

## **SPEXCELL 2007/2008 Contract Agreement**

### **SPEXCELL agrees:**

1. To provide Work Experience, Job Readiness, Job Search and Job placement services for zero to 10 TANF participants each month for an eight week training program.
2. To accept referrals on the 1<sup>st</sup> and 2<sup>nd</sup> Monday of each month only, for a self-paced, continuous eight week job training program. To teach the “Survival Skills for Women” curriculum, as part of the eight week training period.
3. No more than 60 participants in total will be referred during the contract period.
4. Report absenteeism on a daily basis via a spreadsheet that identifies all referrals with identifying data (ie. referral date, name, Client Id#, case manager name etc.).
5. Provide a weekly termination report by COB every Friday. Report must include TANF participants who were *dropped* from the program due to non-compliance.
6. Provide a *no show* report of TANF participants who were referred to begin the program on Monday, but failed to report. This report is due by COB on the following Tuesday.
7. To submit completed DHR Form 516 “Record of Attendance and Performance Report” each week on Friday by 10:00 a.m., for every TANF participant enrolled in the training program. (TANF participants will not be given a Marta Card Authorization without a copy of the F516 to verify weekly participation.)
  - a. One form is required and must be submitted to identify the number of required “work experience” hours based on the “Fair Labor Standard Act”.
  - b. One form will be required and must be submitted to identify the number of required hours for “Job Skills Training”.
8. To submit a final Form 516 “Record of Attendance and Performance Report of the entire month, on the last day of each month. If there is a 5<sup>th</sup> Monday in the month, the F 516 should continue through Friday even though it may run into the next month. The F 516 must be completed in its entirety to include the proper signature. The F 516 can be sent electronically, however the signature must be in the signature or script font.
9. To contact the Employment Services case manager and/or Community Resource Specialist whenever a TANF participant is absent for two consecutive days.
10. Conduct monthly staffing on each participant with DFCS staff to discuss each participant’s progress, update or change work plans and to identify and address challenges.
11. If the participant does not gain employment during the eight week process, additional training may be warranted.
12. If additional training is warranted, four additional weeks may be allowed on a case by case basis. Additional training time and compensation will require a joint staffing and prior approval from the Program Director.

13. The number of TANF participants requiring additional training can not exceed 25% of the total number of participants enrolled in the training program.

14. To render services at the fee of \$\_\_\_\_\_ per TANF recipient for an eight week Job Readiness/Search/Placement Training Program. The contract terms are effective July 1, 2007 and ending January 31, 2008.

15. As an incentive, the vendor will be able to invoice for the entire cost of the program (\$\_\_\_\_\_) if the TANF participant gains employment prior to the end of the eight week program.

16. The cost per week of \$\_\_\_\_\_ is based upon a participant attending a minimum of four days per week. Less than four days attendance will be prorated at \$20.00 per day.

### **Payment Schedule**

End of 1 <sup>st</sup> Month	\$ _____/Client
End of 2 <sup>nd</sup> Month	\$ _____/Client
End of 3 <sup>rd</sup> Month	\$ _____/Client ( <u>Approval is required for additional training time</u> ).
	\$ _____/Client
	_____/Client (For month three with approval)

17. There is no incentive pay for Job Placement. Job Placement is a component of the eight week program and is the expected outcome.

18. If additional training is required and if approved, the additional training will be funded at a reduced rate of \$\_\_\_\_\_ for the third month of the training period (\$\_\_\_\_\_ per week times 4 weeks).

19. To utilize Annex F of the contract, to submit monthly invoices.

20. Invoices will only be accepted once a month, after the last day of the month, for services rendered during the prior month.

21. A copy of the monthly DHR Form 516 "Record of Attendance and Performance Report" must be attached to the invoice for compensation.

22. At least one of following items are required and must be submitted with the monthly invoice in order to receive compensation for and provide proof of employment status and services rendered:

- a. DHR Form 809, Wage Verification
- b. Letter of Intent to Hire on employer Letterhead.
- c. Letter must indicate start date, rate of pay, frequency, benefits, date of first pay check.

23. Upon completion of the eight week training program and/or when the outcome of employment is achieved; "SPEXCELL" agrees to provide Job Coach/Retention Services in the following manner:

## **Scope of Work**

The scope of work for the job retention services includes the following:

- A. Conduct a comprehensive assessment of referred TANF participants that will include but not limited to: an evaluation of client's employment history, career interests, skill level, and barriers to job retention. Based on this information, a job retention plan should be developed for the client that addresses steps to be taken to keep the TANF participant employed. The vendor should act as a liaison between the TANF participant, employer, DFCS and other appropriate agencies.
- B. Initiate a minimum of one to three contacts during the first five (5) workdays and then a minimum of at least weekly contact, thereafter for the first 3 months of employment.

Additional frequency of contact shall be determined by the TANF participant's situation and transitional skills. Initiate a minimum of bi-weekly contact during months 7-12. Additional frequency of contact shall be determined by the client's situation and transitional skills.

- C. Propose solutions and implement strategies that will assist the client in career advancement such as interview guides.
- D. Act as the liaison between the client and the employer to assure that clients are prepared and supported to perform assigned duties and trained for advancement opportunities.
- E. Collaborate with other partners to create a coordinated network or community services to include but not limited to: work ethics, problem resolution, financial literacy, etc.
- F. Implement support group/mentoring initiative from within the community to include but not limited to: work ethics, problem resolutions, financial literacy, etc.
- G. Provide job placement services for 30 days if a client becomes unemployed. During this time, the Job Coach Retention period will continue, not restart.
- H. Provide crisis intervention/strategies to eliminate barriers that may hinder the TANF participant's ability to maintain employment.
- I. Monitor, track and document each client's activities according to established guidelines. Submit weekly, monthly and annual statistical reports.
- J. Develop and maintain a line of communication with Department of Family and Children staff.
- K. Develop individual client level benchmarks for service provisions.

## **Expected Results**

At a minimum, DFCS expects to realize the following results from this effort:

- a. A minimum of 75% of referred TANF participants increase in job retention.
- b. A minimum of 50% referred TANF participants maintain employment for at least 90 days.
- c. A minimum of 40% of TANF participants referred will transition into career advancement (increased hours employed, skill enhancement, promotion, new job etc.)
- d. Develop career advancement activities and support group/mentoring initiative.
- e. Determine guidelines for reporting results.
- f. Collaborate with employers to develop/explore career advancement opportunities and then assist client in preparing for these opportunities.
- g. Develop crisis intervention strategies.
- h. Intake consultation and development of a job retention/career advancement plan (within first 30 days of employment). Submit copy of advancement plan to case manager.

## **Performance Measurements**

Key performance indicators that will be used to determine the effectiveness of this program will include:

- a. Number and percentage of referred TANF participants who receive comprehensive assessment.
- b. Number and percentage of TANF participants that are able to retain jobs for a minimum of 30, 60, 90 day and 6 months as a result of services provided by the contractor.
- c. Number and percentage of referred TANF participants that obtained promotion.
- d. Number and percentage of referred TANF participants that obtained new jobs and/or higher salary.
- e. Number and percentage of referred TANF participants who did not maintain employment and reason why.
- f. Number and percentage of enrolled TANF participants who were reconnected to the workforce within 30 days.
- g. Number percentage of enrolled TANF participants who transitioned from part-time to full-time employment.

## Pay for Performance Service Fees

24. Job Coaching and retention duties are inseparable and must be done concurrently in order to receive compensation for either service rendered.

NOTE: The documentation in the case notes must justify the need and frequency of contacts and illustrate progression. For example:

- Visiting a place of employment to see if the TANF participant is at work will not constitute a face to face visit. A copy of the pay stub will demonstrate sustained employment and is required to be submitted with the invoice for Job Coach/Retention compensation.
- Calling the TANF participant several times a week for ten weeks is not always necessary. If deemed necessary, then the case notes should justify the need.

Job Coach/Retention fee per participant is based on initial hourly wage at the start of employment. For example:

- 30-day retention – up to \$\_\_\_\_\_ (\$6.99 an hour and under \$\_\_\_\_\_/ \$\_\_\_\_\_ and over \$\_\_\_\_\_)
- 60 day retention – up to \$\_\_\_\_\_ (\$6.99 and under \$\_\_\_\_\_/ \$7.00 and over \$\_\_\_\_\_)
- 90 day retention – up to \$\_\_\_\_\_ (\$6.99 and under \$\_\_\_\_\_/ \$7.00 and over \$\_\_\_\_\_)
- 6 months retention – up to \$\_\_\_\_\_ (\$6.99 and under \$\_\_\_\_\_/ \$7.00 and over \$\_\_\_\_\_)

25. Job Coach invoices must have the following items attached in order to receive compensation for services rendered:

1. A copy of a pay stub that covers the retention period being invoiced.
2. Individual case notes indicating each contact (telephone or face to face).
3. Case notes must justify necessity for number of contacts.

26. Compensation will not be paid without the required documentation for services rendered.

27. Communication is the key to successful Job Coach and Retention Services. The TANF participant's non-compliance must be reported to DFCS staff immediately.

## Career Advancement

- Promotion or a new job at higher salary – up to \$\_\_\_\_\_ (based on \$\_\_\_\_\_ an hour clause).
  - A pay stub identifying the new employment or higher salary must be attached to the invoice for compensation.
  - Job Coach and retention case notes must dictate job coach's assistance and support with achieving additional employment, higher salary or goals.
  
- GED – \$\_\_\_\_\_

  - GED must be obtained during the Job Coach/Retention contract period.
  - Obtaining the GED must be part of the Job Coach/Retention Work Plan.
  - The participant must have received assistance from the Job Coach with obtaining the GED and it must be documented in the case notes in order to bill and receive compensation for this service as being rendered.
  - A Copy of the GED Certificate must be turned into the DFCS case manager and submitted with the invoice for compensation.

**Fulton County DFCS agrees:**

1. To ensure compliance with all items listed above.
2. To pay for services rendered at the fee of \$ \_\_\_\_\_ per TANF recipient for an eight week Job Readiness/Search/Placement Training Program. The contract terms are effective July 1, 2007 and ending January 31, 2008.
3. As an incentive, the vendor will be able to invoice for the entire cost of the program (\$\_\_\_\_\_) if the TANF participant gains employment prior to the end of the eight week program.
4. If additional training will be funded at a reduced rate of \$ \_\_\_\_\_ for the fourth week of the training period (\$\_\_ per week times 4 weeks), with prior approval from the ES Program Director.