

**WORKFORCE SERVICES
MODIFICATION TO CONTRACT BETWEEN
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
AND
YOUTH CO-OP, INC.**

AWARDING AGENCY

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

AWARDING OFFICIAL CONTACT INFORMATION

Name: Rick Beasley
Title: Executive Director
Telephone Number: (305) 929-1500
Date of Notice: July 7, 2017

CONTRACTOR

Youth Co-Op, Inc.
5040 NW 7th Street, Suite 300
Miami, Florida 33126
DUNS Number: 150482404
R&D: No

TITLE OF CONTRACTOR'S PROGRAM
"CareerSource center: Little Havana"

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

MODIFIED:

CONTRACT AMOUNT **CONTRACT NUMBER**
\$947,188.00 **WS-CC-PY'18-08-02**

PREVIOUS:

CONTRACT AMOUNT **CONTRACT NUMBER** **INDEX CODE** **CONTRACT PERIOD**
\$945,063.00 **WS-CC-PY'18-08-01** **11808** **July 1, 2018 – June 30, 2019**

THIS AMENDMENT #02, hereinafter referred to as the "AMENDMENT," entered into between **Youth Co-Op, Inc.**, 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 July 1, 2018 and expiring June 30, 2019.

Article I-Total Payment, is repealed and replaced with the following:

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 **\$947,188.00** as distributed among the programs set forth in the table below and in accordance with **Exhibit D-1, Modified Payment Provisions**, attached hereto and incorporated by reference as if fully set forth herein. Both Parties agree that if the SFWIB's available funding is reduced, for any reason, the amount payable under this Contract may be reduced at the option and sole discretion of the SFWIB.

Little Havana	WIOA AD: 17,258	WIOA DW: 17,278	WIOA RR: 17,278	TANF: 93,558	SNAP: 10,561 (July to Sept)	SNAP: 10,561 (Oct to June)	UC: 17,225	RESEA: 17,225	Total
Placement Based Funding	\$ 223,659	\$ 235,625	\$ 63,994	\$ 308,593	\$ 21,329	\$ 49,575	\$ 7,310	\$ 34,978	\$ 945,063
WIOA Retention (additional funding)	\$ 1,750	\$ 375	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,125
Total Allocation	\$ 225,409	\$ 236,000	\$ 63,994	\$ 308,593	\$ 21,329	\$ 49,575	\$ 7,310	\$ 34,978	\$ 947,188

Exhibit A-1, Modified Statement of Work, is replaced in its entirety with Exhibit A-2, Modified Statement of Work.

Attachment 4-A, Modified Workforce Services Balanced Scorecard Report Specifications, Exhibit A is replaced in its entirety with Attachment 4-B, Modified Workforce Services Balanced Scorecard Report Specifications, Exhibit A-2.

Exhibit AA-1, Modified Program Design and Service Delivery, is replaced in its entirety with Exhibit AA-2, Modified Program Design and Service Delivery.

Exhibit D-1, Modified Payment Provisions is replaced in its entirety with Exhibit D-2, Modified Payment Provisions.

Attachment 1-Part A-Exhibit D-2-Payment Provision Table is replaced in its entirety with Attachment 1-A, Part A-Exhibit D-2-Modified Payment Provision Table

Attachment 1-Part AA-Exhibit D-2-Payment Provision Table is replaced in its entirety with Attachment 1-A, Part AA-Exhibit D-2-Modified Payment Provision Table

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: Youth Co-Op, Inc.
PROGRAM ENTITLED: "CareerSource center: Little Havana"
CONTRACT NUMBER: WS-CC-PY'18-08-02
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. Maria Rodriguez 1b. _____
Signature of President or Vice-President
06/27/19 _____
Date Date

2a. Maria Rodriguez 2b. _____
Typed Name of President or Vice-President

3a. President 3b. _____
Full Title of President or Vice-President

4a. [Signature] 4b. _____
Signature of Person Attesting Signature of Person Attesting
Signature that Appears on Line 1a Signature that Appears on Line 1b

SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

[Signature] _____
Rick Beasley Date
Executive Director, SFWIB 6/28/19

**MODIFIED STATEMENT OF WORK
YOUTH CO-OP, INC.
(LITTLE HAVANA)
WORKFORCE SERVICES
JULY 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 **July 1, 2018, through June 30, 2019.**

II. Performance:

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

- Exhibit A-2–Modified Statement of Work:
 - Attachment 3–Exhibit A-2–CSSF Balanced Scorecard Performance Requirement; and
 - Attachment 4-B–Exhibit A-2–Modified CSSF Specifications for Workforce Services Balanced Scorecard Report.
- Exhibit D-2–Modified Payment Provisions:
 - Attachment 1-A-Part A–Exhibit D-2–Modified Payment Provision Table; and
 - Attachment 1-A-Part AA–Exhibit D-2–Modified Payment Provision Table.

III. Contractor Responsibilities:

- A. The Contractor shall deliver services in accordance with **Exhibit AA-2, 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-2, 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 "Supporting Documents", click on "Transmittals and Directives":

<http://sharepoint.careersourcesfl.com/sites/web/Shared%20Documents/Transmittals%20and%20Directives/Workforce%20Services%20Personnel%20Standards%20Procedure%20Transmittal%20PY%2011-12%20approved%205-4-12v2.pdf>" (<http://www.careersourcesfl.com/resources/>).

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 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:

Exhibit A-2

- 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;
- o Required training in serving Limited English Proficiency (LEP) customers;
- o Required credentialing and skills standards; and
- o Tier I 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 I 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):

- Little Havana center: 5040 NW 7th Street, Suite 200, Miami, Florida 33126.

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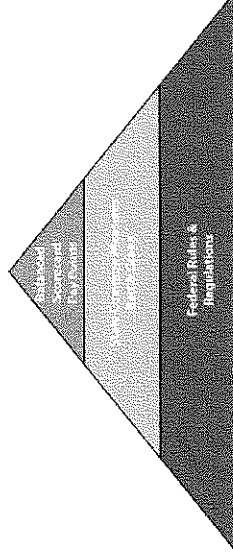
Modified CSSF Specifications for Workforce Services Balanced Scorecard Report

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

(Attachment 4-B)
Exhibit A-2

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.

**(Attachment 4-B)
Exhibit A-2**

(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-2, 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.

(Attachment 4-B)
Exhibit A-2

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-2)**.

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

(Attachment 4-B)
Exhibit A-2

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

(Attachment 4-B)
Exhibit A-2

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

(Attachment 4-B)
Exhibit A-2

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 I Services*

Employers Served with Level I Services reflects the total number of the new employers that have received a Level I 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 its 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 Assistance 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
JULY 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 SFWTB, 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 SFWTB'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 SFWTB;
 - d. Submit a Salesforce survey business plan to the SFWTB/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;

Exhibit AA-2

- 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;

Exhibit AA-2

- 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-2, 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:

Exhibit AA-2

- 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-2, 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. Suntax 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 SFWTB.

- 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 SFWLB 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 SFWLB'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-2, 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 trainings, 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.

Exhibit AA-2

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.

Exhibit AA-2

- 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/EMIs 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:

Exhibit AA-2

- 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-2, Modified Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement and Exhibit A-2, Modified Statement of Work, Attachment 4-B-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 **PY2018-2019** 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/sfwrreports/>, 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-2, Modified Statement of Work, Attachment 4-B-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-2, Modified Statement of Work, Attachment 4-B-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-2, Modified Statement of Work, Attachment 4-B-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-2, 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-2, 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-2, 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-2-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>
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	• Wagnet-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-2-Modified Payment Provisions, Article III, Section 3-Center Partners**.

MODIFIED PAYMENT PROVISIONS
WORKFORCE SERVICES
JULY 1, 2018-JUNE 30, 2019
YOUTH CO-OP, INC.
(LITTLE HAVANA)

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 **\$947,188.00**. 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 **\$945,063.00** 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 Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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-2, 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-B of Exhibit A-2, 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 resumé 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 **July 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 **July 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-2, 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

Exhibit D-2

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-2, 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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-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 **Modified Payment Provision Table (Attachment 1-A-Part AA)** not to exceed **\$2,125.00 (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 July 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-2, 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 Payment Provision Table
 Time Period of 7/1/2018 through 6/30/2019

(Attachment 1-A-Part A)
 Exhibit D-2
 (Page 1 of 1)

Total Contract Amount: LITTLE HAVANA										
Job Placement Unit Funding	12 Month Award	Base	Carry Over	Monthly Payment	Monthly Payment	Monthly Payment	Monthly Payment	Monthly Payment	Monthly Payment	Monthly Payment
	\$845,093	\$78,755	\$0	\$78,755	\$78,755	\$78,755	\$78,755	\$78,755	\$78,755	\$78,755

272

Minimum # of Placements to Carry Over Not Earned Dollars:

Max. Placement:

319

Program	Monthly Performance		Monthly Employment		Monthly Cost		Monthly Payment		Monthly Approved	
	Performance	Cost Per	Performance	Cost Per	Performance	Cost Per	Performance	Cost Per	Performance	Cost Per
Obtained Employments	217	\$0	0	\$0	0	\$0	0	\$0	217	\$0
Direct Job Placements										
UDJP-Part Time/Temp/Seasonal	0	\$150	0	\$50	0	\$0	0	\$0	0	\$0
UDJP-Full Time	51	\$300	0	\$200	0	\$0	0	\$0	51	\$15,334
WIOA Adult/DW	26	\$1,100	0	\$900	0	\$0	0	\$0	26	\$28,112
Disability	5	\$1,300	0	\$6,645	0	\$0	0	\$0	5	\$6,645
Veteran Ex Offenders	10	\$1,500	0	\$15,334	0	\$0	0	\$0	10	\$15,334
RA Claimant or Homeless Person	5	\$1,700	0	\$8,689	0	\$0	0	\$0	5	\$8,689
TANF / CAP or SNAP	5	\$1,900	0	\$9,711	0	\$0	0	\$0	5	\$9,711
DJP Subtotals	102		0		0		0		102	\$83,823
OE & DJP Totals	319		0		0		0		319	\$83,823

Program	Training Pay Points		Cost Per		Payment	
	Performance	Cost Per	Performance	Cost Per	Performance	Payment
Program Completion	0	20%	0	\$0.00	0	\$0.00
Credential Attainment	0	30%	0	\$0.00	0	\$0.00
Total	0		0		0	\$0.00

Program	Wage Rate Incentive		Cost Per		Payment	
	Performance	Cost Per	Performance	Cost Per	Performance	Payment
Universal DJP - PT / Seasonal >=\$14.58	0	\$37.50	0	\$0.00	0	\$0.00
Universal DJP - FT / PWE >=\$14.58	0	\$75.00	0	\$0.00	0	\$0.00
WIOA DJP >=\$14.58	0	\$100.00	0	\$0.00	0	\$0.00
Total	0		0		0	\$0.00

WIOA 2nd Payment		Cost Per		Payment	
Performance	Cost Per	Performance	Cost Per	Performance	Payment
0	\$750.00	0	\$0.00	0	\$0.00
Total	0	0		0	\$0.00

WIOA 2nd Payment for additional WIOA Placement		Cost Per		Payment	
Performance	Cost Per	Performance	Cost Per	Performance	Payment
0	\$750.00	0	\$0.00	0	\$0.00
Total	0	0		0	\$0.00

Modified Payment Provision Table
 Time Period of 7/1/2018 through 6/30/2019

(Attachment 1-A-Part AA)
 Exhibit D-2
 (Page 1 of 1)

Retention/WIOA Follow Up Incentive: Little Havana	12 Month Award	Quarterly Payment	
		Earned	Not Earned
Retention/WIOA Follow Up Incentive	\$2,125	\$0	\$2,125
WIOA Follow-up Incentive			
	Performance	Cost For	Payment
2nd Quarter Follow-up	0	\$125.00	\$0.00
4th Quarter Follow-up	0	\$125.00	\$0.00
Total	0		\$0.00
Payment			\$0.00

Little Havana Career Center

PROGRAM BUDGET NARRATIVE

Each staff position is listed in the attached line item budget, including the position title, FTE, and annual pay rate. For each position, we have indicated below the gross salary from all sources and the percentage of time to be charged to this program. Cost allocation is in accordance with the approved plan, and based on the number of participants to be served under each program. **Staff performance payments** may be distributed based on a percentage of total staff salaries to eligible staff in accordance with the approved plan, taking into account individual performance and their contribution to the achievement of contract goals.

Salaries

Position	FTE	% of salaries Charged to this Program	Average Rate of Pay	# of pay periods	Total Charged to this Program
ACOSTA, LISANDRA 3/29 + acc	1	100%	1,833.33	19	\$ 34,100.00
BERNAL, CHISSOLE	1	100%	1,048.00	24	\$ 25,152.00
COLLAZO, NICOLAS 1/1 to 6/31	1	100%	1,213.33	15	\$ 14,569.00
Collazo, Nicolas 11/15 to 12/31	1	100%	1,213.33	3	\$ 3,752.00
DELGADO, ANAELYS	1	100%	1,750.00	24	\$ 42,000.00
DELGADO RODRIGUEZ, ARIADNA	1	100%	1,048.00	24	\$ 25,152.00
Gonzalez, Joel 9/11 to 11/30	1	100%	14.00	447	\$ 6,261.00
12/01 to 12/10	0	0%	1,333.33	1	\$ 800.00
GONZALEZ, JOEL 12/11- 6/30	1	100%	1,333.33	19	\$ 18,739.00
HERNANDEZ, GRETER	1	100%	1,101.00	24	\$ 26,424.00
JIMENEZ, LIMERSY to 3/31	1	100%	1,408.33	18	\$ 25,550.00
April to June	0	0%	1,458.33	6	\$ 8,750.00
Krams, Jill 9/04 to 12/04	1	100%	12.00	455	\$ 5,457.00
KRAMS, JILL 12/05 to 06/30	1	100%	12.00	1,256	\$ 15,072.00
MARTINEZ, GEORGE to 11/09 + acc	1	100%	1,333.33	9	\$ 12,000.00
MAYEA, DIANA April to June	1	100%	1,458.33	18	\$ 26,250.00
Mayea, Nuria 11/19 to 12/31	1	100%	1,750.00	6	\$ 10,500.00
PEREZ MATOS, NURIA 1-6	1	100%	1,213.33	3	\$ 3,528.00
PERLA, JESSICA	1	100%	1,213.33	12	\$ 14,560.00
PITA, TATIANA to 4/24/19	1	100%	1,400.00	24	\$ 33,600.00
PUEBLA POLO, LAURA	1	100%	2,083.33	24	\$ 50,000.00
REBOUCAS, FELIPE	1	100%	1,213.33	12	\$ 14,560.00
SANCHEZ, ABEL	1	100%	3,000.00	24	\$ 72,000.00
5/01 to 6/30	0	0%	1,400.00	20	\$ 28,000.00
SANCHEZ, JOSE	1	100%	1,750.00	4	\$ 7,000.00
VALIDO, REINALDO	1	100%	1,916.67	18	\$ 34,500.00
	1	100%	1,400.00	24	\$ 33,600.00
Performance Payment based on total salaries of \$591676		3.00%			\$ 591,676.00
					\$ 17,750.00
Total Staff Salaries and FTEs	24.00				\$ 609,426.00
Fringe Benefits					
Each fringe benefit cost is shown as a percentage of staff salaries or as a monthly cost per staff. For					
FICA/MICA	Set by the IRS at 7.65% of staff salaries				
Worker's Comp	Based on staff salaries at the set rate of 0.8689%, may vary each calendar year 609,426.00 times 0.8689 % \$ 5,295.00				
Unemployment	1.68% of the first \$7000 each staff earns during the calendar year, may vary each calendar year. \$ 2,332.33				
Health / Dental (staff only)	\$600 + 53 monthly july until December, then \$604 +53 per month for each staff member, for single coverage per FTE for this program. \$ 94,189.00				
Life / Disability Ins.	214.25 average per month. Rates vary for each staff member, based on age and rate of pay \$ 2,571.00				
Retirement	6.5% of staff salaries per Board of Director's resolution per fund availability 609,426.00 times 6.5 % \$ 39,613.00				
					\$ 190,621.33

PROGRAM BUDGET NARRATIVE (CONTINUED)			
Supplies	Office, computer, reproduction supplies estimated at	\$1500 per month	\$ 18,600.00
	Printing (outside) of flyers, brochures, newsletters, business cards, and other program forms, estimated at	\$110 per month	\$ 1,320.00
	Cleaning Supplies: paper towels, soap, air freshner and paint to maintain offices in good working conditions, estimated at	\$30 per month	\$ 360.00
	Postage: to mail program information to clients; estimated cost at approximately	\$150 per month	\$ 1,800.00
Insurance	General/Professional Liability/Umbrella	\$ 96,682.00	\$ 5,951.00
	2018-2019 premium	6.1552%	
	Local Travel Costs: Mileage reimbursement for staff traveling on business, estimated at 200 miles per month at \$0.445 each business mile, plus \$130 in parking and tolls	\$ 1,058.00	\$ 1,198.00
	Services for shredding of documents, 4 @ \$200	200.0000	\$ 800.00
Special Services Expenses	Services from Work number for client verifications calculated at 900 times \$10.9655 allocated to centers based on previous year usage	10.9655	\$ 9,869.00
Background Check - Staff	Cost of background checks as required, at \$90 per staff for an estimated 3 staff members	6.0000	\$ 540.00
License and Permit	Certificates of Use or occupancy, fire permit, or others as needed for the center location		\$ 525.00
Attrition/Reserve for performance not earned	Attrition/Reserve for performance not earned		\$ 19,131.67
	Total Direct Program costs		\$ 860,142

ADMINISTRATIVE BUDGET NARRATIVE

ADMINISTRATIVE COST

Negotiated Indirect Cost Rate of 10.61% of total modified direct program costs, which are total program costs less the cost of space and equipment leases, less assistance to participants. Administrative costs include but are not limited to salaries and fringes of the following: human resources, accounting, IT, maintenance, clerical and administrative staff; support costs of the above positions such as space rental, office supplies, attorney fees, consulting fees, audit services, maintenance, staff development, insurance and other general & administrative costs.

Indirect Cost Rate:

*10.12% \$ 860,142

\$ 87,046.37

Attrition

0.00%

TOTAL ADMINISTRATIVE COST

\$ 87,046.37

TOTAL CONTRACT AMOUNT

\$ 947,188

BUDGET: PROJECTED ADMINISTRATIVE COST

Agency Name: Youth Co-Op, Inc.
 Project Name: Career Center - Little Havana
 Period: 07/01/2018 to 06/30/2019
 months

Funding Source	WIOA Adult	WIOA DW	WIOA RR	TANF	SNAP [July to Sept]	SNAP [Oct to June]	UC	RESEA	Total
Allocation Base (Modified Total Direct Cost)	204,694	214,312	58,113	280,233	19,369	45,019	6,638	31,764	860,142
Total Direct Costs	204,694	214,312	58,113	280,233	19,369	45,019	6,638	31,764	860,142
Less: Lease/Rent	-	-	-	-	-	-	-	-	-
Less: Capital Items/ Equipment	-	-	-	-	-	-	-	-	-
Less: Participant Cost (WFMS CHARGES)	-	-	-	-	-	-	-	-	-
Modified Total Direct Costs	204,694	214,312	58,113	280,233	19,369	45,019	6,638	31,764	860,142
*Indirect Cost Rate	10.12%								
TOTAL Indirect Costs	87,046	20,715	21,688	5,881	28,360	1,960	672	3,215	87,047
5780 TOTAL Indirect Costs	87,046	20,715	21,688	5,881	28,360	1,960	672	3,215	87,047
5991 Attribution									
TOTAL PROJECTED ADMINISTRATIVE COST \$	87,046.37	20,715	21,688	5,881	28,360	1,960	672	3,215	87,047