in the memory of the computer or in transit or presented on a display device.

Data in Transit: Data being transferred via the following, but not limited to, networks (e.g. the Internet), mobile telephones, wireless microphones, wireless intercom systems, Bluetooth devices, etc.

Data Storage: The act of saving electronic, audio/visual, oral, and written information to an electronic or conventional location for archival purposes.

Data Transmission: The act of sending electronic, audio/visual, oral, and written information to a specified location(s).

Department of Children and Families (DCF): The Florida state agency that provides various social services to assist groups including the following: Children, Adults, Refugees, the Homeless, Disabled individuals, the Elderly and Domestic Violence/Human Trafficking Victims.

Department of Economic Opportunity (DEO): The Florida State agency that administers funds and programs from the U. S. Department of Labor and Health and Human Services.

Direct Job Placement (DJP): The Contractor recruits the employer and facilitates the hiring of the customers as a result of a referral through a job order listing the opening as a full-time unsubsidized employment. For payment a DJP is referred to as Direct Employment.

Disability Coordinator/Disability Navigator: The assigned staff is responsible for ensuring that the Career Center provides seamless and comprehensive services to persons with disabilities; increasing employment and self-sufficiency for Social Security beneficiaries and others with disabilities; facilitating access to programs and services to individuals with disabilities; and facilitating linkage to the employer community.

DUNS: "Data Universal Numbering System (DUNS) number", means the 9-digit number assigned by Dun and Bradstreet, Inc. (D&B) to identify unique business entities, which is used as the identification number for Federal Contractors.

Early Learning Coalition (ELC): Former School Readiness Coalition. Florida's early learning coalitions are tasked by the legislature to administer state and federal early education programs, and to comply with high standards for child safety and program content.

Electronic Data Systems: See Information Technology Systems.

Eligible or Eligibility: These terms refer to an individual's or business' status in relation to their ability to meet established criteria in order to receive services under the WIOA, TANF or any SFWIB funded program.

Employ Miami-Dade (EMD)/Employ Monroe (EM): Formerly Employ Florida (EF). EMD/EM is a powerful on-line labor exchange tool which connects employers to jobseekers while providing access to workforce tools, resources and local workforce experts. The site offers job listings posted by CareerSource centers or employment providers and also uses "spidering" technology to capture openings from recruiting pages of company websites throughout the state.

Employed Worker Training (EWT): Training for an employer for its current staff in order to improve the quality of its workforce through enhanced skills attainment, productivity and competitiveness. The employer may be reimbursed a percentage (as set forth in the SFWIB's Policy for EWT) of the total training cost for workers that successfully complete training.

Employability Skills Training: Employment services delivered to an unemployed or underemployed eligible customer with the objective of removing barriers to employment and obtaining employment to promote economic sufficiency. These services may include resume writing, interviewing skills, telephone techniques, and job acquisition skills.

Employer Services: The provision of Career Center services to employers as a primary customer.

Employment Verification: A form signed by an employer and program participants that verifies the date of employment, average work hours and rate of pay.

Entrepreneurial and Self-Employment Training (ESET): A combination of assessment, training, and additional technical assistance, delivered through a network of strategic partners. This method of study provides training and assistance in a more systemic and strategic manner by providing the specific skills and knowledge necessary to plan, finance, start, and/or expand a business. Such training should be outcome-oriented, focused on a long-term goal, coincide with the applicable exit strategy, and result in credential attainment. This is another way the region can leverage its resources to support unemployed and underemployed workers and create jobs.

Exit: Determined to be as follows: a participant who has a date of case closure, completion or known exit from WIOA funded or non-WIOA funded partner services within the quarter (hard exit) or a participant who does not receive any WIOA funded or non-WIOA funded partners service for ninety days and is not scheduled for future services except follow-up services (soft exit). The separation of a participant exiting the WIOA programs, which can either, be a positive or negative exit. This individual is no longer receiving employment, training or services funded under WIOA.

Facility Costs: Costs defined as Alarm Monitoring, Common Area Maintenance, Copiers, Electricity, Equipment Maintenance, Data Lines, File Storage, Fire Extinguisher, Janitorial, Insurance, License/Registration, Moving Expense, Parking Fees, Telephone, Pest Control, Plants, Postage Machines, Security Guard, Space Rental, Trash Pick-up, and Water/Sewer.

Federal Bonding Program: The Federal Bonding program is an incentive program that allows employers to hire at-risk job applicants with limited liability to their business.

Follow-Up Services: Services provided for a minimum of twelve (12) months following the first day of employment or termination from a specific program to ensure job retention, wage gains, career progress, assess service needs, and/or re-engage into a specific program.

Full-Time Employment: Year-round, unsubsidized employment or self-employment of thirty (30) or more hours per week.

High Demand Driven Occupations: An occupational area, which has been designated and published by the State as being in high demand in the Miami-Dade or Monroe County labor market area. Educational Scholarships may be awarded for high demand occupations only.

Homeless Person (HP): A Homeless Person refers to an eligible WIOA Adult that is identified in EMD/EM as meeting the United States Department of Housing and Urban Development's definition of a Chronically Homeless Person at the time of registration and secures a DJP with the WP referral create date being on or after the WIOA eligibility/enrollment date and with the hire date not on the same date of the referral create date and/or the WIOA eligibility/enrollment date. The WP DJP result date must be recorded in EMD/EM WIOA and occur within six months of the WIOA application date.

Income: Total family earnings for the last six (6) months, exclusive of re-employment assistance (formerly unemployment compensation), child support payments, and old-age and survivors' benefits received under Section 202 of the Social Security Act (42 U.S. C. 402).

Indirect Cost Proposal: Documentation prepared by an organization to substantiate its claim for the reimbursement of indirect costs. This proposal provides the basis for the review and negotiation leading to the establishment of an organization's indirect cost rate.

Indirect Cost Rate: An indirect cost rate is a percentage (indirect cost pool/direct cost base) used to distribute indirect costs to all cost centers benefiting from those costs.

Individualized Responsibility Plan (IRP)/Individual Employment Plan (IEP)/Career Plan (CP): A contract between the career advisor and the participants detailing a systematic process of setting an employment goal and accomplishing the goals which will lead the participants to economic self-sufficiency. It also includes the appropriate combination of services determined during the individual's assessment.

Individualized Career Services: Services provided to a jobseeker upon the determination that they are necessary for the jobseeker to obtain or retain employment.

Individualized Training Accounts (ITA): The funding that provides monies used to pay for the training services of eligible participants. These vouchers are used to pay for a participant's enrollment in an approved training program.

Information Systems: See Information Technology Systems.

Information Technology Systems: Computing devices, ancillary equipment, software, firmware, and similar procedures, services (including support services), and related resources (2 CFR Part 200.58).

Initial Assessment Application (IAA): An on-line application to track participant services provided by the SFWIB Contractors at all locations.

Intake: Eligibility determination, initial data collection, and pre-employment or work adjustment counseling services, including orientation, work activities, employment preparation for WIOA Adult and Dislocated Adults and CAP or TANF program customers.

Job Order: A job order is a structured record of an employer's requirement for filling vacant positions with qualified workers. Before a job order can be constructed, there must be a job opening available. All job orders must comply with federal and state laws, as well as the terms of use policy of EMD/EM.

Job Participation Rate (JPR): The rate at which a participant is required to participate in a job related activity to meet the requirements of a given program. Said activities may include job searching, employment training or work experience. Job Participation Rate hours are documented in the participant's case file and recorded in the One-Stop Service Tracking (OSST) System.

Job Placement: When an unemployed or underemployed eligible customer begins to work in unsubsidized employment as a DJP or OE.

Job Referrals: A job referral is the act of facilitating the match between qualified jobseekers and employers with job openings; and the recording of such referral in EMD or EM.

Job Retention: The number of consecutive days a program participant has retained employment following placement. The period of required retention is determined in accordance with the specific program and may depend upon the activity into which a customer is enrolled or some other predetermined length of time as established by the SFWIB.

Job Search Training: Training including job club, which provides the customers with the instruction and skills necessary to actively seek employment.

Jobseeker: Individual who is unemployed or underemployed and in need of services to achieve employment that will assist him/her to become self-sufficient.

Job Skills Training: Training directly related to employment in a specific occupation for which there is a written commitment by the employer to offer employment to participants who successfully complete the training and demonstrate proficiency in standard skills that are required for all employees by the employer. Job Skills Training is synonymous with customized training.

Mandated Partners: Required state and federal entities that carry out activities or programs as defined under WIOA, Section 121 (b)(1)(B).

Management Information System (MIS): "MIS" refers to a computer-based system designed to store, transmit, and process client data to support the activities of the program and to provide managers with the tools for organizing, evaluating and efficiently run the program (i.e. EMD/EM, OSST, WFMS, etc.).

Migrant and Seasonal Farm Worker Outreach Specialists: The Agricultural Services Program is an outreach and employment program for migrant and seasonal farm workers.

Military Family Employment Advocate: The Military Family Employment Advocacy Program delivers priority workforce services for eligible military family members in the State of Florida. Military Family Employment Advocates are located in CareerSource centers near military bases and communities with a large population of military families. Military spouses may also be eligible to receive training and other supportive services under the Workforce Innovation and Opportunity Act. Persons eligible for assistance through this program include spouses and dependents of: Active duty military personnel, Florida National Guard members and Military reservists whose units are activated.

Modification: A letter or formal modification/amendment executed by both Parties which provides for a change to the terms and conditions of this Contract or to the services to be provided under this Contract.

National Emergency Reserve (NER): WIOA Adult/National Emergency Reserve (NER) will provide WIOA Adult employment and training services/activities following the WIOA Adult Program policies and procedures.

Obtained Employment (OE): A Wagner-Peyser (WP) Obtained employment (OE) refers to those individuals who secure employment within 180 calendar days of receiving one or more services which are wholly or partially

funded by the state employment service agency, but the placement does not meet the federal definition for a "WP Placement." Credit for an OE may be claimed for any participant who has received any WP reportable service(s), and has a job start date, where both service and start date fall within 180 days from the date the obtained employment is recorded. Staff must verify that the customer has started working prior to taking credit for an obtained employment. Notification of a hire date will not suffice for securing OE credit.

Occupational Skills Training: Program of study provided to an individual to enhance employability in an occupation or to improve his/her ability to carry out a present or future occupation.

One Community One Goal (OCOG): One Community One Goal is the long-term economic development strategic plan for Miami-Dade County. It integrates a broad spectrum of Miami-Dade organizations, programs and businesses that work together to advance the goal of a thriving, inclusive and diverse community.

On-the-Job Training (OJT): Paid full-time employment in which the employer provides training to a participant in order for the participants to learn the skills necessary to perform the job.

One-Stop Service Tracking (OSST): The One-Stop Service Tracking system (OSST) is the case tracking system for the CAP and SNAP programs to track case management activities and to provide data for state and federal level reporting.

Outreach: An effort by individuals in an organization or group to engage, connect ideas, or practices to the efforts of other organizations, groups, specific audiences, the general public, or programs.

Paid Work Experience (PWE): A work-incentivized program designed to assist job seekers in obtaining needed job-related training. The program focuses on skills development for in demand occupations, at no cost to the employer.

Part-Time Employment: Year-round unsubsidized employment of less than thirty (30) hours per week.

Participant: An individual that has been determined eligible to participate in and who is receiving services from a program covered by this Contract.

PELL Grant: Popular name for the federal PELL Grant program whose primary objective is to provide funding to financially needy postsecondary and undergraduate to meet educational expenses.

Performance Fixed Rate: A method of payment used when payment for a Job Placement is based upon a Service Unit fee for Job Placement Units completely delivered to a jobseeker.

Performance Improvement Plan (PIP): A formulated plan that details the steps to improve performance set forth by the SFWIB that will remain in place until the deficiency (ies) is/are corrected.

Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA): Public Law 104-193: Federal Law that went into effect in October of 1996 which eliminated the open-ended federal entitlement program, Aid to Families with Dependent Children (AFDC), and replaced it with the Temporary Assistance for Needy Families (TANF) block grant. The TANF legislation changed the nation's welfare system from the receipt of cash assistance as an entitlement to one that requires work in exchange for time-limited financial assistance.

Priority of Service to Veterans: Provisions taken to ensure veterans and covered persons are provided employment and training services within the integrated employment service and one-stop delivery system.

Professional Placement Network (PPN): A service offered at the CareerSource centers that links Professionals with potential employers.

Profit: An amount in excess of the cost necessary to operate a program. Profit is allowable to the extent it is reasonable as determined during contract negotiations, and if it is allowable under the funding stream. It includes that amount which is associated with proprietary materials included in the cost of the program. Profit may only be earned by private for-profit organizations.

Program: Activities and services to be provided by the Contractor under and pursuant to this Contract.

Program Cost: The Contractor's cost to deliver the contracted services excluding administrative costs. Costs associated with the management of the program funded by this Contract that directly and immediately benefit program customers and are necessary for effective delivery of services.

Program Design and Service Delivery: Describes the work to be performed by all Contractor's under the terms and conditions of this Contract.

Program Income: Interest earned on any advances under this Contract, income generated as a result of use or fees charged for the rental of real or personal property, fees for services performed, conferences, the sale of commodities or items developed with contract funds, or from the participants activities under the contract except for OJT, or revenue in excess of costs earned by organizations other than commercial organizations (20 CFR 667.200(a)(6)).

Program Year: The period between July 1 of a calendar year and June 30 of the following calendar year.

PRWORA: See Personal Responsibility and Work Opportunity Reconciliation Act for definition.

Rapid Response: An activity provided by the local workforce board, with funds provided by the State under WIOA, Section 134(a) (1) (A), in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in mass job dislocation, in order to assist dislocated workers in obtaining reemployment as soon as possible.

Rapid Response Supplement: Rapid Response Supplement is to address rising unemployment rates and increased demands for assistance and training following the WIOA Dislocated Workers policies and procedures.

Re-employment and Eligibility Assessment (REA): Formerly a U. S. Department of Labor funded pilot project that provided assessment and labor market information and job search assistance to selected UC Claimants.

Re-employment Assistance (RA) Program: Formerly the Unemployment Insurance benefit that provides temporary wage replacement for individuals who have lost their jobs through no fault of their own. The new name of the program emphasizes the job search activities and reemployment services offered by Florida's workforce partners to jobless claimants receiving benefits.

Re-employment Services and Eligibility Assessment (RESEA): A program funded by the U.S. Department of Labor to help Unemployment Insurance claimants return to work faster. Permanently separated claimants are required to participate in the RESEA program.

The Reemployment Services and Eligibility Assessment (RESEA) Referral: To direct an individual or program participant to another contractor, community based organization or agency or other community resources to receive services, information or assistance.

Scholarship: Formerly ITA. Scholarship is training provided and directly linked to an occupation in demand in the local area utilizing "eligible providers of training services" which maximizes consumer choice in the selection of an eligible provider. A scholarship can be used for payments of tuition and training related expenses up to the local established maximum.

Seasonal Employment: Employment 150 days or less which is temporary due to the nature of the work, like harvesting, or due to annual cycles in the labor market, like Christmas season retail sales.

Self-sufficiency: The minimum amount of cash resources needed in order for a family to meet its basic needs and become self-sufficient.

Service Partners (SP): Contractors.

SNAP: See Supplemental Nutrition Assistance Program.

South Florida Workforce Investment Board (SFWIB): In March of 2006, the Miami-Dade County Board of County Commissioners adopted Resolution R-315-06, which approved an Inter-local Agreement between the two chief elected officials of Miami-Dade and Monroe counties. The approval of this Inter-local Agreement, created the SFWIB and its current administrative structure.

Statement of Work (SOW): Describes the work to be performed by the Contractor under the terms and conditions of this Contract.

Storage Device: A computer storage device is any type of device or hardware that is capable of storing data and includes, but is not limited to laptops, hard drives, external hard drives that connect via Firewire and USB, disks, Flash memory devices, such as USB keychain drives or iPod nanos, MP3 players, digital cameras, compact flash and SD cards, tape drives, personal digital assistants (PDA's), smart phones, etc.

Subsidized Employment: Private sector, for profit or not-for-profit enterprise, or public sector employment that is directly supplemented by federal or state funds. A subsidy may be provided in the form of work supplementation, on-the-job training, incentive payments, tax credits and training bonuses.

Supplemental Nutrition Assistance Program (SNAP): Formerly known as the Food Stamp Employment and Training Program, (FSET). This program emphasizes work, self-sufficiency, and personal responsibility. The program strives to meet the needs of participants in gaining skills, training, work, and experience that will increase the program participants' ability to obtain total self-sufficiency. The state of Florida provides SNAP services to able-bodied adults (ages 18 - 49) without dependents (children) (ABAWDS).

Support Service: Services, such as transportation, childcare, housing assistance that are necessary to enable an individual to participate in program activities.

TABE (Test of Adult Basic Education): An adult basic skills assessment test that is designed to assess reading, mathematics, language, and spelling skills.

Target Population: Groups of actual and potential users appropriate to a funding stream as the recipient of a specific service(s) or as the primary users of a specific Career Center. The target population may be the population to be served by the Career Center, a specific group within that population, or some other group that the SFWIB is aiming to serve.

Temporary Assistance for Needy Families (TANF): The October 1996 PRWORA eliminated the open-ended federal entitlement program, Aid to Families with Dependent Children (AFDC), and replaced it with the Temporary Assistance for Needy Families (TANF) block grant. The TANF legislation changed the nation's welfare system from the receipt of cash assistance as an entitlement to one that requires work in exchange for time-limited financial assistance.

Temporary Employment: Employment 150 days or less which is temporary due to the nature of the work, like harvesting, or due to annual cycles in the labor market, like Christmas season retail sales.

The Occupational Information Network (O*NET): O*NET is a free online database that contains hundreds of occupational definitions to help jobseekers, businesses and workforce development professionals to understand today's world of work in the United States.

For each job, O*NET provides the following information:

- Personal requirements: the skills and knowledge required to perform the work.
- Personal characteristics: the abilities, interests and values needed to perform the work.
- Experience requirements: the training and level of licensing and experience needed for the work.
- Job requirements: the work activities and context, including the physical, social, and organizational factors involved in the work.
- Labor market: the occupational outlook and the pay scale for the work.

Trade Adjustment Assistance (TAA): Federally funded program that assists workers who are totally or partially separated or may become separated from employment as a result of imports.

Training Services: Occupational skills training, provided through a scholarship, on-the-job-training, or customized training programs that combine workplace training and related instruction, skill upgrading and retraining entrepreneurial training, job readiness training, and adult education and literacy activities provided in combination with other training services.

Transitional Jobs (TJ): A new type of work-based training that is allowed under WIOA. Transitional jobs are time-limited work experiences that are subsidized, combined with comprehensive career and supportive services and in the public, private or nonprofit sectors for individuals with barriers to employment, who are chronically unemployed or have an inconsistent work history.

Unemployment Compensation (UC): The UC program was renamed the Re-employment Assistance Program by House Bill 7027 passed during the 2012 Legislative Session which was signed into law by Governor Rick Scott on March 28, 2012.

Universal Access: An entitlement to a basic level of service that can be provided with minimal staff assistance by a Career Center located in Miami-Dade or Monroe County.

Unsubsidized Employment: Full-time employment of thirty (30) or more hours or part-time employment of less than thirty (30) hours per week not directly supplemented by federal or state funds. Paid apprenticeship and cooperative education are included in this activity. (In SNAP, full-time is thirty (30) hours a week or more and part-time is 29 hours a week or less.)

Veteran: For the purposes of implementing priority of service, the Final Rule published on December 19, 2008 at 73 Fed. Reg. 78132 of the "Jobs for Veterans Act" Public Law 107-288 (38 USC 4215) requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

Veterans Program: Veterans' Program services are fully integrated into the Career Center with services to veterans considered a total Career Center responsibility and not only the domain of the Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) staff.

Wagner Peyser (WP): The Wagner-Peyser Act of June 6, 1933, as amended under WIOA. A federally funded labor exchange program developed to match employers with qualified out of work individuals. It is linked to the Re-employment Assistance program, helping applicants filing for Re-employment Assistance benefits to find new employment opportunities.

Welfare Transition (WT): See the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) (Locally referred to as Career Advancement Program or CAP).

WIOA Adult: An individual who is eighteen (18) years or older and is economically disadvantaged as defined by the SFWIB.

WIOA Dislocated Worker: An individual who (1) has been terminated or laid off or who has received notice of layoff or termination; is eligible for or has exhausted Re-employment Assistance and is unlikely to return to his/her previous industry or occupation; (2) has been terminated or laid off or who has received notice of layoff or termination; insufficient earnings, or the employer is not covered under UC law and is unlikely to return; (3) plant closure or substantial layoff; (4) is employed at a facility where the employer has made a general announcement that the facility will close within one-hundred eighty days; (5) was self-employed but is unemployed as a result of general economic conditions; (6) Displaced Homemaker; (7) active service member's spouse who lost employment due to relocation; and (8) active service member's spouse who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Work Experience: Planned, structured learning experiences that take place in a workplace for a limited period of time; Work experience workplaces may be in private, for-profit, non-profit or the public sectors.

Work Maturity Skills: Skills required to meet employer expectations for dependability and productivity that are essential to enable a young adult to keep a job once he or she gets hired, including, but not limited to the following: attendance, punctuality, positive attitude/behavior, appearance, interpersonal relations and task completion.

Workforce Innovation and Opportunity Act (WIOA): Legislation that laid the framework for delivery of workforce services at the state and local level to jobseekers who need the services. WIOA is designed to help jobseekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Workforce Management System (WFMS): The system for tracking participant's training related information, i.e., expenditures and performance data, and that enables career advisors to create, modify and track budget accounts and expenditures for participants receiving support services.

MODIFIED FINANCIAL CLOSEOUT PROCEDURES

I. Purpose

The purpose of this procedure is to document and provide guidance to Contractors and the South Florida Workforce Investment Board's (SFWIB) staff on the required process to close out contracts at the expiration or termination date.

II. Policy

- A. Contractors shall complete and submit a Financial Closeout for each contract on or before thirty (30) calendar days after the contract expires, or upon termination of the contract. For example, if the contract expires June 30, the Financial Closeout will be due to the SFWIB on or before July 30.
- B. If the Contractor's Final Expenditure Report indicates that payments were made to the Contractor in excess of the actual costs of providing contracted services or if the actual expenditures surpass the budgeted amount, the Contractor shall refund the difference to the SFWIB forthwith. If the Contractor does not repay the difference within thirty (30) calendar days following the SFWIB's notification of overpayment, the SFWIB will charge the Contractor the lawful rate of interest on the outstanding amount.
- C. The following required Financial Closeout documents shall be submitted by the Contractor:
 - 1. Final Expenditure Report (**Enclosure 1-A**).
 - 2. Year to Date Reconciliation between specified line items in (**Enclosure 2-A**) by fund and actual expenditures by line item.
 - 3. Year to Date General Ledger for the SFWIB's expenditures only.
 - 4. Indirect Cost Reconciliation.
- D. Upon the request of the Contractor, the SFWIB's Accountant will provide technical assistance on completing the Financial Closeout.
- E. Contractors shall complete and submit to SFWIB an annual fiscal audit report within six (6) months after the end of the fiscal year and in compliance with 2 CFR Chapter II, Subpart F, §200.512(a).

III. Procedure

A. Salaries/Wages

Staff persons may be paid for absences (vacations, sick leave, etc.), if such a provision for payment is included in the Contractor's personnel policies and procedures manual that was submitted as part of the operational documents. All Contractors are encouraged to allow staff to take time off rather than issue payment for leave time.

Staff persons may be paid for unused vacation time once they are terminated from the program. This payment shall be charged to staff salaries unless such payment, when added to the total salary, exceeds the maximum salary established in the operating budget.

B. Insurance

The Contractor shall keep in force all insurance policies, which are applicable to their program(s).

C. Professional Service, Sub-Contract & Rental Agreements

The Contractor shall cancel all of the following services, which will not be applicable to any future contract with the SFWIB:

1. All professional service agreements and sub-contract agreements paid by funds generated from this Contract;
2. All rental contracts associated with office space, equipment, and/or vehicles and maintenance contracts which are paid with funds generated from this Contract; and
3. All utility services associated with the operation of Contractor's program (i.e. telephone, electricity, water) paid by funds generated from this Contract.

D. Completion of Financial Closeout**1. Final Expenditure Report (Enclosure 1-A):**

The Contractor shall submit an actual expenditure report within thirty (30) days following the end of the contract. This report shall reflect:

- A summation of the cumulative expenditures incurred by the Contractor for providing the contracted services.
- A summation of the cash reimbursements and credits received by the Contractor for providing the contracted services.
- The difference between the approved expenditures and the reimbursements received by the Contractor. This difference will reflect either an amount that is due and payable to the Contractor or an overpayment that the Contractor received that is due and payable to the SFWIB.

2. Year to Date Reconciliation between specified categories by fund, budget line item and actual expenditures (Enclosure 2-A):

Actual expenditures billed to the SFWIB should be equal to or less than line item budget. The SFWIB Year to Date General Ledger must be presented as supporting documentation.

3. **Indirect Cost Reconciliation:** Noting indirect costs charged in comparison to actual indirect cost. Refunds may be requested for overages.

E. The SFWIB's Accountant Responsibility

The SFWIB's Accountant assigned to the contract will provide technical assistance to complete the Financial Closeout upon request.

The SFWIB's Accountant will perform the following functions:

1. Verify that all required enclosures are completed accurately, signed and dated.
2. Verify Contractor's total expenditure against the financial records and the budget amounts to confirm there are no overages.

AFFIRMATION/ACKNOWLEDGEMENT FORM

_____ affirms and acknowledges that the individuals listed below meet the minimum requirements as set forth by SFWIB staffing procedure transmittal available on line (www.careersourcesfl.com/resources/supportingdocuments/policytransmittals) for the position in which they are being hired for and that a Level 2 Background screening was conducted for the following employees with the employment decision indicated below:

(Name of Contractor)

Name of Employee	Confirm Applicant Meets Job Qualifications	Screening Date	Anticipated or Actual Hire Date	Criminal History (Yes/No)

*Name and Title of Authorized Representative

SFWIB Staff

Signature of Authorized Representative

Signature of Receiving Representative

Date

Date

Background screenings that provide criminal history information on a current or prospective employee, volunteer or subcontracted personnel **must** be submitted to the SFWIB Quality Assurance Supervisor.
* The signatory should be fully and duly authorized to execute agreements on behalf of the Contractor named above.

MODIFIED CLOSEOUT RECONCILIATION CAREER CENTERS

	1	2	3	4	5	6	7
	Budget Original	Budget Adjustment	Budget Revised*	Actual Expenditures	Difference (3-4)	General Ledger	Difference (6-4)
WIA							
Programmatic							
Salary	\$ -	-	-	\$ -	-	-	\$ -
Fringe Benefits	\$ -	-	-	\$ -	-	-	\$ -
Participant Cost	\$ -	-	-	\$ -	-	-	\$ -
Other Specified Costs	\$ -	-	-	\$ -	-	-	\$ -
Indirect Cost	\$ -	-	-	\$ -	-	-	\$ -
Profit	\$ -	-	-	\$ -	-	-	\$ -
Total	\$ -	-	-	\$ -	-	-	\$ -
Administrative							
Salary	\$ -	-	-	\$ -	-	-	\$ -
Fringe Benefits	\$ -	-	-	\$ -	-	-	\$ -
Participant Cost	\$ -	-	-	\$ -	-	-	\$ -
Other Specified Costs	\$ -	-	-	\$ -	-	-	\$ -
Indirect Cost	\$ -	-	-	\$ -	-	-	\$ -
Profit	\$ -	-	-	\$ -	-	-	\$ -
Total	\$ -	-	-	\$ -	-	-	\$ -

FSH (July to Sept)

Programmatic										
Salary	\$	-	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-	\$	-

Administrative

Salary	\$	-	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-	\$	-
Grand Total	\$	-	\$	-	\$	-	\$	-	\$	-

FSH (Oct to June)

<u>Programmatic</u>																		
Salary	\$	-		\$	-													
Fringe Benefits	\$	-		\$	-													
Participant Cost	\$	-		\$	-													
Other Specified Costs	\$	-		\$	-													
Indirect Cost	\$	-		\$	-													
Profit	\$	-		\$	-					\$	-							
Total	\$	-		\$	-					\$	-							

Administrative

Salary	\$	-		\$	-													
Fringe Benefits	\$	-		\$	-													
Participant Cost	\$	-		\$	-													
Other Specified Costs	\$	-		\$	-													
Indirect Cost	\$	-		\$	-													
Profit	\$	-		\$	-					\$	-							
Total	\$	-		\$	-					\$	-							
<u>Grand Total</u>	\$	-		\$	-					\$	-							

UCB

<u>Programmatic</u>									
Salary	\$	-	\$	-	\$	-	\$	-	\$
Fringe Benefits	\$	-	\$	-	\$	-	\$	-	\$
Participant Cost	\$	-	\$	-	\$	-	\$	-	\$
Other Specified Costs	\$	-	\$	-	\$	-	\$	-	\$
Indirect Cost	\$	-	\$	-	\$	-	\$	-	\$
Profit	\$	-	\$	-	\$	-	\$	-	\$
Total	\$	-	\$	-	\$	-	\$	-	\$

Administrative

Salary	\$	-	\$	-	\$	-	\$	-	\$
Fringe Benefits	\$	-	\$	-	\$	-	\$	-	\$
Participant Cost	\$	-	\$	-	\$	-	\$	-	\$
Other Specified Costs	\$	-	\$	-	\$	-	\$	-	\$
Indirect Cost	\$	-	\$	-	\$	-	\$	-	\$
Profit	\$	-	\$	-	\$	-	\$	-	\$
Total	\$	-	\$	-	\$	-	\$	-	\$
<u>Grand Total</u>	\$	-	\$	-	\$	-	\$	-	\$

MODIFIED CONTRACT INVOICE

Contractor Name: _____
 Index Code: _____
 Location Code: _____
 Program Code: _____
 Service Provider Code: _____

Prepared By: _____
 Telephone #: _____
 Invoice Date: _____
 Invoice Period: _____

Total Monthly Performance Earned	
Administrative Portion 10% Max	\$ -
Remaining for Programmatic Expenses	\$ -

	WIOA Adult	WIOA DW	WIOA RR	TANF	FSET/SNAP (July-Sept)	FSET/SNAP (Oct-June)	UC	RESEA	TOTAL
PROGRAM COSTS (Non-Training)									
Staff Salaries									\$ -
Fringe Benefits									\$ -
Non-WFMS Participant costs (i.e. field trips, snacks, etc.) (please identify)									\$ -
1									\$ -
2									\$ -
3									\$ -
Other Costs									\$ -
Indirect Programmatic Cost (based on approved rate)									\$ -
Profit (for profit entities only)									\$ -
TOTAL PROGRAM COSTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
JOB READINESS									
Staff Salaries									\$ -
Fringe Benefits									\$ -
TOTAL JOB READINESS COSTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TRAINING PROGRAM MANAGEMENT COSTS									
Staff Salaries									\$ -
Fringe Benefits									\$ -
TOTAL TRAINING PROGRAM MANAGEMENT COSTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TRAINING CASE MANAGEMENT COSTS									
Staff Salaries									\$ -
Fringe Benefits									\$ -
TOTAL TRAINING CASE MANAGEMENT COSTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL PROGRAM COSTS									
Staff Salaries	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Fringe Benefits	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
All Other Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Indirect Programmatic Cost (based on approved rate)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Profit (for profit entities only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL PROGRAM COSTS BILLED	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL PROGRAM COSTS NOT BILLED									\$ -
ADMINISTRATIVE COSTS									
Indirect Costs (based on approved rate)									\$ -
Other Direct Administrative Costs (please detail)									\$ -
TOTAL ADMINISTRATIVE COSTS BILLED	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL ADMINISTRATIVE COSTS NOT BILLED									\$ -
TOTAL PAYMENT	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL SURPLUS									\$ -
TOTAL EARNED									\$ -

Training Program Management (TPM) - Costs directly related to developing, implementing, or coordinating authorized training programs (not services to individuals).

Training Case Management (TCM) - Staff expenditures directly related to case management and job placement services for clients in training (not clients seeking training). This includes staff expenditures associated with the provision of support services to individuals while they are in training.

The salary information and distribution across program funding streams are accurate and supported through detailed personnel activity report that meet the Uniform Guidance.

We understand that failure to maintain the required supporting documentation for staff time and all related expenses will result in payment disallowances that will either be deducted from future contract payments and/or payable in full to the South Florida Workforce Investment Board.

By signing this report, I certify to the best of my knowledge and belief that the report is true, complete and accurate and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the Federal award. I am aware that any false, fictitious, or fraudulent information or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise.

Name of Person Authorized to Sign Reimbursement/Justification Packages _____

Signature of Person Authorized to Sign Reimbursement/Justification Packages _____

Date _____