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DEPARTMENT OF PUBLIC SOCIAL SERVICES
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December 12, 2006

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

RECOMMENDATION TO EXTEND
FIVE REFUGEE EMPLOYMENT PROGRAM CONTRACTS
(ALL DISTRICTS - 3 VOTES)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Delegate authority to the Director of the Department of Public Social Services (DPSS) to execute Amendments substantially similar to the enclosed amendment to the Refugee Employment Program (REP) contracts with Armenian Relief Society of Western USA, Armenian Evangelical Social Services Center, Catholic Charities of Los Angeles, Community Enhancement Services, and Jewish Vocational Services. The Amendments will extend the contracts for six months effective January 1, 2007 through June 30, 2007 with an option to extend on a month-to-month basis until December 31, 2007 at an estimated 12-month cost of $4,482,612, which will be fully funded through the Office of Refugee Resettlement grant funds. Enclosure A provides the cost for each contractor. The Amendments include a new component for enhanced follow-up services.

2. Delegate authority to the Director of DPSS to execute contract amendments to increase the contract amount by no more than 10 percent when the change is necessitated by additional and necessary services that are required in order to comply with changes in federal, State or County requirements, and upon the approval from the State. Any increase shall not, in the aggregate, go above 10 percent of the estimated total cost for each contract. The approval of County Counsel and the Chief Administrative Office will be obtained prior to executing such amendments.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

On March 1, 2006, DPSS released a Request for Proposals (RFP) for REP services which reflected a redesigned employment services program for the refugee population. The reauthorization of the Temporary Assistance to Needy Families (TANF) program, released in June 2006, requires Counties to meet a 50 percent federal work participation rate. On October 5, 2006, DPSS determined it was in the best interest of the County to cancel the RFP and release a new RFP that addresses the TANF Reauthorization goal. The new RFP will also reconfigure the REP Service Areas to allow participants closer access to REP service sites and ensure performance outcome measures are compatible with this goal. These changes should result in higher quality proposals to better serve the County refugee population.

In order to develop this new RFP and complete the solicitation process, DPSS needs to amend the current contracts to extend the term for six months until June 30, 2007, with an option to extend on a month-to-month basis until December 31, 2007. In addition, the contract amendment will include an increase to the current contract amounts by adding a new component for enhanced follow-up services. This component will expand the contract requirements to allow providers to be more proactive in engaging participants in Welfare-to-Work activities.

Implementation of Strategic Plan Goals

The recommended action is consistent with the principles of the Countywide Strategic Plan Goal #1; Service Excellence, to provide the public with easy access to quality information and services that are both beneficial and responsive; Goal #3 Organizational Effectiveness, to ensure that service delivery systems are efficient, effective, and goal-oriented; and Goal #5; Children and Families' Well-Being, to improve the well-being of children and families in Los Angeles County as measured by the achievements in the five outcome areas adopted by the Board: good health; economic well-being; safety and survival; social and emotional well-being; and educational/workforce readiness.

FISCAL IMPACT/FINANCING

The estimated cost to extend the current REP contracts for six months beginning January 1, 2007 through June 30, 2007 and on a month-to-month basis until December 31, 2007 is $4,482,612, which will be fully funded with the Refugee Social Services and Targeted Assistance Program allocations through the Office of Refugee Resettlement grant funds. There is no Net County Cost impact. Funding for the program in the current fiscal year is included in the Department's FY 2006-07 Final Adopted Budget. Funding for the future fiscal year will be included in the Department's budget request for that year.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

DPSS assumed administrative responsibility for the REP contracts in April 2005 from the Department of Community and Senior Services. On May 2, 2006, the Board delegated authority to the Director of DPSS to extend the contracts on a month-to-month basis effective July 1, 2006 through December 31, 2006.

The current REP contracts will be extended effective January 1, 2007 to June 30, 2007, with an option for a month-to-month extension to December 31, 2007 to allow for the completion of a new competitive solicitation process. The new RFP is scheduled for release in December 2006. Upon completion of the solicitation process, DPSS will return to the Board to seek approval of the new contracts.

As the contracts require the development and utilization of resources, training and logistical support which are not routinely performed by County staff, they continue to be non-Prop A services.

The Amendments will be approved as to form by the Chief Administrative Office and County Counsel prior to execution.

IMPACT ON CURRENT SERVICES

The recommended action will not infringe on the role of the County in relationship to its residents and the County's ability to respond to an emergency will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

The Executive Officer, Board of Supervisors, is requested to return one adopted, stamped Board letter to the Director of DPSS.

Respectfully submitted,

Bryce Yokomizo
Director

BY:md

Enclosures

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors

REFUGEE EMPLOYMENT PROGRAM CONTRACTS
ESTIMATED MONTHLY AND YEARLY COSTS

	CONTRACTOR	MONTHLY COST	YEARLY COST
1	Armenian Evangelical Social Services Center	$92,818.67	$1,113,824
2	Armenian Relief Society of Western USA	$86,741.33	$1,040,896
3	Community Enhancement Services	$11,626.75	$139,521
4	Catholic Charities of Los Angeles	$120,222.75	$1,442,673
5	Jewish Vocational Services	$62,141.50	$745,698
	TOTAL	**$373,551.00**	**$4,482,612**

AMENDMENT NUMBER FOUR
TO THE REFUGEE EMPLOYMENT PROGRAM CONTRACT
BY AND BETWEEN LOS ANGELES COUNTY AND
XXXX

Reference is being made to the document entitled *"County of Los Angeles Refugee Employment Social Services (RESS) Program"* dated July 22, 2004, and further identified as County Contract # 30345, Amendment Number One, dated June 30, 2005, Amendment Number Two, dated October 18, 2005, Amendment Number Three, dated June 30, 2006, and Change Notice Number One, dated March 31, 2005, hereinafter referred to as the "Contract."

Effective December 31, 2006, the Contract is amended as follows:

1. All references to the Department of Community and Senior Services (CSS) in the Contract are deleted in their entirety and replaced with the Department of Public Social Services (DPSS).

2. **Section 1, APPLICABLE DOCUMENTS, Paragraph (a) is revised as follows:**

(a) This CONTRACT consists of this four (4)-page document, and the following exhibits and attachments, inclusive:

(1) Standard Terms and Conditions (Exhibit A)
(2) Mandated Program Requirements (Exhibit B)
(3) Statements of Work (Exhibit C)
Aid to Family Self-Sufficiency (AFSS)
Employment Support Services (ESS)
Job Readiness/Job Search (JR/JS)
Off Aid
Pre-Employment Language Training (PELT)
Pre-Employment Training (PET)
Selective Training and Employment Project/C (STEP/C)
Selective Training and Employment Project/R (STEP/R)
Support Services (SS)
Vocational Skills Training (VST)
Work Experience Training (WEX)
Central Intake Unit (CIU)
Transportation/Ancillary (T/A)
Enhanced Follow-up Services (EFS)
(4) Required Documents and Applicable Forms (Exhibit D)
(5) Performance Requirements Summary (Exhibit E)
(6) Budget Forms (Exhibit F)

3. **SECTION 3, COUNTY OBLIGATIONS, Paragraph (a) is revised as follows:**

COUNTY agrees to reimburse CONTRACTOR for provision of services identified in the Statement of Work (Exhibit C) in accordance with relevant invoicing policies and procedures set forth in this Contract; provided, however, that the amount obligated and paid to CONTRACTOR by COUNTY from the Office of Refugee Resettlement (ORR) grant to administer the Targeted Assistance (TA) and the Refugee Employment Social Services (RESS) Program shall not exceed xxx,xxx dollars ($x,xxx,xx) during the term of this Contract. The maximum contract amount for each fiscal year and the extension period effective January 1, 2007 through June 30, 2007 and July 1, 2007 through December 31, 2007 shall be as follows:

2.1 July 1, 2004 – June 30, 2005 = $618,310

2.2 July 1, 2005 – June 30, 2006 = $772,888

2.3 July 1, 2006 – December 31, 2006 = $386,444

2.4 January 1, 2007 – June 30, 2007 = $xxx,xxx

2.5 July 1, 2007 – December 31, 2007 = $xxx,xxx;
with a monthly maximum contract sum of $xxx,xxx

4. **SECTION 4. TERM, Paragraph 1.2 is added as follows:**

This Contract is extended for six months, commencing January 1, 2007 through June 30, 2007, with the option to extend on month-to-month basis to December 31, 2007; insofar as funding is available and the Director of DPSS or authorized representative notifies the CONTRACTOR within ten days prior to the following month that this Contract is extended an additional month.

5. **EXHIBIT A, STANDARD TERMS AND CONDITIONS, SECTION 200, ASSURANCES/CERTIFICATIONS, a new paragraph is added. Paragraph 229, Shred Confidential Documents, is added as follows:**

CONTRACTOR shall ensure that all confidential documents/papers, as defined under State law (including but not limited to Welfare & Institution Code sections 10850 and 17006) relating to this Contract must be shredded and not put in trash containers when CONTRACTOR disposes of these documents/papers. All documents/papers to be shredded are to be placed in a locked or secured container/bin/box and labeled "shred" until they are destroyed. No confidential documents/papers are to be recycled.

Documents for record and retention purposes in accordance with Paragraph 800 (inclusive), of the Contract are to be maintained for a period of five years or longer if required by law.

6. **EXHIBIT B, SECTION I, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, PROJECT DESCRIPTION, the Site Address is amended as follows:**
(CONTRACTOR is to provide the following updated information)

Site Address:
Telephone:
Contact Person:
Hours of Operation: 8:00 a.m. to 5:00 p.m.

7. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT REQUIREMENTS, SECTION II, TIME OF PERFORMANCE, is revised as follows:**

Said services of CONTRACTOR are to commence as of July 1, 2004 with all activities identified in the Contract to be completed no later than December 31, 2007. All final invoices must be submitted by January 15, 2008, unless the Contract is terminated earlier as hereinafter provided.

8. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT REQUIREMENTS, SECTION III, CONTRACT FUNDING, is revised as follows:**

CONTRACTOR will adhere to a total budget not to exceed the amount of $x,xxx,xxx for the period of the Contract. The maximum contract amount is 1) $xxx.xxx for July 1, 2004 through June 30, 2005, 2) $xxx.xx for on a month-to-month basis from July 1, 2005 through June 30, 2006 in accordance with Attachment D, Contract Budget, hereunder, 3) $xxx.xx on a month-to-month basis from July 1, 2006 through December 31, 2006 in accordance with Attachment D-1, Contract Budget , 4) $xxx,xx for January 1, 2007 through June 30, 2007, and 5) July 1, 2007 through December 31, 2007, which includes a monthly maximum contract sum of $xxx,xxx, in accordance with Attachment D-2 (to be inserted), Contract Budget, hereunder. The COUNTY shall not be liable in any event for payment in excess of this maximum amount.

If CONTRACTOR provides any tasks, subtasks, deliverables, goods, services or other work to the COUNTY, other than those specified in this Contract the same will be deemed a gratuitous effort on the part of CONTRACTOR and CONTRACTOR shall have no claim against the COUNTY.

COUNTY shall reimburse CONTRACTOR from ORR TA/RESS grant funds for an amount not to exceed $xxx for Fiscal Year 2004-05, $xxx for Fiscal Year 2005-06, $xxx for July 1, 2006 through December 31, 2006, and $xxx.xx for January 1, 2007 through December 31, 2007. In no event shall this Contract give rise to a charge on any other funds of the COUNTY.

COUNTY may reimburse CONTRACTOR from said TA/RESS funds for the fixed unit prices established in Statement of Work.

CONTRACTOR agrees to furnish documentation for each Participant taking part in the TA/RESS program to verify Participant enrollment and services.

9. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph A, is revised as follows:**

A. CONTRACTOR shall carry out a program providing pre-employment/language training, vocational skills training, support social services, and job placement as described in the attached Statements of Work (Exhibit C) for: Aid to Family Self-Sufficiency (AFSS), Employment Support Services (ESS); Job Readiness/Job Search (JR/JS); Off aid; Pre-Employment Language Training (PELT); Selective Training and Employment Project/C (STEP/C); Selective Training and Employment Project/R (STEP/R); Support Services (SS); Vocational Skills Training (VST); Work Experience (WEX); Transportation/ Ancillary (T/A); and Enhanced Follow-up Services (EFS).

10. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph F, is revised as follows:**

If a Participant fails to comply with program requirements, the CONTRACTOR shall ensure that the compliance process is initiated on that day or one work day after the Participants fails to comply. Also, CONTRACTOR shall ensure that the compliance process is resolved within 30-days from the date the compliance process was initiated. (Manual of Policy and Procedures (MPP) 42.721; Non-compliance with Program Requirements)

Due to the reauthorization of the Temporary Assistance to Needy Families program and in an effort to maintain a 50 percent work participation rate, CONTRACTOR is required to increase communication and contact with Participants to cure deficiencies prior to sanction and continue participant outreach to cure all sanctions.

11. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph I, is amended to read as follows:**

CONTRACTOR is responsible for entering data into the Oracle database, the Refugee Information System (RIS) application. This data entered will be utilized by DPSS to query for information in the master database for all Refugee Employment Program Participant information. The query system will be used to avoid concurrent enrollments in training components with the exception of Employment Support Services (ESS), eliminate duplication of services, and manage/track Participant service activities. The operation and maintenance of the Oracle database will continue until the successful transition of REP into the GEARS system.

12. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph L, is deleted in its entirety and replaced with the following:**

CONTRACTOR shall be available during COUNTY'S regular business hours from Monday through Friday between 8:00 a.m. and 5:00 p.m. to respond to COUNTY, community and Participant inquiries, as well as avail themselves for case resolution issues as they arise.

13. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph V, is added to read as follows:**

CONTRACTOR will ensure that all contacts and actions taken pertaining to the Participant's engagement in REP activities are documented as part of the case activity record. Documentation includes:

- Confirmation of actual start date and actual completion date for each assigned component/activity in which a Participant has been engaged.
- *Verification in case record that forms are provided to Participants in their primary language or that English forms have been translated for the participant.*
- Verification that the Rights and Responsibilities form has been **signed** by Participant and copy is filed in case record.
- Verification that all required documents are affixed in case records/files.

14. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph A is amended to read as follows:**

COUNTY reserves the right to withhold payment to CONTRACTOR if a Participant has not been assigned to an appropriate component/activity within 30 calendar days of receipt of cash aid. CONTRACTOR will ensure that there is no lag time between components/activities. If a Participant is unable to start an educational component or activity until the next quarter/semester, the CONTRACTOR shall make every effort to assign the Participant to a short-term activity to ensure continual participation.

15. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph E is amended to read as follows:**

All employment, full or part-time, shall be verified in writing every 90 days. Written verification of employment and paycheck stub or self-employment verification must be received upon initial part-time or full-time placement. Paycheck stubs must be received from the Participant every 90 days as verification of continued employment. All documentation must be maintained in the participant's record folder.

16. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph G is amended to read as follows:**

CONTRACTOR must ensure that REP program assignments are adjusted as the Participant's work hours change, so that the Participant can continue to meet the 32/35 hour activity requirement. However, Refugee Cash Assistance (RCA) Participants must meet the 32-hour program requirement.

17. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph H is amended to read as follows:**

CONTRACTOR may not combine the hours of two part-time jobs to bill for a full-time placement, nor may the CONTRACTOR combine the hours of two jobs below 20 hours per week each to bill for a part-time placement for CalWORKs Participant.

18. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph P is amended to read as follows:**

COUNTY shall pay CONTRACTOR for the services provided under this Contract not to exceed the amounts allocated by each cost category in the Contract exhibits and dependent upon CONTRACTOR meeting all requirements contained in this Contract. CONTRACTOR's compensation shall be subject to the limits set forth in the provisions of Exhibit B, Section III, Contract Funding. CONTRACTOR shall not exceed each year's annual budgeted amount and shall not roll-over unspent funds from the first year budget to the second year budget and from the second year budget to the third year budget and from the third year budget to the fourth year budget , or from any term to its subsequent term(s) should the Contract be amended to extend the term. The maximum cost of this Contract shall not exceed $xxx,xxx for July 1, 2004 through June 30, 2005, $xxx.xx for July 1, 2005 through June 30, 2006, $xxx.xx for July 1, 2006 through December 31, 2006, $xxx.xx for January 1, 2007 through June 30, 2007, and $xxx,xxx for July 1, 2007 through December 31, 2007, which includes a monthly maximum contract sum of $xxx,xxx.

19. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION XII, CONDUCT OF PROJECT, Paragraph M is amended to read as follows as follows:**

CONTRACTOR shall obtain and maintain all computer equipment necessary to transmit Participant data to the Oracle database and when implemented the GEARS system, as required by program standards and bulletins, for the duration of this contract. In addition, CONTRACTOR must have their staff properly trained in Oracle and/or GEARS functions to perform all Oracle/GEARS data-entry activities required by this program. If not, compensation may be delayed. Any costs associated with this requirement are the sole responsibility of the CONTRACTOR.

20. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION XV, TERMINATION, PARAGRAPH B, is amended to read as follows as follows:**

The CONTRACTOR may terminate this Contract or any part hereof by giving 30 calendar days written notice to the COUNTY. Notice of termination shall become effective the date the County Contract Administrator gives written acknowledgement by COUNTY to CONTRACTOR of the receipt of the CONTRACTOR's letter of intent. All appropriate compliances must be followed, as detailed in Sub-Section D.

21. **EXHIBIT C, STATEMENT OF WORK, PRE-EMPLOYMENT TRAINING (PET), PRE-EMPLOYMENT LANGUAGE TRAINING (PELT), VOCATIONAL SKILLS TRAINING (VST), SELECTIVE TRAINING AND EMPLOYMENT PROJECT/R (STEP/R), and SUPPORTIVE SERVICES DIRECT PAYMENTS (SS)** are revised to delete all reference to RCA Participants meeting the 35-hours per week requirement and replaced with RCA Participants meeting a 32-hour per week requirement.

22. **EXHIBIT C, STATEMENT OF WORK, SELECTIVE TRAINING AND EMPLOYMENT PROJECT/R (STEP/R), is amended to delete all references to the VHAP Project and replaced with "DPSS."**

23. **EXHIBIT C, STATEMENT OF WORK, SUPPORTIVE SERVICES DIRECT PAYMENTS (SS), RESPONSIBILITIES OF CONTRACTOR, sub-paragraph F, language is added to read as follows:**

Supportive Services will be expedited to enable REP Participants to enter work-related components/activities as quickly as possible.

24. **EXHIBIT C, STATEMENT OF WORK, SUPPORTIVE SERVICES DIRECT PAYMENTS (SS), Section IV, PROGRAM PERFORMANCE STANDARDS, sub-paragraph A, Reimbursable Expenses, number 1) transportation is amended to read as follows:**

Transportation costs of Participants (including bus tokens, or bus passes, parking expenses and mileage) may be paid only for the days when a mandatory RCA Participant participates in an approved REP activity. Where travel time exceeds two hours round-trip (due to remoteness and accessibility), alternative transportation must be considered and approved by CONTRACTOR as necessary for the Participants to continue their participation in the REP Program.

25. EXHIBIT C, STATEMENT OF WORK, SUPPORTIVE SERVICES DIRECT PAYMENTS (SS), Section V, METHOD OF COMPENSATION, sub-paragraph A, Transportation is amended to read as follows:

A. Transportation

- RCA expenses will be reimbursed at the lesser of: (1) the County approved mileage rate; or (2) the current cost of a bus pass The current reimbursement rate is $2.00 per day up to a maximum reimbursement rate of $58.00 per month, which is equivalent to the value of the E-Z bus pass. This maximum will not apply in situation where public transportation is unavailable or the travel time exceeds two hours round trip.

Documentation required: (1) Participant's name; (2) alien number; (3) amount paid to the Participant; (4) date paid to Participant; (5) type of issuance (token, cash, bus pass); (6) Participant's signature verifying the receipt of transportation funds; and (7) a copy of the reimbursement check given to Participant. When reimbursement for gas expenses is in the form of a gas coupon, a copy of the coupon must be submitted to DPSS.

26. EXHIBIT C, STATEMENT OF WORK, ENHANCED FOLLOW-UP SERVICES

Exhibit C, Statement of Work, Enhanced Follow-up Services, is added and is attached hereunder.

27. ATTACHMENT D-2 – CONTRACT BUDGET

Attachment D-2, Contract Budget (to be inserted), is added as an attachment hereunder, effective January 1, 2007 through December 31, 2006, and incorporated into this Contract.

All other terms and conditions remain in full force and effect.

This Amendment Number Four is made and entered into this _____, day of _____ 2006.

COUNTY OF LOS ANGELES

By _____
Bryce Yokomizo, Director
Department of Public Social Services

CONTRACTOR'S NAME

By _____
Name, Title
Agency

APPROVED AS TO FORM:
RAYMOND G. FORTNER, JR., COUNTY COUNSEL

By _____
Deputy County Counsel

REFUGEE EMPLOYMENT PROGRAM (REP)

STATEMENT OF WORK

Enhanced Follow-up Services

I. Purpose and Objective

This Statement of Work (SOW) specifies the responsibilities of the CONTRACTOR for REP Enhanced Follow-up Services (EFS).

This program component is designed to provide clarification on existing services and a description of the new Enhanced Follow-up Services to all active REP Participants who are engaged in work-related activities. Such services will include, facilitating job placement and retention services, which will lead to the Participant attaining self-sufficiency. In working with REP Participants, the CONTRACTOR shall motivate the Participant, assign activities and/or resources, and coordinate the Participant's efforts in meeting their REP, CalWORKs and Refugee Cash Assistance (RCA) requirements, as well as meet the needs of the voluntary off-aid and non-aided REP Participant. This SOW provides information on the services the Contractor is required to perform and services that are expected to be provided through established partnership/collaborative relationships.

II. Program Requirements

A. Eligible Participant:

1. All active REP Participants

   a. Active cases are defined as cases in which REP Participants are:

      1. Engaged and involved in a REP approved component and/or activity;
      2. Registered for services with a REP Contractor;
      3. Pending immediate component/activity assignment; or
      4. In the conciliation (resolution) process for compliance when the participant fails to comply with REP requirements.

5. Exemption cases **are not** considered active cases, unless the volunteer exempt participant requests in writing a desire to remain in REP.

Note: Sanction cases are not considered active cases.

III. Program Activities

A. In addition to the maintenance of a physical case record, CONTRACTOR shall ensure that a complete case record is maintained on REP operating systems. The CONTRACTOR will ensure systems are updated and actions, such as exemptions, case terminations, case deregistration, etc. are made timely manner. COUNTY shall provide training (Case Management 101) to CONTRACTOR regarding the use and maintenance of case records.

B. On-going Tasks: CONTRACTOR shall:

1. Schedule all REP Participants for their first and subsequent work activities with **no lapses** between activities, according to written COUNTY policy.
2. Provide, document, track and report on the provisions of REP services.
3. Encourage and motivate Participants to engage in REP activities.
4. Assign Participants to activities and provide information on resources that are not available through the REP service provider.
5. Coordinate the Participant's efforts in meeting their CalWORKs and Refugee Cash Assistance (RCA) requirements through the REP Program, as well as the needs of the voluntary unaided REP Participant, as appropriate.
6. Answer any questions or address concerns pertaining to the need for additional services and document case record with the needs discussed and action taken to address such needs.
7. Refer Participants to agencies identified/approved by COUNTY which provide mental health, substance abuse or domestic violence treatment/services, at any time in the REP flow based on the Participant's request, self-disclosure or observance of signs. **See Attachment XXXX.**
8. Identify and inform participant of sustainable income levels (minimum wage or above) to assist Participants in making a transition from public assistance to self-sufficiency, if applicable.
9. Disseminate work study information to every unemployed CalWORKs REP Participant who is enrolled in a community college. Document referral, outcome of referral and employment verification in case record, if applicable. **See Attachment XXXX.**

10. Inform unemployed RCA Participants in the month prior to the Participant reaching their eighth month of the RCA time-limit of the Participant's ability to apply for General Relief (GR) cash assistance as of the first business day after their RCA time limit terminates. CONTRACTOR shall document the case record of the offer of case assistance service. When appropriate, CONTRACTOR shall obtain an affidavit from Participant to verify they were not interested in pursuing GR cash assistance services, and file documentation in case record. **See Attachment XXXX**.
11. Refer or assign REP Participants to the appropriate work-related component or activity, as recommended by Central Intake Unit (CIU) who is responsible for completing the vocational assessment.
12. Generate and complete necessary documents required for the Participant to participate in his/her assigned REP component or activity.
13. Document compliance issues, sanction resolution actions, outreach efforts and final outcomes.
14. Document at least quarterly, employment information/verification (Verification of Employment), tracking employment retention, hourly participation adjustments and/or any other actions taken.
15. Document language needs and how they were resolved (Primary Language Form), as applicable. Document interpretive actions taken.
16. Document medical verifications (Verification of Exemption) and all other exemptions, as applicable. Once exemptions have been confirmed, Contractor shall close the case, with the exception of case exemptions that are less than 30 days. Exemption cases are not considered active cases.
17. Document Participant's eligibility, as well as requests and authorizations of issuances under the Vehicle Diagnosis & Repair Program (VDRP). The purpose of VDRP is to provide vehicle repair assistance to eligible CalWORKs Participants engaging in Welfare-to-Work (W-t-W) activities and/or employment in an effort to enable them to continue to participate in W-t-W activities and to secure and/or retain employment (Transportation and Ancillary Request Form).
18. Monitor Participant activities within each REP component, document case activity, and track Participant's progress on DPSS' GEARS system quarterly, as required by the California State regulations and the Los Angeles County DPSS policy.
19. CONTRACTOR shall ensure GEARS is updated to allow for automated assignment, when possible. If not possible, the Contractor shall ensure assignments are manually made quickly and effectively.
20. Maintain and update GEARS system alerts daily and timely, based on instructions provided by the COUNTY.
21. Prepare recommendations for supportive services issuances for each Participant for review and approval by DPSS County Issuance Approval staff.

22. CONTRACTOR shall follow up on GAIN issuances by requesting and obtaining required documentation to substantiate payment and updating GEARS with appropriate information.
23. Complete and mail manual Notices of Actions to participants in a timely manner.
24. CONTRACTOR shall calculate and request authorization payment via the GEARS system, and make timely and appropriate referrals to the review team involved in the County Issuance Approval (CIA) Process.
25. CONTRACTORs shall only provide services to Participants assigned to their perspective agency.

C. CONTRACTOR shall inform and offer the REP CalWORKS Participants the following program activities, as applicable (which are available as long as the Participant remains eligible to participate in the REP program):

1. <u>Post-Employment Services (PES)</u>

Post-Employment Services is a component that allows for the provision of supportive services to full-time employed Participants. It is designed to promote the attainment of wages which enable self-sufficiency.

a. PES Services are available for 12 months following the termination of the CalWORKs case.
b. CONTRACTOR shall offer PES to Participants who are eligible, unless otherwise informed by Los Angeles County that such services are not funded.
c. PES include but are not limited to: child care, transportation, or other supportive services.
d. The CONTRACTOR shall properly document that such services were offered both via the physical

2. <u>Post-Time Limited Services</u>

CalWORKs Post-Time Limited (PTL) services are available for REP CalWORKS Participants who have transitioned off aid due to the sixty-month CalWORKs time limits.

1. Services are subject to the availability of funds.
2. Hours of participation vary, but should not exceed 32 hours a week.
3. Services are allowable upon the participant reaching the sixty-month time limit and becoming ineligible for cash assistance.
4. PTL services are limited to twelve months for job retention.

5. PTL Job retention services include transportation and work-related expenses.
6. PTL services for educational activities including SIPs are currently indefinite, as long as the Participant remains eligible for REP.

3. Specialized Supportive Services

CONTRACTOR shall make every effort to assure Participants are referred to domestic violence, mental health, and/or substance abuse services timely and appropriately. In addition, the CONTRACTOR must ensure all necessary Specialized Supportive Services are authorized to facilitate a Participant's participation in these Services, encourage Participants to engage.

4. College Work Study

As a result of TANF reauthorization, community colleges have been granted funds to augment and expand their work-study, job development and job placement program. Expansion of this program will provide an opportunity for CalWORKs students to engage in a work study assignment that, in combination with their hours of education, will enable them to meet their 32-35 hour work participation requirement.

CONTRACTOR shall provide available program marketing tools promoting the benefits of the program to REP CalWORKs Participants who are in a study program at a community college. If interested, REP CalWORKS student shall be referred to the community campus liaison for consideration for a work study slot. Information shall be exchanged between the community college and REP CONTRACTOR on placement and employment verification shall be obtained. **See Attachment XXXX**

IV. Responsibilities of CONTRACTORS

CONTRACTOR shall ensure that all REP Participants who are engaged in work-related/educational activities and those Participants who are between activities are provided with Enhanced Follow-up Services.

A. Such services will include but are not limited to the maintenance of the physical case record on an on-going, monthly, annual or one-time only occurrence basis:

1. Physical Case Record Maintenance; One-Time Occurrence (to be completed one time by Contractor):

a. Disclose/discuss Participant's rights and responsibilities and document case folder to validate such disclosure. **See Attachment XXXX**
b. CONTRACTOR will complete a 100% reconciliation of their physical caseload with the automated system caseload by no later than April 30, 2007.
c. Findings of the reconciliation as required in Section IV Responsibilities of Contractors, Paragraph A, Sub-section I (b) above; shall be reported on the May 15th Monthly Management Report (MMR) and forwarded to DPSS' Contract Management Division jointly with the May 15th invoice.

2. Physical Case Record Maintenance; On-going Tasks:

a. CONTRACTOR shall properly identify case records. Proper identification of case to include Participant name and case number for CalWORKs and RCA Participants on the outside of the case folder.
b. Proper identification of case records of unaided Participants to include Participant name and Alien number on the outside of the case folder.
c. CONTRACTOR shall ensure all documents and Notices of Action are filed on the right side of case folder and the case activity record form (recorded narrative) is filed on the left side.
d. CONTRACTOR shall ensure the filing of REP Self-Sufficiency Plan, assist Participant with establishing employment goals and document this in case activity record.
e. CONTRACTOR shall ensure all pertinent documentation is filed in the case folder.
f. CONTRACTOR shall ensure the filing of vocational assessments in case record.
g. CONTRACTOR shall ensure all Self-Initiated Forms, Service Provider Referral Forms or program applicable forms are affixed to case folder to verify component/activity start and expected end dates. **See Attachment XXXX.**
h. CONTRACTOR shall ensure all Participant contacts, regardless of form of communication are documented on the case activity report form.
i. CONTRACTOR shall document child care arrangements, referrals and assistance given to Participant in the case folder. CONTRACTOR shall also file a copy of the completed child care application.
j. CONTRACTOR shall request and file completed quarterly progress reports (Progress Report of Education, Training, Post Employment Services, and Work Experience), report satisfactory or unsatisfactory progress status and action taken.

k. CONTRACTOR shall order all required forms from DPSS for contracted case manager's use.

l. As part of the maintenance of physical case records, CONTRACTOR shall implement the use of all communication tools, including any web-based applications, such as CW7 AUTOMATED SCANNING AND TRACKING SYSTEM (CAST) and GEARS to share Participant documentation between the CONTRACTORS and DPSS staff as needed.

V. All existing REP services under this Contract shall remain in force and are subject to federal, State and County rules and regulations. CONTRACTOR agrees that it will fully comply with all applicable requirements of the REP – all regulations, rules and policies issued pursuant to the enabling statue(s), and all applicable ordinances, rules, policies, directives, and procedures adopted by the COUNTY for which the CONTRACTOR is provided actual or constructive notice as it relates to CalWORKs, Refugee Cash Assistance, General Relief, any other applicable program, and non-aided REP Participants.

VI. Method of Compensation

CONTRACTOR may bill $25 (flat fee) per month per REP Participant for the provision of Enhanced Follow-up Services. Contractor shall not bill for Enhanced Follow-up Services if submitting a billing for any other pay point for the specific Participant in the same month. COUNTY will not reimburse CONTRACTOR for Enhanced Follow-up Services if CONTRACTOR has submitted a billing for any other pay point for the same REP Participant in the same month.

VII. Documentation Required For Invoices

CONTRACTOR shall provide the following documentation for EFS invoicing:

a A copy of the CONTRACTOR's active caseload spreadsheet which includes the Participant's name in alphabetical order, as well as the Participant's alien number, REP case number and EFS service date. Caseload spreadsheet must be updated monthly to delete closed cases and enter new referrals.

b. A copy of the Record of Activity form for each Participant billed. The Record of Activity form must describe all EFS the Participant received during the service month.

These requirements are subject to revision pending the automation of the EFS invoicing.

VIII. Reporting Responsibilities

CONTRACTOR shall prepare and submit to DPSS Comprehensive Monthly Management Reports. Please see attached sample for guidance. For report uniformity purposes, standard spreadsheet format may be used.

SAMPLE MMR
October 23, 2006

TO: Gary Akopyan, HSA III
Contract Management Division

FROM: Armenian Evangelical Social Services Center
Armenian Relief Society
Catholic Charities
Community Enhancement Services
Jewish Vocational Services

SUBJECT: MONTHLY MANAGEMENT REPORT (MMR) FORMAT

This Monthly Management Reports (MMR) was designed to assist the Refugee Employment Program Service Providers with tracking the actions, activities and/or events that effect progress of REP. We would like each Service Provider to complete the MMR on their agency's Letterhead addressed to Gary Akoypan of the Department of Public Social Services (DPSS) – Contract Management Division and copy the document to Maria P. Rodriguez of the DPSS – GAIN Program Division. Below you will find a list of categories and questions which we would like for you to address in your report. Monthly Management Reports are due by the fifteenth day of the month following the report month.

The categories to address in this report are as follows:

I. Staffing Concerns

- A narrative of any concerns and/or changes in staff, sites, session scheduling, Participant scheduling (backlogs), recommendations for systems improvements, and/or other processes as necessary.

II. Program Statistics

- How many General Relief and unaided refugees were enrolled into your agency this month?
- How many General Relief and unaided Participants completed a REP component/activity this month? (Attach supporting documentation as required by DPSS.)
- How many Participants were processed through the Enhanced Follow-up Services this month?
- Number of active General Relief and unaided Participants assigned to REP through your agency.
- Number of active General Relief and unaided Participants offered supportive services.

- Number of active General Relief and unaided Participants offered specialized supportive services.
- Number of active General Relief and unaided Participants entered employment.
- Number of active General Relief and unaided Participants entered a compliance status.
- Number of active General Relief and unaided Participants resolved a compliance issue.
- Number of active General Relief and unaided Participants submitted a valid exemption.
- Number of active General Relief and unaided Participants whose cases were deregistered due to an exemption status.
- Number of active Participants who have a refugee status that exceed 60-months.

III. Success Stories

- A minimum of two Participant success stories shall be included.

IV. Staffing/Project/Disciplinary Action Concerns

- Were there any complaints made in regards to staffing, the project and/or disciplinary complaints received from staff, supervisors, Project Managers or the County? If so, please give details.

V. Corrective Action Concerns

- Were there any corrective action concerns to address this month in regards to previous complaints made by staff, supervisors, Project Managers or the COUNTY? If so, please give details on situation and resolution.

VI. Program Training Concerns

- A list of all trainings provided by the CONTRACTOR in the month.
- Is there any mandatory department training scheduled next month? If so, please give details.

VII. Program Policies/Regulations

- Were there any changes in Program Policies/Regulations that may affect REP? If so, please give details.

VIII. Miscellaneous

- Any other ad hoc statistical reports as requested by the COUNTY and with a due date established by the COUNTY.
- A discussion of the CONTRACTOR's degree of success in achieving desired Program Outcomes, and Performance Requirement Standards.
- A list of all Appeal Hearing decisions received and their resolution.
- Any additional information may be required at COUNTY discretion.

IX. Attachments

- Internal Vouchers
- Supporting Documentation

Completed by:

Name:	Title	Phone No:	Date:

LDH:ldh

AMENDMENT NUMBER FOUR
TO THE REFUGEE EMPLOYMENT PROGRAM CONTRACT
BY AND BETWEEN LOS ANGELES COUNTY AND
XXXX

Reference is being made to the document entitled *"County of Los Angeles Refugee Employment Social Services (RESS) Program"* dated July 22, 2004, and further identified as County Contract # 30345, Amendment Number One, dated June 30, 2005, Amendment Number Two, dated October 18, 2005, Amendment Number Three, dated June 30, 2006, and Change Notice Number One, dated March 31, 2005, hereinafter referred to as the "Contract."

Effective December 31, 2006, the Contract is amended as follows:

1. All references to the Department of Community and Senior Services (CSS) in the Contract are deleted in their entirety and replaced with the Department of Public Social Services (DPSS).

2. **Section 1, APPLICABLE DOCUMENTS, Paragraph (a) is revised as follows:**

   (a) This CONTRACT consists of this four (4)-page document, and the following exhibits and attachments, inclusive:

   (1) Standard Terms and Conditions (Exhibit A)
   (2) Mandated Program Requirements (Exhibit B)
   (3) Statements of Work (Exhibit C)
   Aid to Family Self-Sufficiency (AFSS)
   Employment Support Services (ESS)
   Job Readiness/Job Search (JR/JS)
   Off Aid
   Pre-Employment Language Training (PELT)
   Pre-Employment Training (PET)
   Selective Training and Employment Project/C (STEP/C)
   Selective Training and Employment Project/R (STEP/R)
   Support Services (SS)
   Vocational Skills Training (VST)
   Work Experience Training (WEX)
   Central Intake Unit (CIU)
   Transportation/Ancillary (T/A)
   Enhanced Follow-up Services (EFS)
   (4) Required Documents and Applicable Forms (Exhibit D)
   (5) Performance Requirements Summary (Exhibit E)
   (6) Budget Forms (Exhibit F)

3. **SECTION 3, COUNTY OBLIGATIONS, Paragraph (a) is revised as follows:**

COUNTY agrees to reimburse CONTRACTOR for provision of services identified in the Statement of Work (Exhibit C) in accordance with relevant invoicing policies and procedures set forth in this Contract; provided, however, that the amount obligated and paid to CONTRACTOR by COUNTY from the Office of Refugee Resettlement (ORR) grant to administer the Targeted Assistance (TA) and the Refugee Employment Social Services (RESS) Program shall not exceed xxx,xxx dollars ($x,xxx,xx) during the term of this Contract. The maximum contract amount for each fiscal year and the extension period effective January 1, 2007 through June 30, 2007 and July 1, 2007 through December 31, 2007 shall be as follows:

2.1 July 1, 2004 – June 30, 2005 = $618,310

2.2 July 1, 2005 – June 30, 2006 = $772,888

2.3 July 1, 2006 – December 31, 2006 = $386,444

2.4 January 1, 2007 – June 30, 2007 = $xxx,xxx

2.5 July 1, 2007 – December 31, 2007 = $xxx,xxx;
with a monthly maximum contract sum of $xxx,xxx

4. **SECTION 4. TERM, Paragraph 1.2 is added as follows:**

This Contract is extended for six months, commencing January 1, 2007 through June 30, 2007, with the option to extend on month-to-month basis to December 31, 2007; insofar as funding is available and the Director of DPSS or authorized representative notifies the CONTRACTOR within ten days prior to the following month that this Contract is extended an additional month.

5. **EXHIBIT A, STANDARD TERMS AND CONDITIONS, SECTION 200, ASSURANCES/CERTIFICATIONS, a new paragraph is added. Paragraph 229, Shred Confidential Documents, is added as follows:**

CONTRACTOR shall ensure that all confidential documents/papers, as defined under State law (including but not limited to Welfare & Institution Code sections 10850 and 17006) relating to this Contract must be shredded and not put in trash containers when CONTRACTOR disposes of these documents/papers. All documents/papers to be shredded are to be placed in a locked or secured container/bin/box and labeled "shred" until they are destroyed. No confidential documents/papers are to be recycled.

Documents for record and retention purposes in accordance with Paragraph 800 (inclusive), of the Contract are to be maintained for a period of five years or longer if required by law.

6. **EXHIBIT B, SECTION I, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, PROJECT DESCRIPTION, the Site Address is amended as follows:**
(CONTRACTOR is to provide the following updated information)

Site Address:
Telephone:
Contact Person:
Hours of Operation: 8:00 a.m. to 5:00 p.m.

7. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT REQUIREMENTS, SECTION II, TIME OF PERFORMANCE, is revised as follows:**

Said services of CONTRACTOR are to commence as of July 1, 2004 with all activities identified in the Contract to be completed no later than December 31, 2007. All final invoices must be submitted by January 15, 2008, unless the Contract is terminated earlier as hereinafter provided.

8. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT REQUIREMENTS, SECTION III, CONTRACT FUNDING, is revised as follows:**

CONTRACTOR will adhere to a total budget not to exceed the amount of $x,xxx,xxx for the period of the Contract. The maximum contract amount is 1) $xxx.xxx for July 1, 2004 through June 30, 2005, 2) $xxx.xx for on a month-to-month basis from July 1, 2005 through June 30, 2006 in accordance with Attachment D, Contract Budget, hereunder, 3) $xxx.xx on a month-to-month basis from July 1, 2006 through December 31, 2006 in accordance with Attachment D-1, Contract Budget , 4) $xxx,xx for January 1, 2007 through June 30, 2007, and 5) July 1, 2007 through December 31, 2007, which includes a monthly maximum contract sum of $xxx,xxx, in accordance with Attachment D-2 (to be inserted), Contract Budget, hereunder. The COUNTY shall not be liable in any event for payment in excess of this maximum amount.

If CONTRACTOR provides any tasks, subtasks, deliverables, goods, services or other work to the COUNTY, other than those specified in this Contract the same will be deemed a gratuitous effort on the part of CONTRACTOR and CONTRACTOR shall have no claim against the COUNTY.

COUNTY shall reimburse CONTRACTOR from ORR TA/RESS grant funds for an amount not to exceed $xxx for Fiscal Year 2004-05, $xxx for Fiscal Year 2005-06, $xxx for July 1, 2006 through December 31, 2006, and $xxx.xx for January 1, 2007 through December 31, 2007. In no event shall this Contract give rise to a charge on any other funds of the COUNTY.

COUNTY may reimburse CONTRACTOR from said TA/RESS funds for the fixed unit prices established in Statement of Work.

CONTRACTOR agrees to furnish documentation for each Participant taking part in the TA/RESS program to verify Participant enrollment and services.

9. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph A, is revised as follows:**

A. CONTRACTOR shall carry out a program providing pre-employment/language training, vocational skills training, support social services, and job placement as described in the attached Statements of Work (Exhibit C) for: Aid to Family Self-Sufficiency (AFSS), Employment Support Services (ESS); Job Readiness/Job Search (JR/JS); Off aid; Pre-Employment Language Training (PELT); Selective Training and Employment Project/C (STEP/C); Selective Training and Employment Project/R (STEP/R); Support Services (SS); Vocational Skills Training (VST); Work Experience (WEX); Transportation/ Ancillary (T/A); and Enhanced Follow-up Services (EFS).

10. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph F, is revised as follows:**

If a Participant fails to comply with program requirements, the CONTRACTOR shall ensure that the compliance process is initiated on that day or one work day after the Participants fails to comply. Also, CONTRACTOR shall ensure that the compliance process is resolved within 30-days from the date the compliance process was initiated. (Manual of Policy and Procedures (MPP) 42.721; Non-compliance with Program Requirements)

Due to the reauthorization of the Temporary Assistance to Needy Families program and in an effort to maintain a 50 percent work participation rate, CONTRACTOR is required to increase communication and contact with Participants to cure deficiencies prior to sanction and continue participant outreach to cure all sanctions.

11. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph I, is amended to read as follows:**

CONTRACTOR is responsible for entering data into the Oracle database, the Refugee Information System (RIS) application. This data entered will be utilized by DPSS to query for information in the master database for all Refugee Employment Program Participant information. The query system will be used to avoid concurrent enrollments in training components with the exception of Employment Support Services (ESS), eliminate duplication of services, and manage/track Participant service activities. The operation and maintenance of the Oracle database will continue until the successful transition of REP into the GEARS system.

12. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph L, is deleted in its entirety and replaced with the following:**

CONTRACTOR shall be available during COUNTY'S regular business hours from Monday through Friday between 8:00 a.m. and 5:00 p.m. to respond to COUNTY, community and Participant inquiries, as well as avail themselves for case resolution issues as they arise.

13. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION V, PROJECT REQUIREMENTS, Paragraph V, is added to read as follows:**

CONTRACTOR will ensure that all contacts and actions taken pertaining to the Participant's engagement in REP activities are documented as part of the case activity record. Documentation includes:

- Confirmation of actual start date and actual completion date for each assigned component/activity in which a Participant has been engaged.
- *Verification in case record that forms are provided to Participants in their primary language or that English forms have been translated for the participant.*
- Verification that the Rights and Responsibilities form has been **signed** by Participant and copy is filed in case record.
- Verification that all required documents are affixed in case records/files.

14. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph A is amended to read as follows:**

COUNTY reserves the right to withhold payment to CONTRACTOR if a Participant has not been assigned to an appropriate component/activity within 30 calendar days of receipt of cash aid. CONTRACTOR will ensure that there is no lag time between components/activities. If a Participant is unable to start an educational component or activity until the next quarter/semester, the CONTRACTOR shall make every effort to assign the Participant to a short-term activity to ensure continual participation.

15. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph E is amended to read as follows:**

All employment, full or part-time, shall be verified in writing every 90 days. Written verification of employment and paycheck stub or self-employment verification must be received upon initial part-time or full-time placement. Paycheck stubs must be received from the Participant every 90 days as verification of continued employment. All documentation must be maintained in the participant's record folder.

16. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph G is amended to read as follows:**

CONTRACTOR must ensure that REP program assignments are adjusted as the Participant's work hours change, so that the Participant can continue to meet the 32/35 hour activity requirement. However, Refugee Cash Assistance (RCA) Participants must meet the 32-hour program requirement.

17. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph H is amended to read as follows:**

CONTRACTOR may not combine the hours of two part-time jobs to bill for a full-time placement, nor may the CONTRACTOR combine the hours of two jobs below 20 hours per week each to bill for a part-time placement for CalWORKs Participant.

18. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION VII, METHOD OF COMPENSATION, Paragraph P is amended to read as follows:**

COUNTY shall pay CONTRACTOR for the services provided under this Contract not to exceed the amounts allocated by each cost category in the Contract exhibits and dependent upon CONTRACTOR meeting all requirements contained in this Contract. CONTRACTOR's compensation shall be subject to the limits set forth in the provisions of Exhibit B, Section III, Contract Funding. CONTRACTOR shall not exceed each year's annual budgeted amount and shall not roll-over unspent funds from the first year budget to the second year budget and from the second year budget to the third year budget and from the third year budget to the fourth year budget , or from any term to its subsequent term(s) should the Contract be amended to extend the term. The maximum cost of this Contract shall not exceed $xxx,xxx for July 1, 2004 through June 30, 2005, $xxx.xx for July 1, 2005 through June 30, 2006, $xxx.xx for July 1, 2006 through December 31, 2006, $xxx.xx for January 1, 2007 through June 30, 2007, and $xxx,xxx for July 1, 2007 through December 31, 2007, which includes a monthly maximum contract sum of $xxx,xxx.

19. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION XII, CONDUCT OF PROJECT, Paragraph M is amended to read as follows as follows:**

CONTRACTOR shall obtain and maintain all computer equipment necessary to transmit Participant data to the Oracle database and when implemented the GEARS system, as required by program standards and bulletins, for the duration of this contract. In addition, CONTRACTOR must have their staff properly trained in Oracle and/or GEARS functions to perform all Oracle/GEARS data-entry activities required by this program. If not, compensation may be delayed. Any costs associated with this requirement are the sole responsibility of the CONTRACTOR.

20. **EXHIBIT B, COUNTY OF LOS ANGELES TA REFUGEE PROGRAM GRANT PROGRAM REQUIREMENTS, SECTION XV, TERMINATION, PARAGRAPH B, is amended to read as follows as follows:**

The CONTRACTOR may terminate this Contract or any part hereof by giving 30 calendar days written notice to the COUNTY. Notice of termination shall become effective the date the County Contract Administrator gives written acknowledgement by COUNTY to CONTRACTOR of the receipt of the CONTRACTOR's letter of intent. All appropriate compliances must be followed, as detailed in Sub-Section D.

21. **EXHIBIT C, STATEMENT OF WORK, PRE-EMPLOYMENT TRAINING (PET), PRE-EMPLOYMENT LANGUAGE TRAINING (PELT), VOCATIONAL SKILLS TRAINING (VST), SELECTIVE TRAINING AND EMPLOYMENT PROJECT/R (STEP/R), and SUPPORTIVE SERVICES DIRECT PAYMENTS (SS)** are revised to delete all reference to RCA Participants meeting the 35-hours per week requirement and replaced with RCA Participants meeting a 32-hour per week requirement.

22. **EXHIBIT C, STATEMENT OF WORK, SELECTIVE TRAINING AND EMPLOYMENT PROJECT/R (STEP/R), is amended to delete all references to the VHAP Project and replaced with "DPSS."**

23. **EXHIBIT C, STATEMENT OF WORK, SUPPORTIVE SERVICES DIRECT PAYMENTS (SS), RESPONSIBILITIES OF CONTRACTOR, sub-paragraph F, language is added to read as follows:**

Supportive Services will be expedited to enable REP Participants to enter work-related components/activities as quickly as possible.

24. **EXHIBIT C, STATEMENT OF WORK, SUPPORTIVE SERVICES DIRECT PAYMENTS (SS), Section IV, PROGRAM PERFORMANCE STANDARDS, sub-paragraph A, Reimbursable Expenses, number 1) transportation is amended to read as follows:**

Transportation costs of Participants (including bus tokens, or bus passes, parking expenses and mileage) may be paid only for the days when a mandatory RCA Participant participates in an approved REP activity. Where travel time exceeds two hours round-trip (due to remoteness and accessibility), alternative transportation must be considered and approved by CONTRACTOR as necessary for the Participants to continue their participation in the REP Program.

25. EXHIBIT C, STATEMENT OF WORK, SUPPORTIVE SERVICES DIRECT PAYMENTS (SS), Section V, METHOD OF COMPENSATION, sub-paragraph A, Transportation is amended to read as follows:

A. Transportation

- RCA expenses will be reimbursed at the lesser of: (1) the County approved mileage rate; or (2) the current cost of a bus pass The current reimbursement rate is $2.00 per day up to a maximum reimbursement rate of $58.00 per month, which is equivalent to the value of the E-Z bus pass. This maximum will not apply in situation where public transportation is unavailable or the travel time exceeds two hours round trip.

Documentation required: (1) Participant's name; (2) alien number; (3) amount paid to the Participant; (4) date paid to Participant; (5) type of issuance (token, cash, bus pass); (6) Participant's signature verifying the receipt of transportation funds; and (7) a copy of the reimbursement check given to Participant. When reimbursement for gas expenses is in the form of a gas coupon, a copy of the coupon must be submitted to DPSS.

26. EXHIBIT C, STATEMENT OF WORK, ENHANCED FOLLOW-UP SERVICES

Exhibit C, Statement of Work, Enhanced Follow-up Services, is added and is attached hereunder.

27. ATTACHMENT D-2 – CONTRACT BUDGET

Attachment D-2, Contract Budget (to be inserted), is added as an attachment hereunder, effective January 1, 2007 through December 31, 2006, and incorporated into this Contract.

All other terms and conditions remain in full force and effect.

This Amendment Number Four is made and entered into this _____, day of _____ 2006.

COUNTY OF LOS ANGELES

By _____
Bryce Yokomizo, Director
Department of Public Social Services

CONTRACTOR'S NAME

By _____
Name, Title
Agency

APPROVED AS TO FORM:
RAYMOND G. FORTNER, JR., COUNTY COUNSEL

By _____
Deputy County Counsel

REFUGEE EMPLOYMENT PROGRAM (REP)

STATEMENT OF WORK

Enhanced Follow-up Services

I. Purpose and Objective

This Statement of Work (SOW) specifies the responsibilities of the CONTRACTOR for REP Enhanced Follow-up Services (EFS).

This program component is designed to provide clarification on existing services and a description of the new Enhanced Follow-up Services to all active REP Participants who are engaged in work-related activities. Such services will include, facilitating job placement and retention services, which will lead to the Participant attaining self-sufficiency. In working with REP Participants, the CONTRACTOR shall motivate the Participant, assign activities and/or resources, and coordinate the Participant's efforts in meeting their REP, CalWORKs and Refugee Cash Assistance (RCA) requirements, as well as meet the needs of the voluntary off-aid and non-aided REP Participant. This SOW provides information on the services the Contractor is required to perform and services that are expected to be provided through established partnership/collaborative relationships.

II. Program Requirements

A. Eligible Participant:

1. All active REP Participants

   a. Active cases are defined as cases in which REP Participants are:

      1. Engaged and involved in a REP approved component and/or activity;
      2. Registered for services with a REP Contractor;
      3. Pending immediate component/activity assignment; or
      4. In the conciliation (resolution) process for compliance when the participant fails to comply with REP requirements.

5. Exemption cases **are not** considered active cases, unless the volunteer exempt participant requests in writing a desire to remain in REP.

Note: Sanction cases are not considered active cases.

III. Program Activities

A. In addition to the maintenance of a physical case record, CONTRACTOR shall ensure that a complete case record is maintained on REP operating systems. The CONTRACTOR will ensure systems are updated and actions, such as exemptions, case terminations, case deregistration, etc. are made timely manner. COUNTY shall provide training (Case Management 101) to CONTRACTOR regarding the use and maintenance of case records.

B. On-going Tasks: CONTRACTOR shall:

1. Schedule all REP Participants for their first and subsequent work activities with **no lapses** between activities, according to written COUNTY policy.
2. Provide, document, track and report on the provisions of REP services.
3. Encourage and motivate Participants to engage in REP activities.
4. Assign Participants to activities and provide information on resources that are not available through the REP service provider.
5. Coordinate the Participant's efforts in meeting their CalWORKs and Refugee Cash Assistance (RCA) requirements through the REP Program, as well as the needs of the voluntary unaided REP Participant, as appropriate.
6. Answer any questions or address concerns pertaining to the need for additional services and document case record with the needs discussed and action taken to address such needs.
7. Refer Participants to agencies identified/approved by COUNTY which provide mental health, substance abuse or domestic violence treatment/services, at any time in the REP flow based on the Participant's request, self-disclosure or observance of signs. **See Attachment XXXX.**
8. Identify and inform participant of sustainable income levels (minimum wage or above) to assist Participants in making a transition from public assistance to self-sufficiency, if applicable.
9. Disseminate work study information to every unemployed CalWORKs REP Participant who is enrolled in a community college. Document referral, outcome of referral and employment verification in case record, if applicable. **See Attachment XXXX.**

10. Inform unemployed RCA Participants in the month prior to the Participant reaching their eighth month of the RCA time-limit of the Participant's ability to apply for General Relief (GR) cash assistance as of the first business day after their RCA time limit terminates. CONTRACTOR shall document the case record of the offer of case assistance service. When appropriate, CONTRACTOR shall obtain an affidavit from Participant to verify they were not interested in pursuing GR cash assistance services, and file documentation in case record. **See Attachment XXXX**.
11. Refer or assign REP Participants to the appropriate work-related component or activity, as recommended by Central Intake Unit (CIU) who is responsible for completing the vocational assessment.
12. Generate and complete necessary documents required for the Participant to participate in his/her assigned REP component or activity.
13. Document compliance issues, sanction resolution actions, outreach efforts and final outcomes.
14. Document at least quarterly, employment information/verification (Verification of Employment), tracking employment retention, hourly participation adjustments and/or any other actions taken.
15. Document language needs and how they were resolved (Primary Language Form), as applicable. Document interpretive actions taken.
16. Document medical verifications (Verification of Exemption) and all other exemptions, as applicable. Once exemptions have been confirmed, Contractor shall close the case, with the exception of case exemptions that are less than 30 days. Exemption cases are not considered active cases.
17. Document Participant's eligibility, as well as requests and authorizations of issuances under the Vehicle Diagnosis & Repair Program (VDRP). The purpose of VDRP is to provide vehicle repair assistance to eligible CalWORKs Participants engaging in Welfare-to-Work (W-t-W) activities and/or employment in an effort to enable them to continue to participate in W-t-W activities and to secure and/or retain employment (Transportation and Ancillary Request Form).
18. Monitor Participant activities within each REP component, document case activity, and track Participant's progress on DPSS' GEARS system quarterly, as required by the California State regulations and the Los Angeles County DPSS policy.
19. CONTRACTOR shall ensure GEARS is updated to allow for automated assignment, when possible. If not possible, the Contractor shall ensure assignments are manually made quickly and effectively.
20. Maintain and update GEARS system alerts daily and timely, based on instructions provided by the COUNTY.
21. Prepare recommendations for supportive services issuances for each Participant for review and approval by DPSS County Issuance Approval staff.

22. CONTRACTOR shall follow up on GAIN issuances by requesting and obtaining required documentation to substantiate payment and updating GEARS with appropriate information.
23. Complete and mail manual Notices of Actions to participants in a timely manner.
24. CONTRACTOR shall calculate and request authorization payment via the GEARS system, and make timely and appropriate referrals to the review team involved in the County Issuance Approval (CIA) Process.
25. CONTRACTORs shall only provide services to Participants assigned to their perspective agency.

C. CONTRACTOR shall inform and offer the REP CalWORKS Participants the following program activities, as applicable (which are available as long as the Participant remains eligible to participate in the REP program):

1. <u>Post-Employment Services (PES)</u>

Post-Employment Services is a component that allows for the provision of supportive services to full-time employed Participants. It is designed to promote the attainment of wages which enable self-sufficiency.

a. PES Services are available for 12 months following the termination of the CalWORKs case.
b. CONTRACTOR shall offer PES to Participants who are eligible, unless otherwise informed by Los Angeles County that such services are not funded.
c. PES include but are not limited to: child care, transportation, or other supportive services.
d. The CONTRACTOR shall properly document that such services were offered both via the physical

2. <u>Post-Time Limited Services</u>

CalWORKs Post-Time Limited (PTL) services are available for REP CalWORKS Participants who have transitioned off aid due to the sixty-month CalWORKs time limits.

1. Services are subject to the availability of funds.
2. Hours of participation vary, but should not exceed 32 hours a week.
3. Services are allowable upon the participant reaching the sixty-month time limit and becoming ineligible for cash assistance.
4. PTL services are limited to twelve months for job retention.

5. PTL Job retention services include transportation and work-related expenses.
6. PTL services for educational activities including SIPs are currently indefinite, as long as the Participant remains eligible for REP.

3. Specialized Supportive Services

CONTRACTOR shall make every effort to assure Participants are referred to domestic violence, mental health, and/or substance abuse services timely and appropriately. In addition, the CONTRACTOR must ensure all necessary Specialized Supportive Services are authorized to facilitate a Participant's participation in these Services, encourage Participants to engage.

4. College Work Study

As a result of TANF reauthorization, community colleges have been granted funds to augment and expand their work-study, job development and job placement program. Expansion of this program will provide an opportunity for CalWORKs students to engage in a work study assignment that, in combination with their hours of education, will enable them to meet their 32-35 hour work participation requirement.

CONTRACTOR shall provide available program marketing tools promoting the benefits of the program to REP CalWORKs Participants who are in a study program at a community college. If interested, REP CalWORKS student shall be referred to the community campus liaison for consideration for a work study slot. Information shall be exchanged between the community college and REP CONTRACTOR on placement and employment verification shall be obtained. **See Attachment XXXX**

IV. Responsibilities of CONTRACTORS

CONTRACTOR shall ensure that all REP Participants who are engaged in work-related/educational activities and those Participants who are between activities are provided with Enhanced Follow-up Services.

A. Such services will include but are not limited to the maintenance of the physical case record on an on-going, monthly, annual or one-time only occurrence basis:

1. Physical Case Record Maintenance; One-Time Occurrence (to be completed one time by Contractor):

a. Disclose/discuss Participant's rights and responsibilities and document case folder to validate such disclosure. **See Attachment XXXX**
b. CONTRACTOR will complete a 100% reconciliation of their physical caseload with the automated system caseload by no later than April 30, 2007.
c. Findings of the reconciliation as required in Section IV Responsibilities of Contractors, Paragraph A, Sub-section I (b) above; shall be reported on the May 15th Monthly Management Report (MMR) and forwarded to DPSS' Contract Management Division jointly with the May 15th invoice.

2. Physical Case Record Maintenance; On-going Tasks:

a. CONTRACTOR shall properly identify case records. Proper identification of case to include Participant name and case number for CalWORKs and RCA Participants on the outside of the case folder.
b. Proper identification of case records of unaided Participants to include Participant name and Alien number on the outside of the case folder.
c. CONTRACTOR shall ensure all documents and Notices of Action are filed on the right side of case folder and the case activity record form (recorded narrative) is filed on the left side.
d. CONTRACTOR shall ensure the filing of REP Self-Sufficiency Plan, assist Participant with establishing employment goals and document this in case activity record.
e. CONTRACTOR shall ensure all pertinent documentation is filed in the case folder.
f. CONTRACTOR shall ensure the filing of vocational assessments in case record.
g. CONTRACTOR shall ensure all Self-Initiated Forms, Service Provider Referral Forms or program applicable forms are affixed to case folder to verify component/activity start and expected end dates. **See Attachment XXXX.**
h. CONTRACTOR shall ensure all Participant contacts, regardless of form of communication are documented on the case activity report form.
i. CONTRACTOR shall document child care arrangements, referrals and assistance given to Participant in the case folder. CONTRACTOR shall also file a copy of the completed child care application.
j. CONTRACTOR shall request and file completed quarterly progress reports (Progress Report of Education, Training, Post Employment Services, and Work Experience), report satisfactory or unsatisfactory progress status and action taken.

k. CONTRACTOR shall order all required forms from DPSS for contracted case manager's use.

l. As part of the maintenance of physical case records, CONTRACTOR shall implement the use of all communication tools, including any web-based applications, such as CW7 AUTOMATED SCANNING AND TRACKING SYSTEM (CAST) and GEARS to share Participant documentation between the CONTRACTORS and DPSS staff as needed.

V. All existing REP services under this Contract shall remain in force and are subject to federal, State and County rules and regulations. CONTRACTOR agrees that it will fully comply with all applicable requirements of the REP – all regulations, rules and policies issued pursuant to the enabling statue(s), and all applicable ordinances, rules, policies, directives, and procedures adopted by the COUNTY for which the CONTRACTOR is provided actual or constructive notice as it relates to CalWORKs, Refugee Cash Assistance, General Relief, any other applicable program, and non-aided REP Participants.

VI. Method of Compensation

CONTRACTOR may bill $25 (flat fee) per month per REP Participant for the provision of Enhanced Follow-up Services. Contractor shall not bill for Enhanced Follow-up Services if submitting a billing for any other pay point for the specific Participant in the same month. COUNTY will not reimburse CONTRACTOR for Enhanced Follow-up Services if CONTRACTOR has submitted a billing for any other pay point for the same REP Participant in the same month.

VII. Documentation Required For Invoices

CONTRACTOR shall provide the following documentation for EFS invoicing:

a A copy of the CONTRACTOR's active caseload spreadsheet which includes the Participant's name in alphabetical order, as well as the Participant's alien number, REP case number and EFS service date. Caseload spreadsheet must be updated monthly to delete closed cases and enter new referrals.

b. A copy of the Record of Activity form for each Participant billed. The Record of Activity form must describe all EFS the Participant received during the service month.

These requirements are subject to revision pending the automation of the EFS invoicing.

VIII. Reporting Responsibilities

CONTRACTOR shall prepare and submit to DPSS Comprehensive Monthly Management Reports. Please see attached sample for guidance. For report uniformity purposes, standard spreadsheet format may be used.

SAMPLE MMR
October 23, 2006

TO: Gary Akopyan, HSA III
Contract Management Division

FROM: Armenian Evangelical Social Services Center
Armenian Relief Society
Catholic Charities
Community Enhancement Services
Jewish Vocational Services

SUBJECT: MONTHLY MANAGEMENT REPORT (MMR) FORMAT

This Monthly Management Reports (MMR) was designed to assist the Refugee Employment Program Service Providers with tracking the actions, activities and/or events that effect progress of REP. We would like each Service Provider to complete the MMR on their agency's Letterhead addressed to Gary Akoypan of the Department of Public Social Services (DPSS) – Contract Management Division and copy the document to Maria P. Rodriguez of the DPSS – GAIN Program Division. Below you will find a list of categories and questions which we would like for you to address in your report. Monthly Management Reports are due by the fifteenth day of the month following the report month.

The categories to address in this report are as follows:

I. Staffing Concerns

- A narrative of any concerns and/or changes in staff, sites, session scheduling, Participant scheduling (backlogs), recommendations for systems improvements, and/or other processes as necessary.

II. Program Statistics

- How many General Relief and unaided refugees were enrolled into your agency this month?
- How many General Relief and unaided Participants completed a REP component/activity this month? (Attach supporting documentation as required by DPSS.)
- How many Participants were processed through the Enhanced Follow-up Services this month?
- Number of active General Relief and unaided Participants assigned to REP through your agency.
- Number of active General Relief and unaided Participants offered supportive services.

- Number of active General Relief and unaided Participants offered specialized supportive services.
- Number of active General Relief and unaided Participants entered employment.
- Number of active General Relief and unaided Participants entered a compliance status.
- Number of active General Relief and unaided Participants resolved a compliance issue.
- Number of active General Relief and unaided Participants submitted a valid exemption.
- Number of active General Relief and unaided Participants whose cases were deregistered due to an exemption status.
- Number of active Participants who have a refugee status that exceed 60-months.

III. Success Stories

- A minimum of two Participant success stories shall be included.

IV. Staffing/Project/Disciplinary Action Concerns

- Were there any complaints made in regards to staffing, the project and/or disciplinary complaints received from staff, supervisors, Project Managers or the County? If so, please give details.

IV. Corrective Action Concerns

- Were there any corrective action concerns to address this month in regards to previous complaints made by staff, supervisors, Project Managers or the COUNTY? If so, please give details on situation and resolution.

V. Program Training Concerns

- A list of all trainings provided by the CONTRACTOR in the month.
- Is there any mandatory department training scheduled next month? If so, please give details.

VI. Program Policies/Regulations

- Were there any changes in Program Policies/Regulations that may affect REP? If so, please give details.

VII. Miscellaneous

- Any other ad hoc statistical reports as requested by the COUNTY and with a due date established by the COUNTY.
- A discussion of the CONTRACTOR's degree of success in achieving desired Program Outcomes, and Performance Requirement Standards.
- A list of all Appeal Hearing decisions received and their resolution.
- Any additional information may be required at COUNTY discretion.

VIII. Attachments

- Internal Vouchers
- Supporting Documentation

Completed by:

Name:	Title	Phone No:	Date:

LDH:ldh