

EMPLOYMENT & FAMILY SERVICES
PURCHASE OF SERVICE CONTRACT
WITH
WEST SIDE ECUMENICAL MINISTRY

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 West Side Ecumenical Ministry, a nonprofit corporation, with principal offices located at 5209 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-0900756-01 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 10th of the month.
5. That the amount of the contract is amended by \$120,203.00 from \$324,975.00 to \$445,178.00.
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

Ed FitzGerald/apc

BY: 2011-10-27 12:19:16

Edward FitzGerald, County Executive

WEST SIDE ECUMENICAL MINISTRY

BY:

Mary McLaughlin Hull

Date

9/23/11
9/26/11

EXHIBIT I

STATEMENT OF WORK (Agency)

The Agency agrees to enter into a contract with West Side Ecumenical Ministry, hereinafter referred to as Provider, for the period from October 1, 2011 to September 30, 2012 to operate 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 eighty (80) refugees in partnership with the US Together, Inc. 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, Entrance Evaluation, the Test of Adult Basic Education (TABE), application/intake forms and a Desired Position Form used to determine the most appropriate workforce channel training. 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 instruction in English as a second language with an emphasis on English necessary to obtain and retain a job. ESOL classes will be offered at a variety of times for participant's convenience. Classes will be held with two levels that include reading, writing, listening, speaking, grammar, and pronunciation.

Social Service activities include transportation assistance, providing day care where appropriate, outreach services, translation services, health related services (health screening and treatment referrals), home management, and citizenship and naturalization services.

Job Readiness is a two week job preparation class provided full time in both English and Spanish with activities such as preparing a resume or job application, instructions in work place expectations, training in interviewing skills, effective job seeking, and life skills. Job readiness includes Preparing for Work, Tools for Work, and the National Work Readiness Credential.

Vocational Training is short-term, credentialed, occupational skills training in Green Jobs-Pre-Construction (includes lead abatement and asbestos removal certification), Customer Service

Plus, and Retail QuikTrak. It is expected upon completion of vocational training, participants would commence job search.

Job Search is seeking employment and includes making contact with potential employers either by phone, internet, or in-person to learn and/or apply for job openings and interview for jobs. Job search participants have access to a ten station computer lab for online applications, career site registrations and online employment searches. Job search also includes attending on-site job fairs.

Job Retention is assistance provided to participants that will help them 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. Job retention begins with an exit interview by the Career Consultant and updated Job SSEP identifying potential barriers to maintaining employment. Each working participant is contacted bi-weekly through phone calls, mailings, and job site visits. Clients receive recognition incentives at the 90 and 180 day benchmark. Green Jobs/Pre-Construction graduates shall receive recognition incentive after completing 180 days of employment, in the form of additional training in a different Pre-Construction/Green Jobs certification.

Program Completion is completion of the job readiness curriculum. Evidence of program completion must be present in the participant case file and will include, at a minimum, signed attendance forms reflecting attended hours (a minimum of 75% of scheduled hours) and a completed resume. 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.

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 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
- An Individual Employment 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 advancing a level in ESOL
- Number completing job readiness curriculum
- Number completing Pre-construction/Green Jobs training
- Number completing Retail QuikTrak service training
- Number completing Customer Service Plus training
- Number achieving job placement
- Number achieving 30-day job retention
- Number achieving 60-day job retention
- Number achieving 90-day job retention
- Number employed on the 90th day following initial employment
- Number achieving 180-day job retention

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 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 5th 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 3rd 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 and IABE
- Participant Self-Sufficiency and Employability Plan with evidence (review dates and signatures) the plan is reviewed monthly and updated with the participant
- Evidence of program completion including attendance forms and an updated resume
- Initial determination of RSS eligibility and subsequent re-determination every 12 months, or more frequently, as needed.
- 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.