

**EMPLOYMENT & FAMILY SERVICES**  
**PURCHASE OF SERVICE CONTRACT**  
**WITH**  
**CATHOLIC CHARITIES HEALTH & HUMAN SERVICES**

**AMENDMENT NO. 2**

THIS CONTRACT AMENDMENT made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2011 by and between the County of Cuyahoga, Ohio (the "County"), on behalf of Employment & Family Services (the "Agency") and Catholic Charities Health & Human Services, a nonprofit corporation, with principal offices located at 7911 Detroit Avenue, Cleveland, Ohio 44102, (the "Provider").

**WITNESSETH:**

**WHEREAS**, in order to continue to provide a Refugee Employment and Training Services Program for eligible refugees, amendments to Contract Encumbrance No. CE-0900755-01 are necessary:

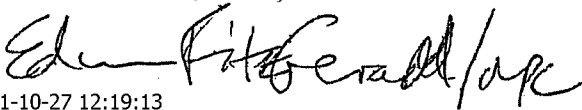
**THEREFORE**, the following amendments to the aforementioned Contract are agreed to by and between the parties hereto, as follows:

1. That the reason for this amendment is to extend the period of performance and to amend the contract amount to provide for the continuation of services.
2. That Paragraph I (Term) is hereby amended by extending the end date of the contract from September 30, 2011 to September 30, 2012.
3. That the Statement of Work is revised as described in Exhibit I (Attached).
4. That for payment processing invoices shall be submitted by the 10<sup>th</sup> of the month.
5. That the amount of the contract is amended by \$196,956.00 from \$532,805.00 to \$729,761.00.
6. That the effective date of this amendment is October 1, 2011.

All other "Terms and Conditions" and EXHIBITS of the aforementioned Contract Agreement remain as originally written.

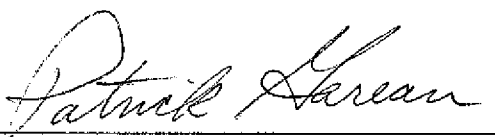
IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date above written

COUNTY OF CUYAHOGA, OHIO  
Edward FitzGerald, County Executive

BY:   
2011-10-27 12:19:13

Edward FitzGerald, County Executive

CATHOLIC CHARITIES HEALTH & HUMAN SERVICES

BY: 

Date 9/23/11

## **EXHIBIT I**

### **STATEMENT OF WORK (Agency)**

The Agency agrees to enter into a contract with **Catholic Charities Health and Human Services**, hereinafter referred to as Provider, for the period from **October 1, 2011** to **September 30, 2012** to operate Pathways, a Refugee Employment and Training Services Program. This program will provide acculturation, job readiness, vocational education and training, citizenship and naturalization, job search, job placement, and job retention services as described below for eligible refugees.

#### **I. Program Objectives**

The Provider will serve one hundred fifty (**150**) refugees in partnership with Asian Services In Action (ASIA) as described in EXHIBIT I (Statement of Work).

#### **II. Program Activities and Definitions**

**Assessment** is the initial activity completed by the participant under the guidance of the case manager. The assessment includes an English language proficiency exam, math testing, employment status, employment goals, barrier identification and a mutually agreed to short and long term plan of action. The results are used to develop a Participant Self-Sufficiency and Employability Plan (SSEP).

**Participant Self-Sufficiency and Employability Plan** is developed jointly by the case manager with the participant in a one-on-one session. The plan for employment is developed using the employability assessment results. The SSEP includes information required by the Ohio Administrative Code Chapter 5101:1-2-40.4(B) (2). The SSEP must contain the primary goal of obtaining employment in the shortest period of time in light of participants' skills and the local job market. The SSEP is updated, at a minimum, monthly.

**English for Speakers of Other Languages (ESOL)** is English language training offered in two tracks. The ten (10) week basic ESOL track focuses on writing, reading, and speaking English necessary to obtain and retain employment. The fifteen (15) week ESOL track focuses on vocational English and includes job related conversation and reading, vocational specific terminology, technical vocabulary, and literacy practice necessary for the workplace.

**Interpreting and Translation** is provided when needed for situations where refugees cannot sufficiently communicate with medical providers, social services, courts, the Provider staff and other community partners. All qualified refugees may access this service at anytime.

**Social Service** activities include transportation assistance, outreach services, health related services (health screening and treatment referrals), home management, and citizenship and naturalization services

**Family Mentors (Home Managers)** are volunteers who provide basic assistance to newly arriving families. The volunteers are a family's guide to the community. They provide extra help, donate or collect household necessities for the family, provide social support, assist with tutoring, and assist with Creative Play instruction and other Pathways staff.

**Vocational Training** is short-term, credentialed, occupational skills training. It is expected upon completion of vocational training, participants would commence job search.

**Job Search** assistance is provided to help participants secure gainful employment. Activities include making contact with potential employers either by phone, internet, or in-person to learn and/or apply for job openings and interview for jobs. When needed, the Employment and Training Coordinator (ETC) transports refugees to potential employers to fill out applications and assist with language translation for job interviews. The ETC also transports refugees to job fairs and temporary employment agencies.

**Job Retention** assistance is provided to help participants retain and/or advance in their employment by identifying and resolving workplace issues; providing supportive services necessary to maintain employment; and assisting participants in developing a strategy for job advancement. The Provider will provide assistance through job coaches (volunteers or interpreters) to understand the basics of the new job, proper work place norms (hygiene, punctuality), and the importance of hard work. After initial job placement, the ETC contacts the refugees' managers to find out how participants are doing their first week on the job. After this, an additional contact is made at around the third month. If there are problems on the job, the Provider will intervene to prevent a termination.

**Program Completion** is completion of the 18-week Basic Program or the 15-week ESOL Program. Evidence of program completion must be present in the participant case file and will include, at a minimum, signed attendance forms reflecting a minimum attendance of at least 75% of scheduled hours. For the basic program, additional evidence of program completion may include pre and post test results and/or certificate of completion.

**Job Placement** is defined as employer verified, unsubsidized, employment at a wage equal to or exceeding the state minimum wage. Participants must work a minimum of one full day or one full shift to achieve this benchmark. The date of placement is the first scheduled day of employment. Placement may be achieved with full-time, part-time, or seasonal employment.

**30-Day Job Retention** is defined as verified, unsubsidized, employment through thirty (30) days of employment with a wage equal to or exceeding the state minimum wage.

**60-Day Job Retention** is defined as verified, unsubsidized, employment through sixty (60) days of employment with a wage equal to or exceeding the state minimum wage.

**90-Day Job Retention** is defined as employer verified, unsubsidized, employment through ninety (90) days of employment with a wage equal to or exceeding the state minimum wage.

**180-Day Job Retention** is defined as employer verified, unsubsidized, employment through one-hundred eighty (180) days of employment with a wage equal to or exceeding the state minimum wage.

**Retention Milestones** at thirty (30), sixty (60), ninety (90), and one hundred and eighty (180) days of employment may be achieved with multiple employers, provided the gaps between employment episodes do not exceed thirty (30) calendar days.

**Case Management** is an activity which includes on-going, dynamic, multi-faceted interaction with participants from enrollment through 180 days of job retention. Case management should include at a minimum:

- An individual assessment
- A Participant Self-Sufficiency and Employability Plan
- Barrier identification/removal and referrals for services
- Reassessment of participant goals and progress
- For Ohio Works First and Refugee Cash Assistance participants, regular and timely contact with the self-sufficiency coach regarding client progress and participation
- Aggressive re-engagement efforts for no-shows, including documenting attempts to contact client and notification to the self-sufficiency coach (if applicable) of reengagement efforts
- Maintaining updated case files including participant progress notes

### **III. Program Outcomes and Reporting**

**Performance Outcomes** that will be used to measure program success include, but may not be limited to:

- Number completing the Participant Self-Sufficiency and Employability Plan
- Number advancing a level in ESOL
- Number completing the 18-week basic program
- Number completing the 15-week ESOL program
- Number achieving job placement
- Average Wage at Employment Entry
- Number achieving 30-day job retention
- Number achieving 60-day job retention
- Number achieving 90-day job retention

- Number employed on the 90<sup>th</sup> day following initial employment
- Number achieving 180-day job retention
- Number of families receiving emergency rent and utilities assistance (families at risk for homelessness)

**The Provider** must establish access to and utilize Provider Gateway as the primary tool to create enrollments, decline service authorizations, report attendance, report progress once per month, and to report all unsubsidized job placements. All authorized agents of the Provider using the Provider Gateway system must consent to adhere to and sign the Ohio Department of Job and Family Services Code of Responsibility and must participate in user training prior to authorization to use the system.

Accurate and timely use of Provider Gateway includes processing Service Authorizations within ten (10) business days of receiving a referral; completing progress notes by the 5<sup>th</sup> day of each month for each participant for each enrolled month per service; and creating Service Alerts for changes in the participant's scheduled activities (including no-shows, drop out, reassignment, termination, reason for termination, and employment changes), within five (5) business days of the change. Unsubsidized employment information will be recorded in Provider Gateway on the Employment screen upon the participant beginning to earn an unsubsidized wage. The Employment screen must be updated with changes to employment (such as or the addition of health benefits), to reflect a change in employers, and to record a termination of unsubsidized employment.

**The Provider** must document participant attendance in the participant's case file via timesheets signed by the participant and the worksite supervisor and/or Provider. Attendance must be reported at a minimum monthly to the Agency via Provider Gateway Attendance Notes. Attendance reports are due by the 3<sup>rd</sup> business day of the following month.

Attendance reports must reflect all of the scheduled hours of participation including actual hours attended and scheduled hours not attended. Attendance reported in Provider Gateway must, at minimum, include attendance for all scheduled calendar days and hours; failed (missed) hours of attendance in scheduled activities; identification of the type of scheduled activity and; reasons for absences from scheduled activities when available. Failed (missed) hours may be made-up within the same calendar month in which they were missed. All attendance reported in Provider Gateway must be supported by and consistent with attendance documentation maintained in the case file.

### **Additional Requirements**

**The Provider** must maintain case file documentation that, at a minimum, includes:

- Assessment documentation including results of the English proficiency exam, IABE tests, and other test results demonstrating services rendered
- Participant Self-Sufficiency and Employability Plan with evidence (review dates and signatures) the plan is reviewed monthly and updated with the participant

- Initial determination of RSS eligibility and subsequent re-determination every 12 months, or more frequently, as needed.
- Evidence of program completion including attendance forms and an updated resume
- Signed and dated release of information form that complies with state and federal HIPAA requirements
- Case notes as necessary detailing participant progress, contacts, engagement efforts, etc.
- Documentation verifying all services rendered and all participant benchmarks achieved including Employment Verification Forms
- Documentation of any lapse in service greater than thirty (30) days
- Other evidence of intensive case management services provided including job retention services

**The Provider** must only serve eligible refugees who have been in the US less than five (5) years. There are no time limits for the receipt of citizenship and naturalization preparation services.

**The Provider** must attend periodic briefing meetings to ensure continuity of service delivery and effective program management.

**The Provider** must maintain an accounting system and supporting fiscal records adequate to enable the Agency to audit and otherwise verify all payments made.

**The Provider** must prepare and submit regular reports (i.e. monthly) demonstrating the utilization and management of contracted services and program outcomes achieved.