

**WORKFORCE SERVICES  
 MODIFICATION TO CONTRACT BETWEEN  
 SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
 AND  
 THE DISTRICT BOARD OF TRUSTEES OF MIAMI DADE COLLEGE, FL**

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

PASS THROUGH:	
DEPARTMENT OF ECONOMIC OPPORTUNITY	
CFDA	FAIN
WIOA AD: 17.258	AA347622055A12
WIOA DW: 17.278	AA347622055A12
WIOA RR: 17.278	AA347622055A12
TANF: 93.558	G-2001FLTANF
SNAP: 10.561	215FL412Q7503
UI: 17.225	U1344902060A12

AWARDING OFFICIAL CONTACT INFORMATION  
 Name: Rick Beasley  
 Title: Executive Director  
 Telephone Number: (305) 929-1500  
 Date of Notice: September 24, 2020  
 R&D: No

CONTRACTOR  
 The District Board of Trustees of Miami Dade College, FL  
 300 N.E. 2<sup>nd</sup> Avenue, Room 1474  
 Miami, Florida 33132  
 DUNS Number: 073129249

TITLE OF CONTRACTOR'S PROGRAM  
 "CareerSource center: Miami Dade College"

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**MODIFIED:**  
CONTRACT AMOUNT      CONTRACT NUMBER  
**\$1,090,388.00**      **WS-CC-PY'22-36-01**

**PREVIOUS:**  
CONTRACT AMOUNT      CONTRACT NUMBER      INDEX CODE      CONTRACT PERIOD  
**\$750,000.00**      **WS-CC-PY'22-36-00**      **12236**      **July 1, 2022 – June 30, 2023**

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THIS AMENDMENT #01, hereinafter referred to as the "AMENDMENT," entered into between **The District Board of Trustees of Miami Dade College, FL**, 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, 2022 and expiring June 30, 2023.

**Article I, Section D – Total Payment** is repealed and replaced with the following: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 cost reimbursement Contract shall not exceed **\$1,090,388.00** as distributed among the programs set forth in the table below. 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.

MDC	WIOA Adult	WIOA Dislocated Worker	WIOA Rapid Response	TANF	SNAP	REA	Total
CC Allocation	\$ 230,675	\$ 161,813	\$ 37,273	\$ 257,272	\$ 37,404	\$ 25,563	\$ 750,000
Apprenticeship Navigator additional allocation	\$ 104,692.30	\$ 73,438.72	\$ 16,916.26	\$ 116,763.24	\$ 16,975.80	\$ 11,601.68	\$ 340,388.00
Total Revised Allocation	\$ 335,367	\$ 235,252	\$ 54,189	\$ 374,035	\$ 54,380	\$ 37,165	\$ 1,090,388

**Article I, Section E – Statement of Work/Program Design and Service Delivery** is repealed and replaced with the following:

The Contractor agrees to render services in accordance with **Exhibit A-1, Modified Statement of Work and Exhibit AA, Program Design and Service Delivery**, attached hereto and incorporated herein.

The Contractor shall implement the **Modified Statement of Work** set forth in **Exhibit A-1**, and the **Program Design and Service Delivery** set forth in **Exhibit AA**, in a manner deemed satisfactory to the SFWIB, in its sole discretion. Any modification to the **Modified Statement of Work** or the **Program Design and Service Delivery** shall not be effective until approved, in writing, by the SFWIB.

All provisions in the CONTRACT and any attachments and exhibits 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**

**THE PARTIES HERETO ARE DULY AUTHORIZED TO EXECUTE THIS CONTRACT ON BEHALF OF THE RESPECTIVE PARTIES:**

AUTHORIZED SIGNATURES FOR: **The District Board of Trustees of Miami Dade College, FL**  
PROGRAM ENTITLED: **“CareerSource center: Miami Dade College”**  
CONTRACT NUMBER: **WS-CC-PY’22-36-01**  
CFDA NUMBERS: **WIOA AD: 17.258; WIOA DW: 17.278; WIOA RR: 17.278;**  
**TANF: 93.558; SNAP: 10.561; REA: 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 Government Entity)

1a. Malou C. Harrison  
Malou C. Harrison (Mar 17, 2023 10:24 EDT) 1b. \_\_\_\_\_  
Signature of Authorized Official or Designee  
Mar 17, 2023 \_\_\_\_\_  
Date Date

2a. Dr. Malou C. Harrison, Ph.D. 2b. \_\_\_\_\_  
Typed Name of Authorized Official or Designee

3a. Executive Vice President & Provost 3b. \_\_\_\_\_  
Full Title of Authorized Official or Designee

4a. Andrea Watkins  
Andrea Watkins (Mar 17, 2023 12:11 EDT) 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**

Rick Beasley  
Rick Beasley  
Executive Director, SFWIB

6/30/23  
Date

**MODIFIED STATEMENT OF WORK**  
**THE DISTRICT BOARD OF TRUSTEES OF MIAMI DADE COLLEGE, FLORIDA**  
**WORKFORCE SERVICES**  
**JULY 1, 2022 – JUNE 30, 2023**

**I. Contractor Responsibilities:**

- A. The Contractor (One-Stop Operator) is the entity that coordinates the delivery of required one-stop partners, and the management of the SFWIB CareerSource center(s). At a minimum, the Contractor shall:
1. Assist the SFWIB in developing and executing Memoranda of Understanding (MOU's) between required and other community based partners.
  2. Develop and execute an outreach plan in conjunction with the SFWIB to inform jobseekers, adult/dislocated workers, and businesses about workforce services.
  3. Coordinate staff and partner training on the SFWIB operational and programmatic policies and procedures.
  4. Provide policy recommendations to the SFWIB for review.
  5. Coordinate job fairs/specialized recruitments, obtain feedback and provide workshops participant and businesses.
  6. Maintain data integrity, confidentiality and compliance.
  7. Manage fiscal requirements and prepare monthly reports.
  8. Track and report operational and programmatic performance.
  9. Maintain compliance with the Americans with Disabilities Act and Equal Employment Opportunity guidelines.
- B. The Contractor is the entity that coordinates and delivers 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, Wagner-Peyser (WP), Temporary Assistance to Needy Families (TANF) eligible individuals/Career Advancement Program (CAP) participants, Supplemental Nutrition Assistance Program Employment and Training participants, Workforce Innovation and Opportunity Act (WIOA) Adults and Dislocated Workers, Re-employment Assistance formerly Unemployment Compensation, Reemployment Services and Eligibility Assessment Program, Trade Adjustment Assistance, Unemployment Compensation claimants, Veterans, Young Adults transitioning from foster care, individuals seeking specialized services such as professionals.
- C. 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.
- D. The Contractor is solely responsible for determining eligibility for services under this Contract as set forth in **Exhibit AA, 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.

**II. 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:

<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 participants with access to Workforce Services in facilities outside of the center. 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 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 for recruiting, screening, selecting, and hiring supplemental staff, which includes, but is not limited to: TANF/RET and DEO staff. 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 the Contractor for any DEO employee benefits, overtime or bonus pay.
5. The SFWIB shall enter into a memorandum of understanding with DEO for the delivery of employment services authorized by the federal Wagner-Peyser Act. This memorandum of understanding must be performance based.
6. Unless otherwise required by federal law, at least ninety percent (90%) of the WP funding must go into direct customer service costs.
7. Employment services must be provided through the one-stop delivery system, under the guidance of one-stop delivery system operators. One-stop delivery system operators shall have overall authority for directing DEO workforce. Personnel matters shall remain under the ultimate authority of DEO. However, the one-stop delivery system operator shall submit to DEO information concerning the job performance of employees of the department who deliver employment services. The department shall consider any such information submitted by the one-stop delivery system operator in conducting performance appraisals of the employees.

8. The SFWIB shall retain fiscal responsibility and accountability for the administration of funds allocated to the state under the Wagner-Peyser Act. An employee of the department who is providing services authorized under the Wagner-Peyser Act shall be paid using Wagner-Peyser Act funds.
9. DEO serve as the first point of contact with the public seeking access to employment services who are knowledgeable about each program located in each one-stop delivery system center as well as related services. An initial determination of the programs for which a customer is likely to be eligible and any referral for a more thorough eligibility determination must be made at this first point of contact.
10. DEO staff will be used to establish an automated, integrated intake screening and eligibility process where customers will provide information through a self-service intake process that may be accessed by staff from any participating program.

**C. Training of Staff:**

The Contractor shall ensure that center staff is trained on:

- 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;
- Required participant file contents;
- Required training in serving Limited English Proficiency customers;
- Required credentialing and skills standards; and
- Tier 1 certification.

The Contractor shall:

1. Ensure that new staff is trained and that program specific trainings (i.e. WIOA, CAP, WP, etc.); other required trainings (i.e. Tier 1, Security Awareness, hurricane preparedness, etc.) – set forth in **Article III, Section O-Training of Staff** of this Contract and in the SFWIB Credentialing and Skills Standards Policy—are conducted in a timely manner;
2. Ensure that all WIOA funded staff are Tier 1 certified within ten (10) business 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 **10<sup>th</sup> day of every month** (See **Exhibit E, Reporting Requirements**); and
6. Follow the SFWIB’s training priorities as identified by the SFWIB’s Training Coordinator.

**III. 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):

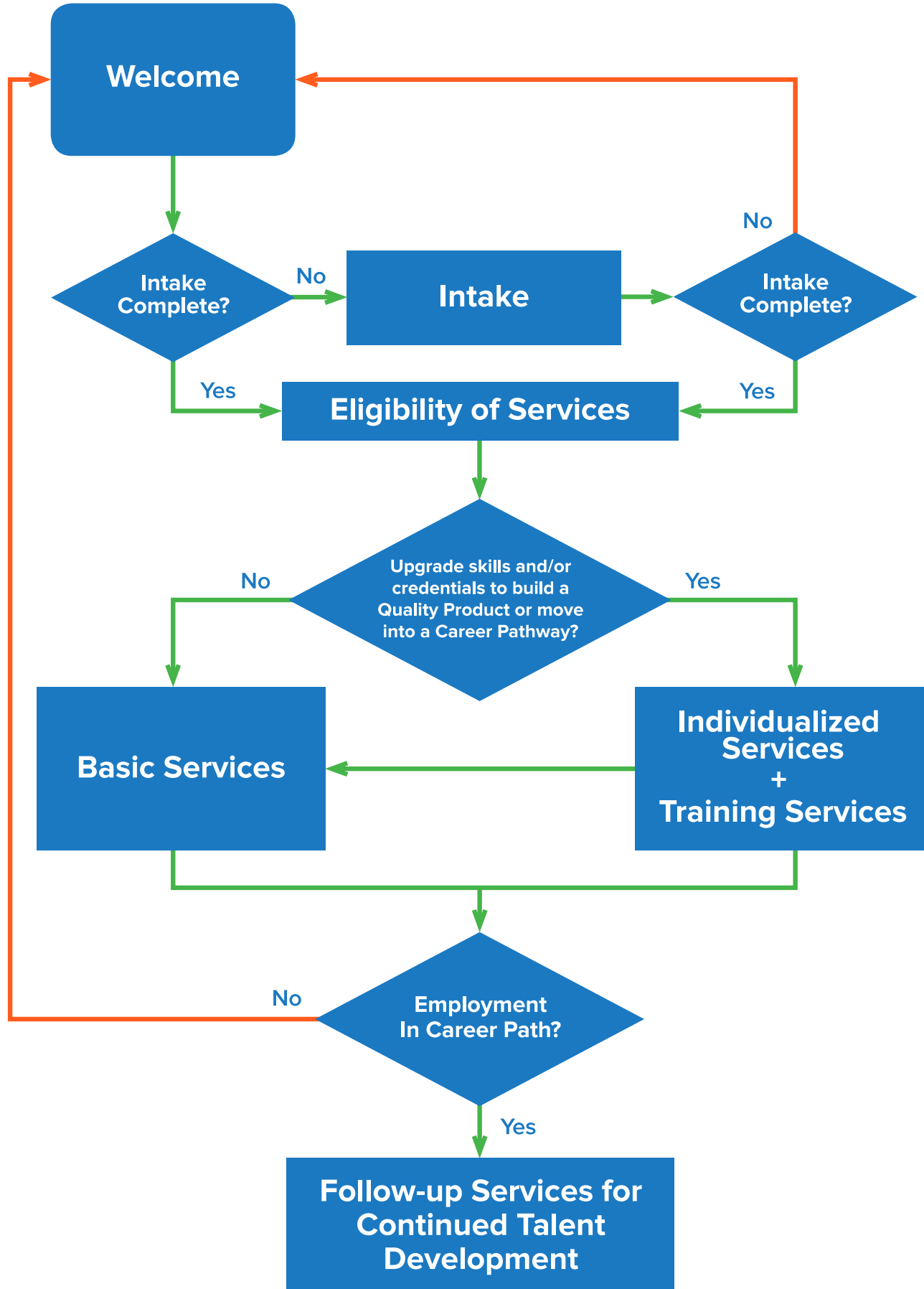
- **Miami Dade College-Hialeah Campus:** 1780 W 49<sup>th</sup> Street, Hialeah, Florida 33012
- **Miami Dade College-Homestead Campus:** 500 College Terrace, Homestead, Florida 33030
- **Miami Dade College-Eduardo J. Pardron Campus:** 627 S.W. 27<sup>th</sup> Avenue, Miami, Florida 33135
- **Miami Dade College-Kendall Campus:** 1101 S.W. 104<sup>th</sup> Street, Miami, Florida 33176
- **Miami Dade College-Medical Campus:** 950 N.W. 20<sup>th</sup> Street, Miami, Florida 33127
- **Miami Dade College-North Campus:** 11380 N.W. 115<sup>th</sup> Avenue, Miami, Florida 33167
- **Miami Dade College-West Campus:** 3800 N.W. 115<sup>th</sup> Avenue, Miami, Florida 32178
- **Miami Dade College-Wolfson Campus:** 300 N.E. 2<sup>nd</sup> Avenue, Miami, Florida 33132

#### **IV. Apprenticeship Navigators:**

At a minimum, the Contractor shall hire four (4) apprenticeship Navigators and:

1. Work with industry, educational and other stakeholders to identify and develop pre apprenticeships, newly registered apprenticeships and the expansion of existing registered apprenticeship programs (RAPs) that meet industry needs.
2. Assist RAP employers and apprentices with WIOA and other eligible support funding by working with other workforce staff as needed to develop viable RAP support services.
3. Assess and prioritize program needs while setting specific goals and objectives for resource development and operation requirements.
4. Help identify and participate in process improvements, industry engagement activities, outreach/communications mechanisms and new training programs to achieve or exceed metrics within the proposed grant application performance and deliverables.
5. Convene targeted sector business representatives and community stakeholders. Facilitate meetings and industry/community/state functions to promote services, exchange ideas and accomplish objectives to expand apprenticeship and pre apprenticeship opportunities.

# TALENT DEVELOPMENT FLOW CHART







(Attachment 2)
Exhibit A
EMPLOYMENT VERIFICATION

Date: 7/29/2022

Service Provider / Training Location, Address, City, FL State, Zip Code, Staff Name / Title, Office Number, Ext, Fax Number

Federal Law requires the collection of wage and employment data on workforce participants. The following information is needed:
Please complete each section:

SECTION I - GENERAL INFORMATION

Name of Employee, Social Security Number, Job Title, No. Hours Worked Per Week, Start Date, Date of Hire, How Often Is/Was the Employee Paid, Rate of Pay, Employment Type, Does / Did Employee Receive Tips, Is The Person Currently Employed, Is/Was Employment Seasonal

SECTION II - EMPLOYER INFORMATION

Company's Name, Address, City, State, Zip Code, Employer Telephone Number, E-Mail Address, Signature of Representative, Print Name of Representative, Title of Representative, Date Completed

SECTION III - WORK NUMBER (IF APPLICABLE) \*\*SERVICE PROVIDER USE ONLY\*\*

Employee Number, Hire Date, Verified By

SECTION IV - VALIDATION OF EMPLOYMENT INFORMATION ABOVE \*\*SERVICE PROVIDER USE ONLY\*\*
SOW Section IV - item - D, E, F and G

Validated By, Print Name, Signature, Agency/Service Site, Date, Verified With, Name and Title of Employer Representative, Method of Verification, Telephone, E-Mail

# CSSF Balanced Scorecard Performance Requirement

## The District Board of Trustees of Miami Dade College, FL MDCWorks

Performance		
	Process Quality Measures	Standard
1	Training Completion Rate	75%
2	Training Related Placements Rate	75%
3	Credential Attainment	75%
4	Measurable Skills Gain	75%
5	Training Enrollments Rate	91
6	CAP All Family Participation Rate	N/A
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	N/A
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%
9	WIOA Adult & Dislocated Worker EER	98%
10	Short-Term Veterans EER	50%
11	Employers Served (Employer Penetration Rate)	812
12	Employer Serviced with Level 1 Services	528
13	Jobs Openings Filled Rate	65%
14	Referral Job Skills Match Average	80%
Outcome Measures		
15	Employment (Obtained Employment and Direct Job Placements)	1,096
16	Employed 1st Qtr After Exit	95%
17	Employed 2nd Quarter After Exit	95%
18	Employed 3rd Qtr After Exit	95%
19	Employed 4th Quarter After Exit	95%
20	Average Days to Employment	145
	20a DJP Average Days to Employment	60
	20b Obtained Average Days to Employment	167
21	Employment/Job Placement Average Wage	\$14.58
22	Cost Per Placement	\$2,324.69
23	Net Economic Benefit	\$27,992.00
24	Return on the Investment	\$11.99

QUALITY ASSURANCE PROCESS KEY INDICATORS	Standard	WORKFORCE ENHANCEMENT REPORT/TOOL	
1	Outreach to Jobseekers	80%	Incomplete Registration Report
2	Work Registration - Initial Assessment	80%	Incomplete Registration Report
3	Work Registration - EMD/EM Complete Registrations	80%	Incomplete Registration
4	Quality of Job Seeker Referrals to Jobs	35%	Referral to Placement Ratio
5	Follow-up with Jobseeker Referrals to Jobs	10% or less	Referral to Placement Ratio
6	Manage Exits/Follow-up	55%	Soft Exits Application/Report
7	Manage Job Orders/Follow-up with Employers	90%	Job Order Report
8	Average Duration of Jobseekers Unemployed	12 months	Incomplete Registration Report/UI Tool
9	Manager TANF/CAP Caseload	80%	CAP Review Tool
10	Outreach to Employers-Employer Penetration Report	50% Increase	Employer Penetration Report
11	SNAP Engagement	20%	OSST



## CSSF Specifications for Workforce Services Balanced Scorecard Report

### I. PURPOSE

The purpose of the 2022-2023 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 federally 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 Workforce Development Area 23 (Area 23) 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 Area 23's performance.



This document describes the specifications for the Balanced Scorecard Report 1) selection criteria, 2) reporting elements, and 3) logic 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 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 jobseeker must also have been assigned an occupation title and occupation code (O\*NET code). Additionally, staff must complete the background wizard section including the education profile, the employment history with previous hourly wages, and O\*NET code. To complete the registration, the jobseeker must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address. Staff must verify that the jobseeker has started working prior to taking credit for an OE. Notification of a hire date will not suffice for securing OE credit. All participants, as part of their initial EDM/EM registration, will be encouraged to create an email address for use in job placement. If a participant does not have an email address, instructions for creating an account will be provided at the designated CareerSource center resource room.

A job referral is the act of facilitating the match between qualified jobseekers and employers with job openings; and the recording of such referral in EMD or EM. Prior to referring a jobseeker to a job opening, staff must ensure the jobseeker's qualifications match the minimum requirements listed in the job order by ensuring that the general information section, background wizard section, and the résumé on their personal profile includes all the jobseeker's skills; abilities; prior work experience; education and training; and certifications and licensure. These items should be consistent with the requirements of the job order. Staff must ensure that job referrals are only

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

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

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

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

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

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

- vi. Appropriately recorded the placement and submitted a signed employment verification to SFWIB/CSSF at the time of invoicing; failure to submit employment verification at the time of

invoicing will result in an automatic disallowance of unverified placements. Submitting falsified verifications will be a disallowance and may lead to Contract termination;

- vii. For all placements with a staffing agency or other similar type of employer 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 permitted.

**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, Statement of Work) and all other SFWIB Reports.**

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

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

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

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

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

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

Conditions of Job Placements (OE or DJP) are defined in the **Payment Provisions (Exhibit D)**.

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 thirty-two percent (32%) of their monthly DJP number in this category. All placements entered in a given quarter that exceed the maximum number in one of the above mentioned categories will be counted for performance measures 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 dates 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.

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 dates 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 dates 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 dates do not occur on the same date. A Homeless Person refers to an eligible WIOA Adult that is identified in EMD/EM as meeting the United States Department of Housing and Urban Development's definition of a Chronically Homeless Person at the time of registration and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA and occur within six (6) 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 dates 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.

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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 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.

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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.

3) *Credential Attainment*

The Credential Attainment reflects the percentage of participants enrolled in an education or training program (excluding those in OJT and customized training) who either: (1) is enrolled in training during the reporting period to obtain a recognized postsecondary credential during the program OR (2) is enrolled in a secondary education program to obtain a secondary school diploma or its recognized equivalent during the program or in an education or training program leading to a recognized postsecondary credential.

The total # of participants who are enrolled in training during the reporting period to obtain a recognized postsecondary credential.

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Divided by the total # of participants who participated in postsecondary education.

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

4) *Measurable Skill Gains (MSG)*

The Measurable Skill Gains reflect a real-time, non-exit-based indicator designed to measure in progress skill gains made by participants enrolled in education and training programs. The MSG indicator is calculated by determining the percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment during a program year.

The total # of participants who have a documented MSG outcome within the appropriate training service.

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Divided by the total # of participants who, during any point in the program year, are enrolled in an education or training program that leads to a recognized postsecondary credential or employment are included in the denominator.

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

5) *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.

6) *CAP All Family Participation Rate*

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

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

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

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

7) ***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.

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

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

8) ***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.

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

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

9) ***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.

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

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

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

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

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

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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.

11) *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.

12) *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.

13) *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.

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

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

14) *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.

15) *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.

16) *Employed 1<sup>st</sup> Quarter After Exit*

Employed 1<sup>st</sup> Quarter After Exit reflects the number of WIOA participants who exit and are employed in the first 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 1<sup>st</sup> 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) *Employed 2<sup>nd</sup> Quarter After Exit*

Employed 2<sup>nd</sup> 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 2<sup>nd</sup> 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.

18) *Employed 3<sup>rd</sup> Quarter After Exit*

Employed 3<sup>rd</sup> Quarter After Exit reflects the number of WIOA participants who exit and are employed in the third 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 3<sup>rd</sup> 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.

19) *Employed 4<sup>th</sup> Quarter After Exit*

Employed 4<sup>th</sup> 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 4<sup>th</sup> 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.

20) *Average Days to Employment*

Average Days to Employment is defined as the total number days it takes a jobseeker to attain employment after registering in EMD/EM. The measure will consider both Direct Job Placements and

Obtain Employment, after the WP EMD/EM registration/participation date. All hire dates shall be within the reporting period.

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

**21) *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).

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Divided by # of WP job placements.

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

**22) *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.

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Divided by the total # of Job Placements.

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

**23) *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.

**24) *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.

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Divided by the Cost per Placement.

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

**C. QUALITY ASSURANCE (QA) KEY INDICATORS**

**1) *Outreach to Jobseekers***

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

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

2) *Work Registration – Initial Assessment*

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

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

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

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

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

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

4) *Quality of Jobseeker Referrals to Jobs*

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

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

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

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

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

6) *Manage Exits/Follow-up*

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

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

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



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

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

**8) *Average Duration of Jobseekers Unemployed***

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

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

**9) *Manager TANF/CAP Caseload***

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

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

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

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

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

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

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

**Data Source:** The data will be obtained from OSST.