



Arizona Jobs Program: Performance Based Contracts

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History

- Arizona state law required the Arizona Department of Economic Security to issue Request for Proposals for the statewide privatization of the Jobs Program case management and employment services. Prior to that time, the Jobs Program was operated by state employees.
- DES issued a "Request for Proposals" for the statewide privatization of the Jobs Program which included program goals, objectives and performance measures.

Proposal Evaluation

- Evaluation criteria was based on six factors
 - **Service Methodology**
 - **Experience, expertise, infrastructure and financial capacity of the organization**
 - **Client Support Services Network**
 - **Proposed Budget and In-Kind Contribution**
 - **Cultural competency**
 - **Experience and expertise of key personnel**

Awards

- Contracts were awarded to two nationally known contractors. MAXIMUS Human Services Inc., which serves Maricopa County, and Arbor/ResCare Workforce Services, which serves participants throughout the remaining counties in Arizona.
 - Arbor's service delivery emphasizes the personal connection between the case manager and the client. Clients receive personalized case management.
 - Maximus uses a different case management approach by making optimum use of technology and centralizing certain functions. In this model, participants are not assigned to a specific case manager.
 - Participants choose appointments over the phone or attend in person.

Transition

- Project Manager assigned to Transition
- Assembled Transition Team
- Weekly Transition Meetings with team
- Transitional Readiness Review Work Plan
- Weekly Status Reports
- Rollout Activities

Performance Measures

- Contracted providers are held accountable to performance measures (which can be amended).
- The contract includes performance incentives and penalties.
- The Quality Assurance (QA) Section provides monitoring, technical assistance, and objective assurance to assist the contractors.
- Monitoring includes the following components:
 - Case record and office reviews
 - Provider assurances
 - Client satisfaction surveys
 - Reports cards

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Verification and Data Mining

- Part of the QA responsibilities include identifying and capturing employment possibly previously unknown.
- The QA section has centralized the statewide activity of data mining the unreported client participation.
- The objective is to verify and capture participation hours for work eligible individuals and report the verified information that could reduce payment and/or close the TANF case for the first benefit month possible.
- When unknown employment is found the participation is captured and the change information reported for the eligibility of the Cash Assistance case.

Ongoing Success

- Monthly TANF Economic Alliance Meeting, otherwise known as the TEAM meetings, review and discuss reports, provide updates on projects, share any trends noted in case reviews, updates such as policy changes, system changes, or office moves, provide open discussion, question and answer period, and most important, sharing best practices.
- Attendees include staff from both contractors and key Department personnel.
- Quarterly leadership meetings with each contractor occur with higher level management for more specific discussions regarding performance.

Summary/Questions

Thank you for the opportunity to discuss our program. We now open the discussion to questions or comments.

Speakers

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